

One-e-App (OEA) Tips Sheet March 2022 Changes to “Multiple Tab” Functionality in OEA



The purpose of this tip sheet is to:

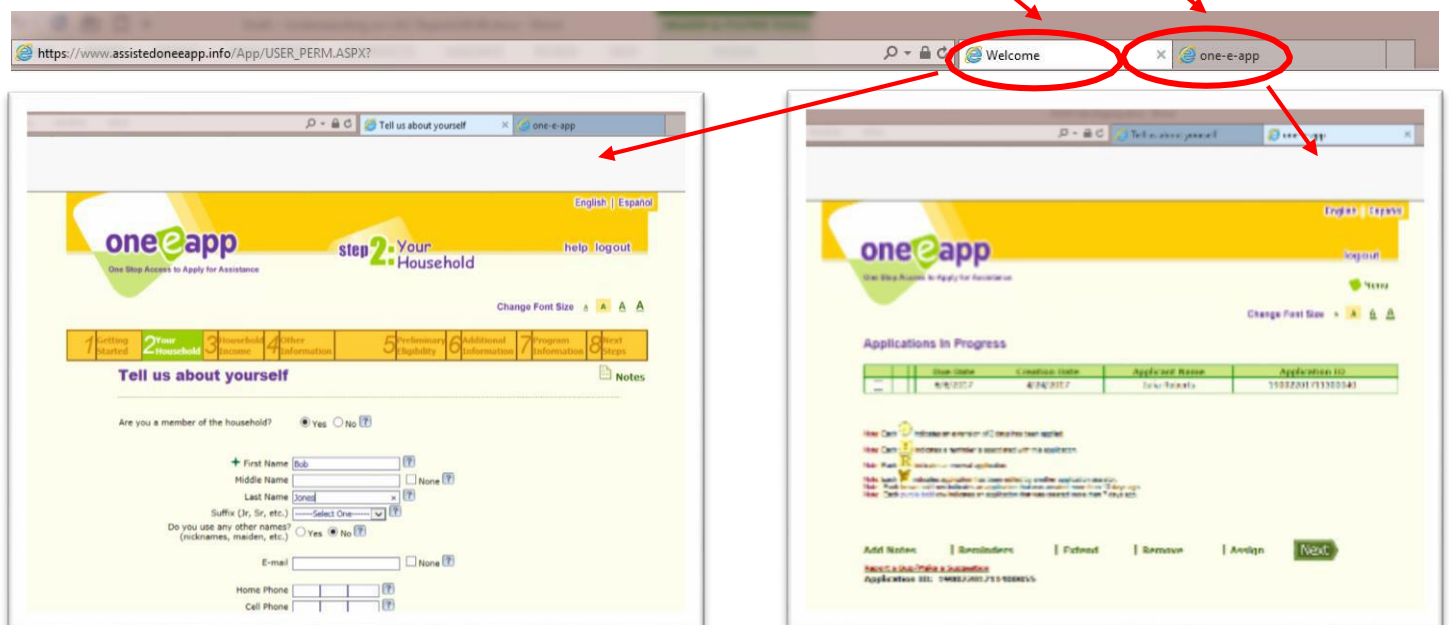
1. Explain changes made to OEA on the functionality of operating multiple sessions of OEA in different browser tabs or different browser windows.
2. Explain that the changes were made to prevent data corruption as a result of operating multiple OEA tab or window sessions.

SUMMARY: One-e-App (OEA) no longer allows an enroller to take an action on two MHLA applications simultaneously. This means that **enrollers may not have multiple sessions of OEA open in two different tabs within the same window at the same time.** This change was made to prevent data corruption as a result of an enroller working on two OEA applications in a browser at the same time.

Below is a visual depiction of two tabs open within the same window:

Tab 1:

Tab 2:



WHAT WILL HAPPEN IF I HAVE TWO SESSIONS OF OEA OPEN AT THE SAME TIME IN TWO TABS?

1. **OEA WILL LOG THE USER OUT OF OEA.** If an enroller attempts to have multiple session of OEA open at the same time, OEA will log the user out of OEA in both tabs (to prevent corruption of data in either tab). OEA will require the enroller to log in again. For example, a new application cannot be started in one tab while the enroller is simultaneously working another application in a second tab. All unsaved data will be lost if this occurs.

2. **A MULTIPLE-TAB ERROR MESSAGE WILL APPEAR.** If an enroller attempts to take action¹ on a MHLA application in one tab while a second application is open in a separate tab within the same window, the user will be immediately logged out of both tabs, and the following message will be displayed:



NOTE: It is technically possible in OEA to work two MHLA applications at the same time by opening up an entirely new browser window (as opposed to a second tab within the browser). However this may also cause data corruption and is not recommended.

NOTE: OEA performs best when run in the Internet Explorer (IE) browser. OEA is not compatible with Chrome, Mozilla Firefox, Microsoft Edge or Safari. Internet Explorer (IE) version 10 and above should be the only browser used to access OEA.

¹ For the purposes of these instructions, 'actions' mean: **1)** Beginning a new application **2)** Modifying or Renewing an application **3)** Accessing the Application Submission Details page via the Search function.