

Shared Applications   
Browser Setting Requirements

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**Table of Contents**

[Secure Access Applications (Fin, HR, SA, Summit) 4](#_Toc355775462)

[Adding Trusted Sites 4](#_Toc355775463)

[Campus Steps 4](#_Toc355775464)

[Google Chrome 5](#_Toc355775465)

[President’s Office Steps 5](#_Toc355775466)

[Google Chrome 7](#_Toc355775467)

[Enabling Cookies 8](#_Toc355775468)

[Internet Explorer 8](#_Toc355775469)

[Firefox 8](#_Toc355775470)

[Safari 9](#_Toc355775471)

[Google Chrome 9](#_Toc355775472)

[Downloading Queries 10](#_Toc355775473)

[Internet Explorer 10](#_Toc355775474)

[Firefox 10](#_Toc355775475)

[Safari 11](#_Toc355775476)

[Google Chrome 11](#_Toc355775477)

[Enabling Java Script 12](#_Toc355775478)

[Internet Explorer 12](#_Toc355775479)

[Firefox 12](#_Toc355775480)

[Safari 12](#_Toc355775481)

[Google Chrome 13](#_Toc355775482)

[Updating Pop-up Blocker Settings 14](#_Toc355775483)

[Internet Explorer 14](#_Toc355775484)

[Firefox 14](#_Toc355775485)

[Safari 15](#_Toc355775486)

[Google Chrome 15](#_Toc355775487)

[Compatibility Mode Fixes 16](#_Toc355775488)

[Windows XP / Internet Explorer 8 16](#_Toc355775489)

[Windows 8 / Internet Explorer 10 16](#_Toc355775490)

[UMass Productivity Kit 17](#_Toc355775491)

[Updating Internet Explorer Settings for the Do It mode 17](#_Toc355775492)

[Internet Explorer 17](#_Toc355775493)

[Updating Pop-up Blocker Settings 18](#_Toc355775494)

[Internet Explorer 18](#_Toc355775495)

[Firefox 18](#_Toc355775496)

[Safari 19](#_Toc355775497)

[Google Chrome 19](#_Toc355775498)

[WorkSpaces (SharePoint) 20](#_Toc355775499)

[Limited Access: Project Team Members Only 20](#_Toc355775500)

[Applying Security Settings 20](#_Toc355775501)

[Internet Explorer 20](#_Toc355775502)

[Appendices 22](#_Toc355775503)

[Appendix A: Clearing Browser History 22](#_Toc355775504)

[Internet Explorer 22](#_Toc355775505)

[Firefox 23](#_Toc355775506)

[Safari 23](#_Toc355775507)

[Google Chrome 23](#_Toc355775508)

[Appendix B: Printing a PeopleSoft Screen 23](#_Toc355775509)

[Internet Explorer 23](#_Toc355775510)

[Firefox 24](#_Toc355775511)

[Safari 26](#_Toc355775512)

# Secure Access Applications (Fin, HR, SA, Summit)

## Adding Trusted Sites

When a user adds a website as a Trusted Site, the user agrees that files he or she downloads or runs from the website will not damage his or her computer or data. Adding the below domains allows downloads and pop-up menus from PeopleSoft into the user’s browser. Most users will have this setting applied previously for the HR Direct system. However, new users or users who upgrade their systems should ensure this setting is applied.

### Campus Steps

Campuses should follow the below steps to add the Secure Access applications to trusted sites.

|  |
| --- |
| Internet Explorer |
| 1. Click the **Tools** () icon at the top right corner of the browser.   **Note**: In IE 7.0 & 8.0, you should click the **Tools** dropdown list in the browser menu.   1. Click the **Internet Options** list item. 2. Click the **Security** tab. 3. Select the **Trusted sites** icon. 4. Click the **Sites** button. 5. Verify the **Require server verification for all sites in this zone** box is **not** selected. 6. Insert the Secure Access domain in the **Add this Web site** to the zone field: \*.umasscs.net 7. Click the **Add** button. 8. Insert the Secure Access Login domain in the **Add this Website** to the zone field: \*.ucollaborate.net 9. Click the **Add** button. 10. Click the **Close** button. 11. Click the **OK** button. |

| Firefox |
| --- |
| **PC Users - Version lower than 10**   1. Navigate to the browser, a menu with a ‘Tools’ option should appear on the top left of the screen. If it does not, right click on the bar on the top of the browser, and select the **Menu Bar** option. 2. Click the **Tools** dropdown list. 3. Click the **Options** tab. 4. Click the **Security** tab. 5. Click the **Exceptions** button 6. Insert the Secure Access domain in the **Address of web site** field: \*.umasscs.net 7. Click the **Allow** button. 8. Insert the Secure Access Login domain in the **Address of web site** field: \*.ucollaborate.net 9. Click the **Allow** button. 10. Close the **Allowed Sites** window. 11. Close the **Preferences** window.   **PC Users – Version 10 and higher**   1. Click the **Open Menu ()** icon on the top right of the page. 2. Click **Options**. 3. Click the first **Exceptions** button. 4. Insert the Secure Access domain in the **Address of web site** field: \*.umasscs.net 5. Click the **Allow** button. 6. Insert the Secure Access Login domain in the **Address of web site** field: \*.ucollaborate.net 7. Click the **Allow** button. 8. Close the **Allowed Sites** window. 9. Close the **Options** window.   **Mac Users**   1. Click the **Firefox** dropdown list. 2. Click the **Preferences** dropdown list. 3. Click the **Security** tab. 4. Click the **Exceptions** button at the top of the window. 5. Insert the Secure Access domain in the **Address of web site** field: \*.umasscs.net 6. Click the **Allow** button. 7. Insert the Secure Access Login domain in the **Address of web site** field: \*.ucollaborate.net 8. Click the **Allow** button. 9. Close the **Allowed Sites** window. 10. Close the **Preferences** window. |

|  |
| --- |
| Safari |
| There are no Trusted Site steps for Safari. Please ensure users complete the pop-up setting steps. |

|  |
| --- |
| Google Chrome |
| There are no Trusted Site steps for Google Chrome. Please ensure users complete the pop-up setting steps. |

### President’s Office Steps

These steps are for President’s Office employees only.

|  |
| --- |
| Internet Explorer |
| 1. Click the **Tools** () icon at the top right corner of the browser.   **Note**: In IE 7.0 & 8.0, you should click the **Tools** dropdown list in the browser menu.   1. Click the **Internet Options** list item. 2. Click the **Security** tab. 3. Select the **Local Intranet** icon. 4. Click the **Sites** button. The Local Intranet window will open. 5. Click the **Advanced** button. 6. Verify the **Require server verification for all sites in this zone** box is **not** selected. 7. Enter the Secure Access domain in the **Add this Web site** to the zone field: \*.umasscs.net 8. Click the **Add** button. 9. Insert the Secure Access Login domain in the **Add this Website** to the zone field: \*.ucollaborate.net 10. Click the **Add** button. 11. Click the **Close** button. 12. Click the **OK** button. 13. Click the **OK** button. |

| Firefox |
| --- |
| **PC Users - Version lower than 10**   1. Navigate to the browser, a menu with a ‘Tools’ option should appear on the top left of the screen. If it does not, right click on the bar on the top of the browser, and select the **Menu Bar** option. 2. Click the **Tools** dropdown list. 3. Click the **Options** tab. 4. Click the **Security** tab. 5. Click the **Exceptions** button 6. Insert the Secure Access domain in the **Address of web site** field: \*.umasscs.net 7. Click the **Allow** button. 8. Insert the Secure Access Login domain in the **Address of web site** field: \*.ucollaborate.net 9. Click the **Allow** button. 10. Close the **Allowed Sites** window. 11. Close the **Preferences** window.   **PC Users – Version 10 and higher**   1. Click the **Open Menu ()** icon on the top right of the page. 2. Click **Options**. 3. Click the first **Exceptions** button.   **Mac Users**   1. Click the **Firefox** dropdown list. 2. Click the **Preferences** dropdown list. 3. Click the **Security** tab. 4. Click the **Exceptions** button 5. Insert the Secure Access domain in the **Address of web site** field: \*.umasscs.net 6. Click the **Allow** button. 7. Insert the Secure Access Login domain in the **Address of web site** field: \*.ucollaborate.net 8. Click the **Allow** button. 9. Close the **Allowed Sites** window. 10. Close the **Preferences** window. |

|  |  |
| --- | --- |
| Safari | |
| There are no Trusted Site steps for Safari. Please ensure users complete the pop-up setting steps. | |
| Google Chrome |
| There are no Trusted Site steps for Google Chrome. Please ensure users complete the pop-up setting steps. |

## Enabling Cookies

When PeopleSoft authenticates a user, it distributes a cookie to the browser. This cookie holds user authentication information in the browser that PeopleSoft uses to verify user access. Enabling cookies allows the user to navigate freely within the system without having to provide user credentials repeatedly. Most users will have this setting applied previously for the HR Direct system. However, new users or users who upgrade their systems should ensure this setting is applied.

|  |
| --- |
| Internet Explorer |
| 1. Click the **Tools** () icon at the top right corner of the browser.   **Note**: In IE 7.0 & 8.0, you should click the **Tools** dropdown list in the browser menu.   1. Click the **Internet Options** list item. 2. Click the **Privacy** tab. 3. Verify **Cookies** are set at Medium. |

| Firefox |
| --- |
| **PC Users - Version lower than 10**   1. Navigate to the browser, a menu with a ‘Tools’ option should appear on the top left of the screen. If it does not, right click on the bar on the top of the browser, and select the **Menu Bar** option. 2. Click the **Tools** dropdown list. 3. Click the **Internet Options** list item. 4. Click the **Privacy** tab. 5. Click the **Firefox will:** dropdown list in the History section. 6. Select the **Use custom settings for history** list item. 7. Verify the **Accept cookies from sites** box is selected.   **PC Users – Version 10 and higher**   1. Click the **Open Menu ()** icon on the top right of the page. 2. Click **Options**. 3. Click the **Privacy** tab. 4. Click the **Firefox will:** dropdown list in the History section. 5. Select the **Use custom settings for history** list item. 6. Verify the **Accept cookies from sites** box is selected.   **Mac Users – Version 3.6**   1. Click the **Firefox** dropdown list. 2. Click the **Preferences** list item. 3. Click the **Privacy** tab. 4. Verify the **Accept cookies from sites** box is selected.   **Mac Users – Version 7.0**   1. Click the **Firefox** dropdown list. 2. Click the **Preferences** list item. 3. Click the **Privacy** tab. 4. Click the **Firefox will:** dropdown list in the History section. 5. Click the **Use custom settings for history** list item. 6. Verify the **Accept cookies from sites** box is selected. |

|  |
| --- |
| Safari |
| 1. Click the **Safari** dropdown list. 2. Click the **Preferences** list item. 3. Click the **Security** tab. 4. Verify the **Only from sites you navigate to** radio button is selected under Accept Cookies. |

|  |
| --- |
| Google Chrome |
| 1. Click on the **Wrench** ( ) icon on the right hand side. 2. Click the **Settings** option from the dropdown list. 3. Click **Show advanced settings** at the bottom of the list. 4. In the Privacy section, click on the **Content Settings** button. 5. In the Cookies section, click on **Allow local data to be set (recommended)**. |

## Downloading Queries

This browser setting is only required for users that utilize the query functionality in Fin 9.1.

|  |
| --- |
| Internet Explorer |
| **Apply Download Settings:**   1. Click the **Tools** tab on the **menu bar**. 2. Click the **Internet Options** list item. 3. Click the **Security** tab. 4. Click the **Custom level** button. 5. Scroll half way down the **Settings**window until you see **Downloads**. 6. Verify the **File download** and **Font download** radio buttons are set to **Enable***.* 7. Click the **OK** button to the close Security Settings window. 8. Click the **OK** or **Apply** (if applicable) button to exit Internet Options window. |

| Firefox |
| --- |
| **Apply Download Settings:**  **PC Users - Version lower than 10**   1. Navigate to the browser, a menu with a ‘Tools’ option should appear on the top left of the screen. If it does not, right click on the bar on the top of the browser, and select the **Menu Bar** option. 2. Click the **Tools** dropdown list. 3. Click the **Options** list items. 4. Click the **General** tab. 5. Select the **Show the Downloads window when downloading a file** checkbox in the **Downloads** section. 6. Select the **Save files to…** radio button. 7. Click the **Browse…** button and find the location to which you want to save downloads. 8. Click the **OK**button.   **PC Users – Version 10 and higher**   1. Click the **Open Menu ()** icon on the top right of the page. 2. Click **Options** icon. 3. General tab will appear 4. You will see Downloads section 5. Select **Save files to** radio button. 6. Click **Browse**… button and find the location to which you want to save the downloads 7. Click the **OK**button to close out Option window.   **Mac Users**   1. Click the **Firefox** dropdown list. 2. Click the **Preferences** list items. 3. Click the **General** tab. 4. Select the **Show the Downloads window when downloading a file** checkbox in the **Downloads** section. 5. Select the **Save files to…** radio button. 6. Click the **Choose…** button and find the location to which you want to save downloads. 7. Click the **Open**button. |

|  |
| --- |
| Safari |
| **Apply Download Settings:**   1. Click the **Safari** menu item. 2. Click the **Preferences** option. 3. Click the **General** tab. 4. Click the **Save downloaded files to…** dropdown list and update the location, if needed. 5. Close the **Preferences** window. |

|  |
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| Google Chrome |
| 1. Click on the **Wrench** ( ) icon on the right hand side. 2. Click the **Settings** option from the dropdown list. 3. Click **Show advanced settings** at the bottom of the list. 4. In the Downloads section, select **Ask where to save each file before downloading**. |

## Enabling Java Script

As PeopleSoft pages run Java Scripts behind the scenes, it’s important for users to enable java scripts to ensure pages are displayed properly. Most users will have this setting applied previously for the HR Direct system. However, new users or users who upgrade their systems should ensure this setting is applied.

|  |
| --- |
| Internet Explorer |
| 1. Click the **Tools** () icon at the top right corner of the browser.   **Note**: In IE 7.0 & 8.0, you should click the **Tools** dropdown list in the browser menu.   1. Click the **Internet Options** list item. 2. Click the **Security** tab. 3. Click the **Custom level…** button. 4. Scroll down until you find **“Active Scripting”** under the Scripting section. 5. Verify the **Enable** radio button is selected. |

| Firefox |
| --- |
| **PC Users - Version lower than 10**   1. Navigate to the browser, a menu with a ‘Tools’ option should appear on the top left of the screen. If it does not, right click on the bar on the top of the browser, and select the **Menu Bar** option. 2. Click the **Tools** dropdown list. 3. Click the **Options** list item. 4. Click the **Content** tab. 5. Verify the **Enable JavaScript** box is selected.   **PC Users – Version 10 and higher**   1. Click the **Open Menu ()** icon on the top right of the page. 2. Click **Options** icon. 3. Click the **Content** tab. 4. Verify the **Enable JavaScript** box is selected.   **Mac Users**   1. Click the **Firefox** dropdown list. 2. Click the **Preferences** list item. 3. Click the **Content** tab. 4. Verify the **Enable JavaScript** box is selected. |

|  |
| --- |
| Safari |
| 1. Click the **Safari** dropdown list. 2. Click the **Preferences** list item. 3. Click the **Security** tab. 4. Verify the **Enable JavaScript** checkbox is selected. |

|  |
| --- |
| Google Chrome |
| 1. Click on the **Wrench** ( ) icon on the right hand side. 2. Click the **Settings** option from the dropdown list. 3. Click **Show advanced settings** at the bottom of the list. 4. In the Privacy section, click on the **Content Settings** button. 5. In the JavaScript section, select **Allow all sites to run JavaScript (recommended)**. |

## Updating Pop-up Blocker Settings

To prevent any issues opening attachments or downloading grids within the Fin 9.1 system, users should ensure the below pop-up blocker settings are applied. Most users will have this setting applied previously for the HR Direct system. However, new users or users who upgrade their systems should ensure this setting is applied.

|  |
| --- |
| Internet Explorer |
| 1. Click the **Tools** () icon at the top right corner of the browser.   **Note**: In IE 7.0 & 8.0, you should click the **Tools** dropdown list in the browser menu.   1. Click the **Internet Options** list item. 2. Click the **Privacy** tab. 3. Click the **Settings** button under the Pop-up Blocker section. (You may need to check the Turn on Pop-up Blocker box in order to edit the settings.) 4. Enter the Secure Access domain in the **Address of Web Site to allow** field: \*.ucollaborate.net 5. Click the **Add** button. 6. Enter the Secure Access domain in the **Address of Web Site to allow** field: \*.umasscs.net 7. Click the **Add** button. 8. Click the **Close** (or OK) button. 9. Click the **OK** button. |

| Firefox |
| --- |
| **PC Users - Version lower than 10**   1. Navigate to the browser, a menu with a ‘Tools’ option should appear on the top left of the screen. If it does not, right click on the bar on the top of the browser, and select the **Menu Bar** option 2. Click the **Tools** dropdown list. 3. Click the **Options** list item. 4. Click the **Content** tab. 5. Click the **Exceptions** button to the right of the Block pop-up windows checkbox. 6. Enter the Secure Access domain in the **Address of Web Site** field: \*.ucollaborate.net 7. Click the **Allow** button. 8. Enter the Secure Access domain in the **Address of Web Site** field: \*.umasscs.net 9. Click the **Allow** button. 10. Click the **Close** button. 11. Click the **OK** button.   **PC Users – Version 10 and higher**   1. Click the **Open Menu ()** icon on the top right of the page. 2. Click **Options** icon. 3. Click the **Content** tab. 4. Click the **Exceptions** button to the right of the Block pop-up windows checkbox. 5. Enter the Secure Access domain in the **Address of Web Site** field: \*.ucollaborate.net 6. Click the **Allow** button. 7. Enter the Secure Access domain in the **Address of Web Site** field: \*.umasscs.net 8. Click the **Allow** button. 9. Click the **Close** button. 10. Click the **OK** button.   **Mac Users**   1. Click the **Firefox** dropdown list. 2. Click the **Preferences** list item. 3. Click the **Content** tab. 4. Click the **Exceptions** button to the right of the Block pop-up windows checkbox. 5. Enter the Secure Access domain in the **Address of Web Site** field: \*.ucollaborate.net 6. Click the **Allow** button. 7. Enter the Secure Access domain in the **Address of Web Site** field: \*.umasscs.net 8. Click the **Allow** button. 9. Click the **Close** button. 10. Click the **OK** button. |

|  |
| --- |
| Safari |
| 1. Click the **Safari** dropdown list. 2. Unselect the **Block Pop-Up Windows** list item. |

|  |
| --- |
| Google Chrome |
| 1. Click on the **Wrench** ( ) icon on the right hand side. 2. Click the **Settings** option from the dropdown list. 3. Click **Show advanced settings** at the bottom of the list. 4. In the Privacy section, click on the **Content Settings** button. 5. Scroll down to the Pop-Ups section and select **Allow all sites to show pop-ups**. |

## Compatibility Mode Fixes

|  |
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| Windows XP / Internet Explorer 8 |
| When opening a PDF using an XP Operating System and Internet Explorer 8.0, users may experience slow performance when the PDF goes to open. In fact, the PDF may take over a minute to open and users may assume that the PDF will not open at all and close the window.  After testing this issue with Oracle, the following resolution was determined should XP, IE8 users experience this issue.   1. Click the **Tools** dropdown list. 2. Select the **Compatibility View Settings** option. The Compatibility View Settings window will open. 3. Please unselect all three checkboxes at the bottom of the window (i.e., Include updated website lists from Microsoft, Display intranet sites in Compatibility View, and Display all websites in Compatibility View). 4. Click the **Close** button. The Compatibility View Settings page will close. 5. Close out of all Internet Explorer windows; then reopen Internet Explorer. 6. Navigate back to the PeopleSoft page in which you were trying to open a PDF (e.g., Pay Advice, Transcript).   **Note:** Users should notice that the PDF opens in much faster than before. |

|  |
| --- |
| Windows 8 / Internet Explorer 10 |
| Internet Explorer 10 should install with compatibility mode turned on.  PeopleSoft (PS) requires this setting to remain enabled so that the browser can determine the best way to render pages.  If compatibility mode is disabled, PS pages could be severely impacted. To enable compatibility mode:   1. Check to see if the **Compatibility View** icon () is visible on the address bar. If the **Compatibility View** icon is not visible, the Web page has no issues displaying in Internet Explorer 10. 2. If the **Compatibility View** icon is visible, click on it to display the site in Compatibility mode.   **Note:** Once you turn on **Compatibility** **View**, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by tapping or clicking the button again. Or, you can clear the entire list of sites using **Compatibility** **View** by deleting your browsing history. |

# UMass Productivity Kit

## Updating Internet Explorer Settings for the Do It mode

These steps must be completed to access the UPK Do It! mode via the Help link (for Internet Explorer users only).

|  |
| --- |
| Internet Explorer |
| 1. Click the **Tools** () icon at the top right corner of the browser.   **Note**: In IE 7.0 & 8.0, you should click the **Tools** dropdown list in the browser menu   1. Click the **Internet Options** item. The Internet Options window will open. 2. Click the **Security** tab. 3. Select the **Internet** icon. 4. Click the **Custom level…** button at the bottom of the window. The Security Settings window will open. 5. Scroll down to the **Miscellaneous** section. 6. Select the **Enable** radio button for **Allow script-initiated windows without size or position constraint**. 7. Click the **OK** button. A Warning message will appear. 8. Click the **Yes** button. The Security tab will reopen. 9. Click the **OK** button. |

## Updating Pop-up Blocker Settings

To prevent any issues opening attachments or downloading grids within the Fin 9.1 system, users should ensure the below pop-up blocker settings are applied. Most users will have this setting applied previously for the HR Direct system. However, new users or users who upgrade their systems should ensure this setting is applied.

|  |
| --- |
| Internet Explorer |
| 1. Click the **Tools** () icon at the top right corner of the browser.   **Note**: In IE 7.0 & 8.0, you should click the **Tools** dropdown list in the browser menu.   1. Click the **Internet Options** list item. 2. Click the **Privacy** tab. 3. Click the **Settings** button under the Pop-up Blocker section. 4. Enter the UPK domain in the **Address of Web Site to allow** field: http://upk.umassp.edu 5. Click the **Add** button. 6. Click the **Close** (or OK) button. 7. Click the **OK** button. |

| Firefox |
| --- |
| **PC Users - Version lower than 10**   1. Navigate to the browser, a menu with a ‘Tools’ option should appear on the top left of the screen. If it does not, right click on the bar on the top of the browser, and select the **Menu Bar** option. 2. Click the **Tools** dropdown list. 3. Click the **Options** list item. 4. Click the **Content** tab. 5. Click the **Exceptions** button to the right of the Block pop-up windows checkbox. 6. Enter the UPK domain in the **Address of Web Site** field: http://upk.umassp.edu 7. Click the **Allow** button. 8. Click the **Close** button. 9. Click the **OK** button.   **PC Users – Version 10 and higher**   1. Click the **Open Menu ()** icon on the top right of the page. 2. Click **Options** icon. 3. Click the **Content** tab. 4. Click the **Exceptions** button to the right of the Block pop-up windows checkbox. 5. Enter the UPK domain in the **Address of Web Site** field: http://upk.umassp.edu 6. Click the **Allow** button. 7. Click the **Close** button. 8. Click the **OK** button.   **Mac Users**   1. Click the **Firefox** dropdown list. 2. Click the **Preferences** list item. 3. Click the **Content** tab. 4. Click the **Exceptions** button to the right of the Block pop-up windows checkbox. 5. Enter the UPK domain name in the **Address of Web Site** field: http://upk.umassp.edu 6. Click the **Allow** button. 7. Click the **Close** button. 8. Click the **OK** button. |

|  |
| --- |
| Safari |
| 1. Click the **Safari** dropdown list. 2. Unselect the **Block Pop-Up Windows** list item. |

|  |
| --- |
| Google Chrome |
| 1. Click on the **Wrench** ( ) icon on the right hand side. 2. Click the **Settings** option from the dropdown list. 3. Click **Show advanced settings** at the bottom of the list. 4. In the Privacy section, click on the **Content settings** button. 5. Scroll down to the Pop-Ups section and select **Allow all sites to show pop-ups**. |

# WorkSpaces (SharePoint)

## Limited Access: Project Team Members Only

Please note that the user population for WorkSpaces is targeted to campus core team members on UITS Shared Services projects, not all University users. These users are communicated to by the UITS Project Management Office but may need help setting up their campus desktop to access the WorkSpaces environment.

## Applying Security Settings

When a user adds a website as a Trusted Site, the user agrees that files he or she downloads or runs from the website will not damage his or her computer or data. Adding the below domains allows downloads and pop-up menus from PeopleSoft into the user’s browser.

|  |
| --- |
| Internet Explorer |
| **Adding as a Trusted Site**   1. Click the **Tools** () icon at the top right corner of the browser.   **Note**: In IE 7.0 & 8.0, you should click the **Tools** dropdown list in the browser menu.   1. Click the Internet Options list item 2. Click the Security tab 3. Select the Local intranet icon. **Note:** If you do not have access to the Local intranet, you can select Trusted Sites and add the workspaces domain to your Trusted Sites settings. However, we strongly recommend adding the domain to your Local intranet for the most seamless user experience. 4. **For IE 9.0 and IE 10.0 users only:** Ensure that Enable Protected Mode is unchecked. This will allow you to create and use a local, SharePoint Drafts folder on your computer, when documents are checked out and edited. 5. Click the **Sites** button. 6. Click the **Advanced** button. 7. Enter the WorkSpaces domain in the **Add this website to the zone** field: \*.umassworkspaces.net 8. Click the **Add** button. 9. Click the **Close** button. 10. Click the **OK** button. 11. Click the **Custom Level** button in the **Security level for this zone** section. 12. Scroll down to the **User Authentication** section. 13. Select the **automatic logon only in the Intranet zone** radio button. |

|  |
| --- |
| **WorkSpaces Setting (First Login Only):**   1. Navigate to WorkSpaces: https://[www.umassworkspaces.net](https://www.umassworkspaces.net/). A Windows Security screen will appears. 2. Enter your **User name** [domain\user name]. 3. Enter the **Password** associated with your campus network username. 4. Select the **Remember my credentials** checkbox.   Click the **OK** button. |

# Appendices

## Appendix A: Clearing Browser History

Should users encounter any page loading issues, please assist them in following the steps to clear browser history. If a user does not know the browser or browser version he or she is using, you should have the user go to the Help > About menu option within the Browser Menu.

|  |
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| Internet Explorer |
| **Version 7:**   1. Click the **Tools** dropdown list in the browser menu. 2. Click the **Delete Browsing History** option. The Delete Browsing History window opens. 3. Click the **Temporary Internet Files** button. 4. Click the **Cookies** button. 5. Click the **History** button 6. Click the **Close** button. 7. Close your browser session; reopen your browser to login to the application.   **Version 8:**   1. Click the **Safety** dropdown list in the browser menu. 2. Click the **Delete Browsing History** option. The Delete Browsing History window opens. 3. Verify the **Temporary Internet Files**, **Cookies**, and **History** checkboxes are selected. 4. Unselect the **Preserve Favorites website data**, **Form Data**, **Passwords**, and **InPrivate Filtering Data** checkboxes. 5. Click the **Delete** button. 6. Close your browser session; reopen your browser to login to the application.   **Version 9:**   1. Click the **Tools** () icon at the top right corner of the browser. 2. Click the **Internet Options** list item. 3. Select the **Delete browsing history on exit** checkbox, if not already selected. 4. Click the **Delete** button. The Delete Browsing History window opens. 5. Verify the **Temporary Internet Files**, **Cookies**, and **History** checkboxes are selected. 6. Unselect the **Preserve Favorites website data**, **Form Data**, **Passwords**, and **ActiveX Filtering and Tracking** checkboxes. 7. Click the **Delete** button. 8. Click the **OK** button. 9. Close your browser session; reopen your browser to login to the application.   **Version 10 & 11:**   1. Click the **Tools** () icon at the top right corner of the browser. 2. Click the **Internet Options** list item. 3. Select the **Delete browsing history on exit** checkbox, if not already selected. 4. Click the **Delete** button. The Delete Browsing History window opens. 5. Verify the **Temporary Internet Files**, **Cookies**, and **History** checkboxes are selected. 6. Unselect the **Preserve Favorites website data**, **Download History, Form Data**, **Passwords**, and **ActiveX Filtering and Tracking** checkboxes. 7. Click the **Delete** button. 8. Click the **OK** button.   Close your browser session; reopen your browser to login to the application. |

| Firefox |
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| 1. Click the **Tools** dropdown list in the menu at the top of the browser. 2. Click the **Clear Recent History** option. 3. Click the **Details** button if not already expanded. 4. Select all checkbox options except Site Preferences. 5. Click the **Clear Now** button. 6. Close your browser session; reopen your browser to login to the application. |

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| Safari |
| 1. Click the **Safari** dropdown list in the browser menu. 2. Click the **Reset Safari** option. 3. Verify the **Clear History**, **Empty the cache**, **Remove all Cookies** checkboxes are selected. 4. Click the **Reset** button. 5. Close your browser session; reopen your browser to login to the Secure Access application. |

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| Google Chrome |
| 1. Click on the **Wrench** ( ) icon on the right hand side. 2. Click the **Tools** option from the dropdown list. 3. In the Privacy section, click the **Clear browsing data** button. 4. Click the dropdown list for **Obliterate the following items from** and select **The beginning of time**. 5. In the dialog box, select the following options:  * **Clear browsing history** * **Clear download history** * **Empty the cache** * **Delete cookies and other site and plug-in data**  1. Click **Clear browsing data** button to clear cache. |

## Appendix B: Printing a PeopleSoft Screen

For users who print PeopleSoft pages, we recommend following the below steps.

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| Internet Explorer |
| Option 1: Manual Print Setup (Repetitive Process)  This section shows users how to manually set up printing properties each time a user needs to print a screen.   1. Right click in the area you wish to print on the page. If you wish to print the entire screen, click the **Select All** option. 2. Right click the highlighted area and select **Print Preview**. On the top of the Preview Pane, you will see a dropdown box that says **As laid out on screen**.      1. You may change the orientation to **Landscape** mode (depending on your printing needs). 2. Select the **As laid out on screen** option in the dropdown box. You will see a preview of the selected frame you are trying to print. 3. Resize as needed. To resize, select **Shrink to Fit** and select the desired size increase. The preview will adjust to reflect the sizing changes 4. Click on the **Printer** icon in the upper left corner. 5. Verify all your printer property selections are correct (e.g., printer, number of copies). 6. Click the **Print** button.   Option 2: Capturing a Screen  Users can also copy/paste a screen to Microsoft Word. Users may also need to crop the screenshot once they have copied it into Microsoft Word (i.e., Remove the menu bar from the screenshot).  ***Important:*** If capturing a long screen where scrolling is required, please use Option 1. Content below the fold will not be captured when using Option 2.   1. Press the **Print Screen** key on your keyboard. 2. Open a blank document in Microsoft Word. 3. Press the **Ctrl** + **V** keys on your keyboard to paste the screenshot into the document. 4. Crop and resize, as needed. |

| Firefox |
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| Option 1: Manual Print Setup (Repetitive Process)  This section shows users how to manually set up printing properties each time a user needs to print a screen.   1. Right click in the area you wish to print on the page. 2. Click on **Open Menu ()** icon in the right hand corner. 3. Click on **Print** icon to preview print screen. 4. Click the **Print** button if preview looks ok to print   **To resize:**   1. You may change the orientation to **Landscape or Portrait** (default) mode (depending on your printing needs). 2. Adjust **Scale** as needed (defaulted to ‘Shrink to fit’). For more adjustments, click **Page Setup**. 3. Click **Print** in upper left hand corner.     Option 2: Capturing a Screen  Users can also copy/paste a screen to Microsoft Word. This option varies depending on whether the user is using a PC or Mac computer. Users may also need to crop the screenshot once they have copied it into Microsoft Word (i.e. Remove the menu bar from the screenshot).  ***Important:*** If capturing a long screen where scrolling is required, please use Option 1. Content below the fold will not be captured when using Option 2.  **PC Instructions**   1. Press the **Print Screen** key on your keyboard. 2. Open a blank document in Microsoft Word. 3. Press the **Ctrl** + **V** keys on your keyboard to paste the screenshot into the document. 4. Crop and resize, as needed.   **Mac Instructions**   1. Press the **Cmd** + **Shift** + **4** keys on your keyboard. Select the area you would like to copy with your cursor. The screenshot will be saved to your desktop. 2. Open a blank document in Microsoft Word. 3. Drag the saved picture from your desktop and drop it onto the blank document. The picture will display in the document. 4. Crop and resize, as needed. |

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| Safari |
| Option 1: Manual Print Setup (Repetitive Process)  This section shows users how to manually set up printing properties each time a user needs to print a screen.   1. Right click and select **Print Page**. 2. Select **Preview** to preview and make adjustments to print layout (Orientation, Scale, etc.) 3. Verify all your printer property selections are correct (e.g., printer, number of copies). 4. Click the **Print** button.   Option 2: Capturing a Screen  Users can also copy/paste a screen to Microsoft Word. Users may also need to crop the screenshot once they have copied it into Microsoft Word (i.e., Remove the menu bar from the screenshot).  ***Important:*** If capturing a long screen where scrolling is required, please use Option 1. Content below the fold will not be captured when using Option 2.   1. Press the **Cmd** + **Shift** + **4** keys on your keyboard. Select the area you would like to copy with your cursor. The screenshot will be saved to your desktop. 2. Open a blank document in Microsoft Word. 3. Drag the saved picture from your desktop and drop it onto the blank document. The picture will display in the document. 4. Crop and resize, as needed. |