

# **STUDENT ADMINISTRATION**

## **TRAINING GUIDE**

## **SETTING YOUR BROWSER**

## FOR PEOPLESOFT DOWNLOADS

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Browser settings, compatibility view, pop-up blocker and security settings can impact PeopleSoft downloads. This document provides instructions for setting the browser, allowing compatibility view, pop-up blocker and security settings when the user is unable to download in PeopleSoft.

#### <u>Please note the recommended browser for PeopleSoft is at least Internet Explorer v9.</u>

Please note that due to the numerous versions of browsers available, although not exact, most of the navigation will be similar to the steps outlined. This document includes instructions for PC users using Internet Explorer 8, 9, 10 and 11. Mozilla Firefox as well as Mac users using Mozilla Firefox.

### How to check the browser version

To determine what browser is installed; look at the Icon:

Internet Explorer displays an "E" icon 🦉 –

Mozilla Firefox displays a circular fox icon

	La nurch oronoorg	_
4474 Items		
🦺 start		>>
Explore	Firefox Browser	

To tell which version of Internet Explorer is installed:

1. Launch Internet Explorer by clicking on the E-Icon, click **Help** on the Internet Explorer task bar. Click on **About Internet Explorer** to display the version.





 The pop up window will display the browser version. Click the X to close the window. Alternatively, click the OK button to close the window. For this example Internet Explorer 8 is the browser and the version is 8.0.

#### **Internet Explorer Version 8:**



#### **Internet Explorer Version 9:**

Note for V9, 10 & 11: If the menu doesn't display click the Alt key or click on the "Gear" icon in the top left corner:

Print	•
File	
Zoom (100%)	
Safety	
Add site to Start menu	
View downloads	Ctrl+J
Manage add-ons	
F12 developer tools	
Go to pinned sites	/
Internet options	
About Internet Explorer	





**Internet Explorer Version 10 & 11:** Note the default is selected to Install new versions automatically.



To locate which version of Mozilla Firefox is installed

 Launch Firefox by clicking on the Fox icon; click Help on the Firefox task bar then About Mozilla Firefox.





The pop up window will display your browser version. For this example Firefox version 3.6.1 is displayed. Click the X to close the window. Alternatively, click the OK button to close the window.

**Note:** Firefox 3.6.X was the last static version of Firefox that didn't have the ability to update itself. From Firefox 4 onward when users visit the About Firefox page, the software updates itself and then prompts the user to restart the software.





#### **Firefox Version 15.0:**





#### **Google Chrome:**

Although this job aid will not include Google Chrome, the browser version is always updated automatically to the most current version.



## **PC** - Internet Explorer

It is recommended that the *least version* of Internet Explorer is V9. IE is the preferred browser for the Student Administration System. Follow the steps outlined below to set the browser settings for Internet Explorer 9. The steps are the same for Internet Explorer 8, 10 and 11.

#### **Internet Explorer V9 Compatibility View**

1. It is important to set the compatibility view in Internet Explorer 9, 10 and 11 so that all PeopleSoft components/pages will view or print accurately. This can be completed by clicking on the compatibility view icon in the url bar.



To manually set the Compatibility View Settings to allow the url to display, click Tools > Compatibility View Settings and add the ucalgary.ca website to the list of allowed compatibility.





#### Internet Explorer V11:

Compatibility View Settings	5	×
Change Compatibility View Settings		
Add this website:		
	Add	
Websites you've added to Compatibility View:		
ucalgary.ca	Remove	
Display intranet sites in Compatibility View		
✓ Use Microsoft compatibility lists		
Learn more by reading the Internet Explorer privacy	statement	
	Close	

3. Ensure Display Intranet site in **Display all websites in Compatibility View** is selected.

Compatibility View Settings	×
You can add and remove websites to be display Compatibility View.	ed in
Add this website:	<b>N</b>
	Add
Websites you've added to Compatibility View:	Remove
✓ Include updated website lists from Microsoft	
Display intranet sites in Compatibility View	
Display all websites in Compatibility View	Close



#### **Security Settings**

- 1. Select **Tools/Internet Options**. Click the **Security** tab to display the Security options. Click on **Trusted Sites**.
- 2. Click the **Custom Level** button to display the security settings.

Internet Options	x
General Security Privacy   Content   Connections   Programs   Advanced	1
Select a zone to view or change security settings.	
Internet Local intranet Trusted sites Restricted sites	
Trusted sites	
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.	
Security level for this zone	
<b>Custom</b> Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.	
Custom level Default level Reset all 2 es to default level	
OK Cancel Apply	

3. Scroll down the list of **Downloads** settings. Enable **Automatic Prompting for Downloads** and Enable **File download.** Click **OK.** 



#### Internet Explorer V8 & 9:

Security Settings - Trusted Sites Zone	×
Downloads     Automatic prompting for file downloads     O Disable	this menu to Downloads
Enable     Enable     File download	
C Disable     Enable     Font download	
O Disable O Enable	
Prompt     Enable .NET Framework setup     Disable	
Enable     Miscellaneous	_
Access data sources across domains     Access data sources across domains     *Takes effect after you restart Internet Explorer	
Reset custom settings	
Reset to: Medium (default)	Reset
OK	Cancel

#### Internet Explorer V10 & 11:

Security Settings - Trusted Sites Zone	×
Settings	
Disable Enable Script ActiveX controls marked safe for scripting* Disable Prompt Downloads File download Disable Enable Font download O isable Enable Prompt Enable Prompt Enable Disable Enable Yet for the formation of the formation o	
< >>	
*Takes effect after you restart your computer	
Reset custom settings	
Reset to: Medium (default) V Reset	
OK Cancel	



#### Pop-up Blocker for Internet Explorer

You may also need to adjust your Pop-up Blocker settings to allow pop-ups from PeopleSoft.

- Click on the **Tools** menu. Click on **Pop-up Blocker**. **Note:** Steps are the same for each version of IE. V9 and higher: Use the **Alt** key or the "**Gear**" icon top left corner.
- 2. Click on Pop-up Blocker Settings (If it's grayed out, click on **Turn on Pop Up Blocker** first).

File Edit View Favorites	Tools K	
🚖 Favorites 🛛 😦 🗐	Delete Browsing History         Ctrl+Shift+D           InPrivate Browsing         Ctrl+Shift+P           Reopen Last Browsing Session         Ctrl+Shift+P	el
	InPrivate Filtering InPrivate Filtering Settings	
	Pop-up Blocker	Turn On Pop-up Blocker
	SmartScreen Filter Manage Add-ons	Pop-up Blocker Settings
	Compatibility View Compatibility View Settings	
	Subscribe to this Feed Feed Discovery Windows Update	→
	Developer Tools F12	
	Diagnose Connection Problems Send to Bluetooth Device Skype Plug-In Send to OneNote	
	Internet Options	



3. Type **\*.ehs.ucalgary.ca** into the **Address of Web site to Allow** field. Click the **Add** button and then click the **Close** button.

Pop-up Blocker Settings	×
Exceptions Pop-ups are currently blocked. You can allow pop-ups fro websites by adding the site to the list below.  Address of website to allow: *.ehs.ucalgary.ca  Allowed sites:	m specific Add Remove Remove all
<ul> <li>Notifications and blocking level:</li> <li>Play a sound when a pop-up is blocked.</li> <li>Show Information Bar when a pop-up is blocked.</li> <li>Blocking level:</li> <li>Medium: Block most automatic pop-ups</li> </ul>	-
Learn more about Pop-up Blocker	Close

4 Click **OK** to return to **File Types.** Then click the **Close** button.

0



#### **Clear the Cache in Internet Explorer:**

Any time you make changes to your browser settings, it is recommended to clear the cache to allow the system to retrieve the latest settings for your browser. Use these steps to clear the Cache.

#### 1. Select Tools/Delete Browsing History.

Θ	•	K	http://www	.ucalgary	.ca/		
File	Edit	Viev	v Favorites	Tools	Help		x
숨 F	avorites	;	• •	Dele InPri Reop	te Browsing ivate Browsi pen Last Bro	History ng wsing Session	Ctrl+Shift+Del Ctrl+Shift+P
				InPri InPri	ivate Filterin ivate Filterin	g Ig Settings	Ctrl+Shift+F
				Pop- Smar Man-	-up Blocker rtScreen Filt age Add-ons	er 5	•
				Com Com	patibility Vie patibility Vie	w w Settings	
				Subs Feed Wind	scribe to this d Discovery dows Update	Feed	•
				Deve	eloper Tools		F12
				Diag Send Skyp Send	inose Conne d to Bluetoot pe Plug-In d to OneNot	ction Problems :h Device e	·
				Inter	rnet Options	;	



 Internet Explorer 8 and 9 have the ability to delete several settings at once. Selected are the most common recommended settings. Once you've made your selection(s) click Delete.





3. Internet Explorer 10 and 11 have the following options. Make the desired selections and click **Delete**.

Delete Browsing History	×			
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favori websites to retain preferences and display faster.	ite			
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.				
<ul> <li>Cookies and website data</li> <li>Files or databases stored on your computer by websites to save preferences or improve website performance.</li> </ul>				
✓ History List of websites you have visited.				
Download History List of files you have downloaded.				
Saved information that you have typed into forms.				
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.				
Tracking Protection, ActiveX Filtering and Do Not Track c A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.				
About deleting browsing Delete Cancel				



4. Depending on how much history needs to be deleted, you may see this window appear. Close all browser windows and relaunch Internet Explorer. If still unsuccessful, reboot the computer.





## **PC** - Mozilla Firefox

PC users who choose to use Firefox for their browser can use the instructions below to set their browser for PeopleSoft downloads. For this example we are using Mozilla Firefox 3.0. **Note:** Current versions of Firefox prompt and ask about downloads. As follows:



1. Open your **Firefox** browser and click on **Tools/Options...** 



 Select the General tab and in the Downloads section make sure Show the Downloads window when downloading a file check box is checked. Click OK. Note: There is also an option for downloads in recent versions of Firefox (first illustration):



### Setting your Browser for PeopleSoft Downloads

		-петох т	🕂 😤 Jellvfish	- D2L	Jason's Te	achina S		
		New 155	•	☆	Bookmar	ks 🕨		
	1	New Privat	Window		History		2	
		Edit 🛛 🔑	5 B 🕨		Downloa	ds		
		Find		*	Add-on	Ctrl+1		
		Save Page A	4s	7	Options	►		
		Email Link			Help	•		
	-	Print	•					
		Web Develo	oper 🕨 🕨	•				
		Full Screen						
		Set Up Sync	2					
		EXIT						
Options								×
	F	5		Q	7	)	Ö	
General	Tabs	Content	Applications	Priv	acy Secu	urity A	dvanced	
_Startup —	~							_
When Fire	fox <u>s</u> ta	rts: Show my	y home page			•		
Home Pag	e: w	ww.ucalgary.c	a					
		Use <u>C</u>	urrent Page	Use <u>E</u>	<u>l</u> ookmark	<u>R</u> estore	e to Default	
-Downloads	~							
Show	the <u>D</u> o	wnloads windo 	w when downloa	ading a '	file			
	ose ic <u>v</u>		aus are ninished				_	
⊙ Savel	riles to	U Desktor	P				Browse	1
O <u>A</u> lway	's ask m	ie where to say	ve files					
Add-ons -								
Change op	otions f	or your add-on	IS			<u>M</u> anage	Add-ons	
					_			
				ок 🖌	Can	cel	<u>H</u> elp	



#### **Pop-up Blocker for Mozilla Firefox**

1. Open **Firefox**, click on **Tools** > **Options**.



**Current Firefox Versions:** 



2. Click on the **Content** tab. Ensure that **Block pop-up windows IS** checked. Click on the **Exceptions** button for the Popup blocker.

Options							×
		۵. D		9P		÷.	
General	Tabs	Content	Applications	Privacy	Security	Advanced	
Block     Doad	pop-up wir įmages aut e <u>J</u> avaScrij	ndows comatically ot				Exceptions Exception Advanced	
Fonts & Co	olors nt: Time	s New Roma	n	▼ <u>S</u> ize:	16 💌	Advanced Colors	
Languages	;						
Choose yo	our preferr	ed language	for displaying p	bages		Ch <u>o</u> ose	
						1	1
			(		Cancel	<u>H</u> elp	



#### **Current Firefox Version:**



3. Type **\*.ehs.ucalgary.ca** in the **Address of web site** field. Click the **Allow** button. The web site address will then display as per the screen shot below. Click the **Close** button.

🕙 Allowed Sites - Pop-ups	_ 🗆 🗵
You can specify which web sites are allowed to oper the exact address of the site you want to allow and	n pop-up windows. Type then click Allow.
Address of web site:	
*ehs.ucalgary.ca Type *.ehs.ucalgary.ca he	ere
	Allow
Site	Status 7
*.ehs.ucalgary.ca	Allow
After pressing allow, the site will appear listed as Allow	
Remove Site Remove All Sites	



#### **Current Firefox Version:**

Address of website:	
ehs.ucalgary.ca	
	Allov
Site	Status
mail.ucalgary.ca	Allow
ehs.ucalgaryca	Allow



#### **Clear the Cache in Mozilla Firefox**

Any time you make changes to your browser settings, clearing the cache is recommended to allow the system to retrieve the latest settings for the browser. Use these steps to clear the Cache.

1. Open Firefox. Click on Tools > Options.



#### **Current Firefox Version:**



 Click on the Advanced tab. Click the Network tab. Then click the Clear Now button. Click OK. Close all browser windows and relaunch Firefox. If unsuccessful, reboot the computer.

Options							×
Main	Tabs	Sentent	Applications	Privacy	Security	Advanced	
General	Network	Update   Er	ncryption				
Config	ure how Fir	refox conne	ots to the Inten	net		Setting	35
Offline Use up	Storage -	MB of s	pace for the ca	iche		<u>C</u> lear M	Now
☑ <u>T</u> e The fo	II me when Illowing we	a website a bsites have	asks to store da stored data for	ata for offli r offline usa	ne use e:	Exceptio	ons
						Remov	/e
				Oł		ancel	Help



#### **Current Firefox Version**:





## Mac - Mozilla Firefox

The preferred browser for Mac users to successfully download in PeopleSoft is Mozilla Firefox. Follow the steps outlined below to set the browser for PeopleSoft downloads.

1. Open Firefox. Click on the Firefox menu > Preferences.



2. Make sure the **Downloads** section radio button indicates **Save files to Downloads** folder or you may choose a particular folder. Click the **Close** icon.

0 0		General		
		阿 🔒 (		
General Tabs (	ontent Applications F	Privacy Security	Sync Advanced	
Startup				
When Firefox	starts: Show my ho	ome page		\$
Home Page	Mozilla Firefox Start	Page		
Downloads	Use Curre	ent Page Use	Bookmark	Restore to Default
• Save files t	o 🔯 Downloads	$\supset$		Choose
Always as	me where to save h	les		
?				



#### **Pop-up Blocker**

Mac users may use these steps to set the Pop up Blocker when using Firefox.

1. Open Firefox, click on Firefox > Preferences.



2. Click on **Content** and ensure that **Block pop-up windows <u>IS</u>** checked. Click on the **Exceptions** button for the Popup blocker.

O O Content	
General Tabs Content Applications Privacy Security Sync Advanced	
Block pop-up windows	Exceptions
☑ Load images automatically	Exceptions
☑ Enable JavaScript	Advanced
Fonts & Colors	
Default font: Times ‡ Size: 16 ‡	Advanced
	Colors
Languages	?
Choose your preferred language for displaying pages	Choose
2	



3. Type in **\*.ehs.ucalgary.ca** in the **Address of website** field and click then click the **Allow** button.

ddress of we	ebsite:	
.ehs.ucalgar	y.cə)	_
		llow
ite	Status	

The web site address will display in the **Site** section as per the screen shot below. Click the **Close** button.

ddress of websi	te:	
		Allow
Site		Status
.ehs.ucalgary.ca	)	Allow



#### **Clear the Cache**

In order to receive the latest settings, it is recommended to clear the cache.

1. Open Firefox, click on Firefox menu > Preferences.



 Click the Advanced section, select the Network tab, click the Clear Now button. Then click the Close button. Re-launch Firefox. If still unsuccessful, reboot computer.

ure how Firefox connects to the Internet Settings d Web Content
d Web Content
web content cache is currently using 1.7 MB of disk space Clear No
erride automatic cache management
mit cache to 350 🗘 MB of space
Web Content and User Data
application cache is currently using 0 bytes of disk space
I me when a website asks to store data for offline use Exceptions
I me when a website asks to store data for offline use Exceptions
Web Content and User Data



#### Updating your Browser and Support

You can update your browser from the Information Technologies web site:

http://www.ucalgary.ca/it/

For immediate assistance call the IT Support Centre at 220-5555

email: <u>itsupport@ucalgary.ca</u>