

**STUDENT ADMINISTRATION**

**TRAINING GUIDE**

**SETTING YOUR BROWSER**

**FOR PEOPLESOFT DOWNLOADS**

---

## Table of Contents

How to check the browser version .....	3
PC - Internet Explorer .....	8
Internet Explorer V9 Compatibility View .....	8
Security Settings.....	10
Pop-up Blocker for Internet Explorer .....	12
Clear the Cache in Internet Explorer:.....	14
PC - Mozilla Firefox.....	18
Pop-up Blocker for Mozilla Firefox .....	20
Clear the Cache in Mozilla Firefox .....	23
Mac - Mozilla Firefox .....	25
Pop-up Blocker.....	26
Clear the Cache .....	28
Updating your Browser and Support .....	29

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.



**Please note the recommended browser for PeopleSoft is at least Internet Explorer v9.**

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:

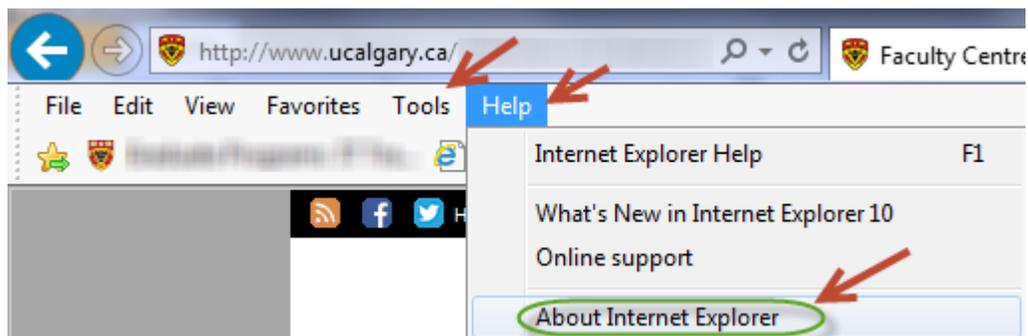
Internet Explorer displays an "E" icon  –

Mozilla Firefox displays a circular fox icon  –



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.



# Setting your Browser for PeopleSoft Downloads

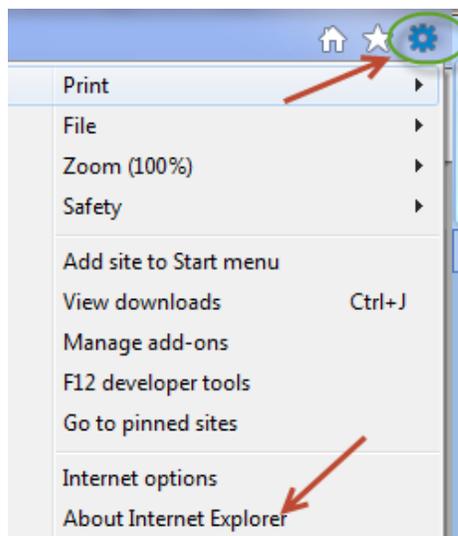
- The pop up window will display the browser version. Click the **X** to close the window. Alternatively, click the **OK** button to close the window. For this example Internet Explorer 8 is the browser and the version is 8.0.

### 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:





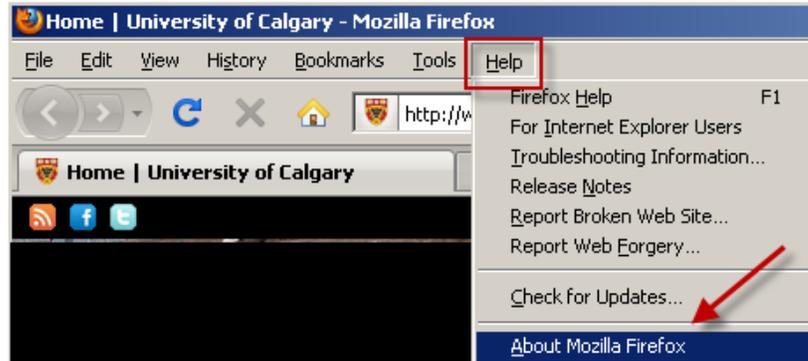
**Internet Explorer Version 10 & 11:** Note the default is selected to Install new versions automatically.



To locate which version of **Mozilla Firefox** is installed

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

# Setting your Browser for PeopleSoft Downloads

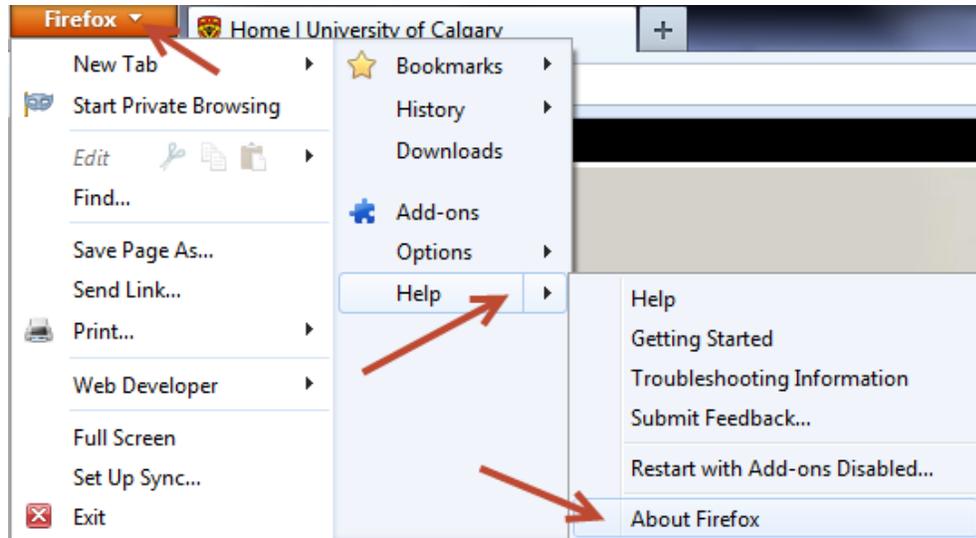


2. The pop up window will display your browser version. For this example Firefox version 3.6.1 is displayed. Click the **X** to close the window. Alternatively, click the **OK** button to close the window.

**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.

# Setting your Browser for PeopleSoft Downloads

## 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.

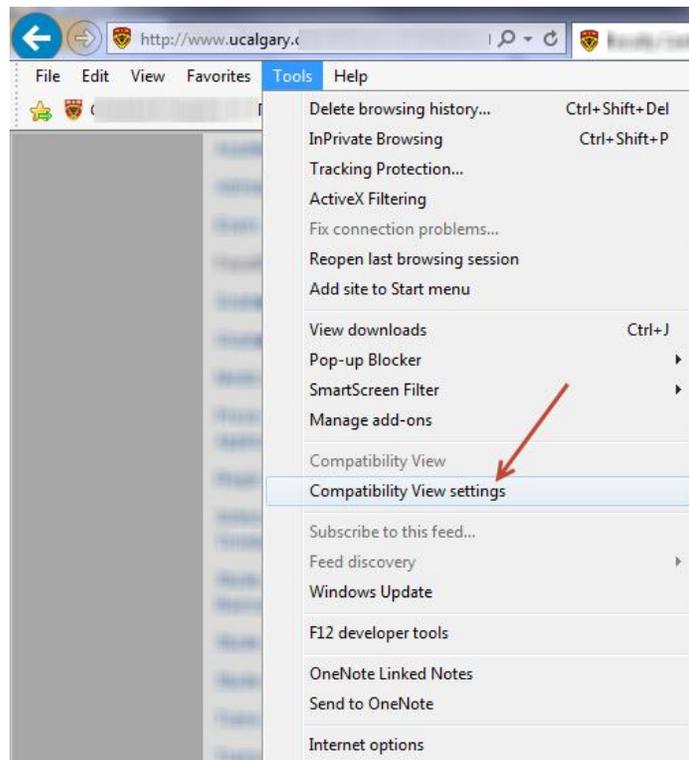
### Internet Explorer V9 Compatibility View



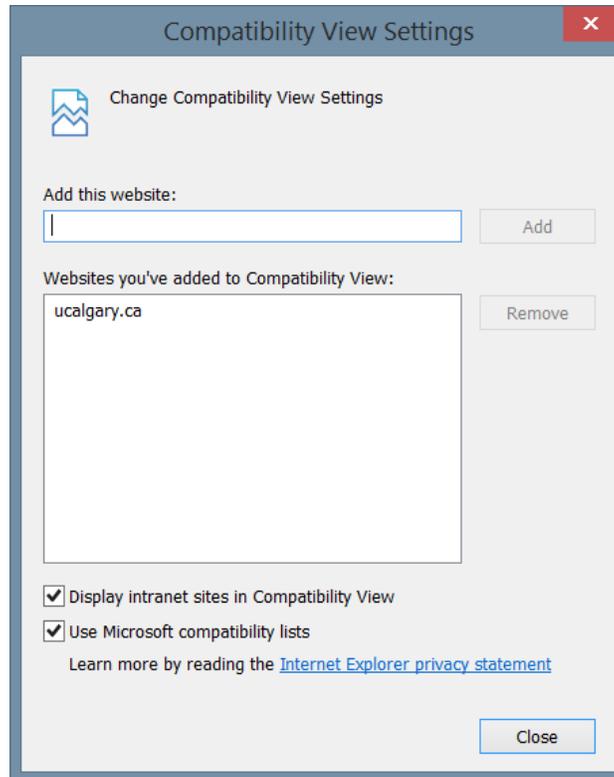
1. It is important to set the compatibility view in Internet Explorer 9, 10 and 11 so that all PeopleSoft components/pages will view or print accurately. This can be completed by clicking on the compatibility view icon in the url bar.



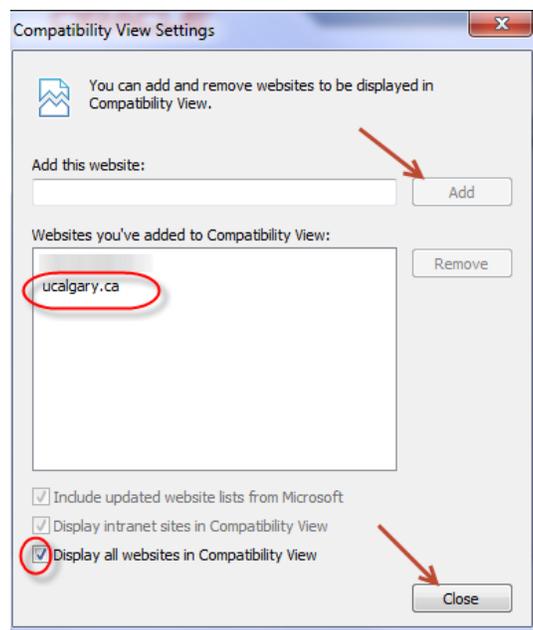
2. To manually set the Compatibility View Settings to allow the url to display, click **Tools > Compatibility View Settings** and add the ucalgary.ca website to the list of allowed compatibility.



## Internet Explorer V11:



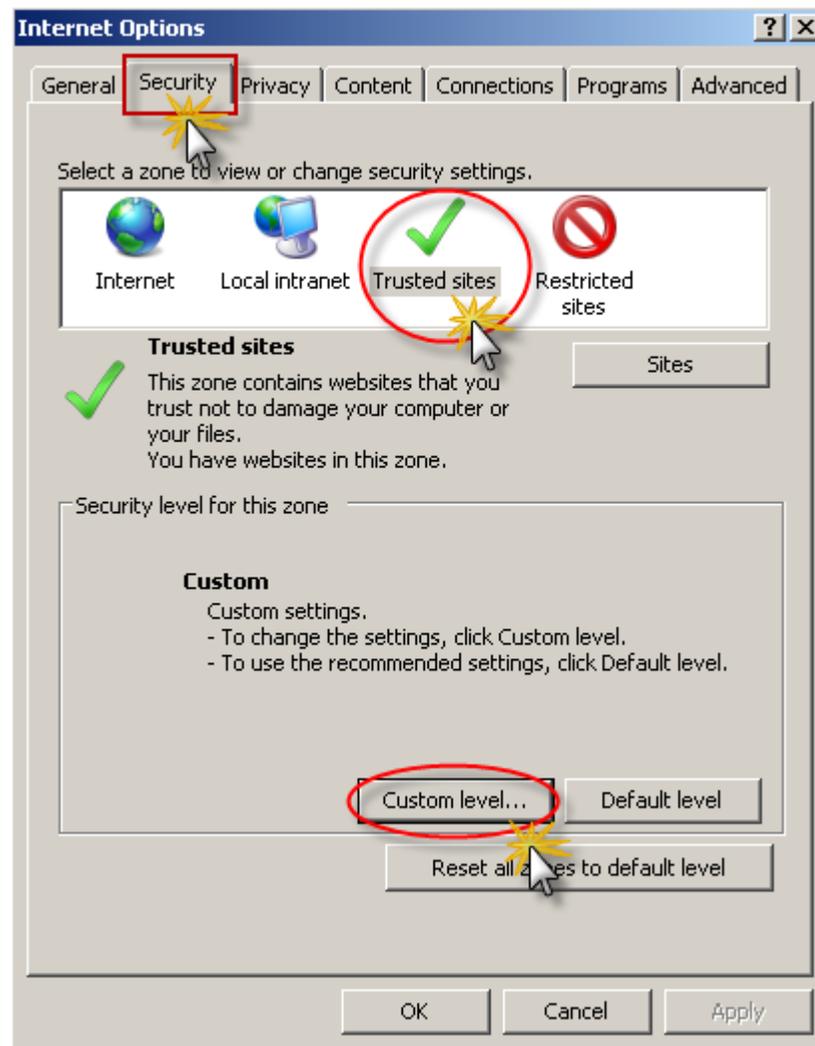
3. Ensure Display Intranet site in **Display all websites in Compatibility View** is selected.



# Setting your Browser for PeopleSoft Downloads

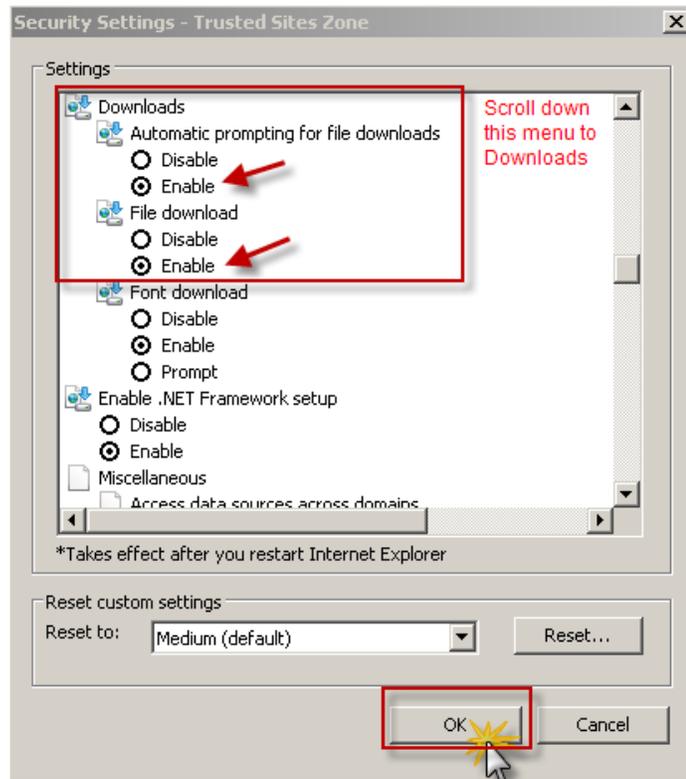
## Security Settings

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.

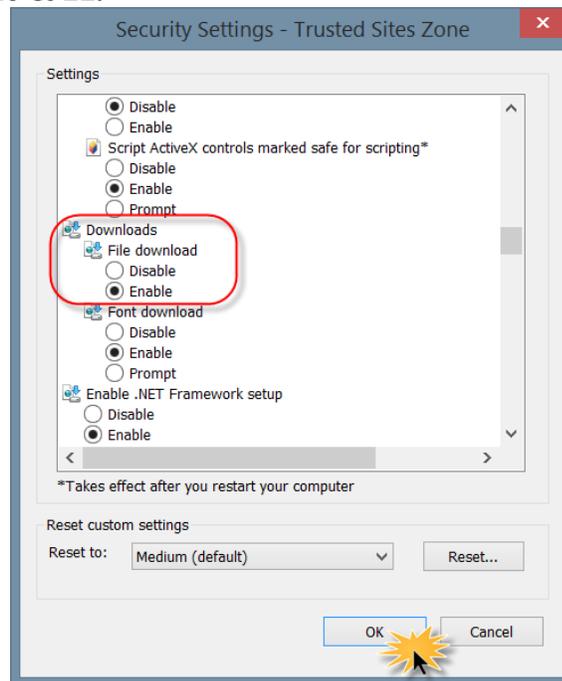


3. Scroll down the list of **Downloads** settings. Enable **Automatic Prompting for Downloads** and Enable **File download**. Click **OK**.

## Internet Explorer V8 & 9:



## Internet Explorer V10 & 11:



# Setting your Browser for PeopleSoft Downloads

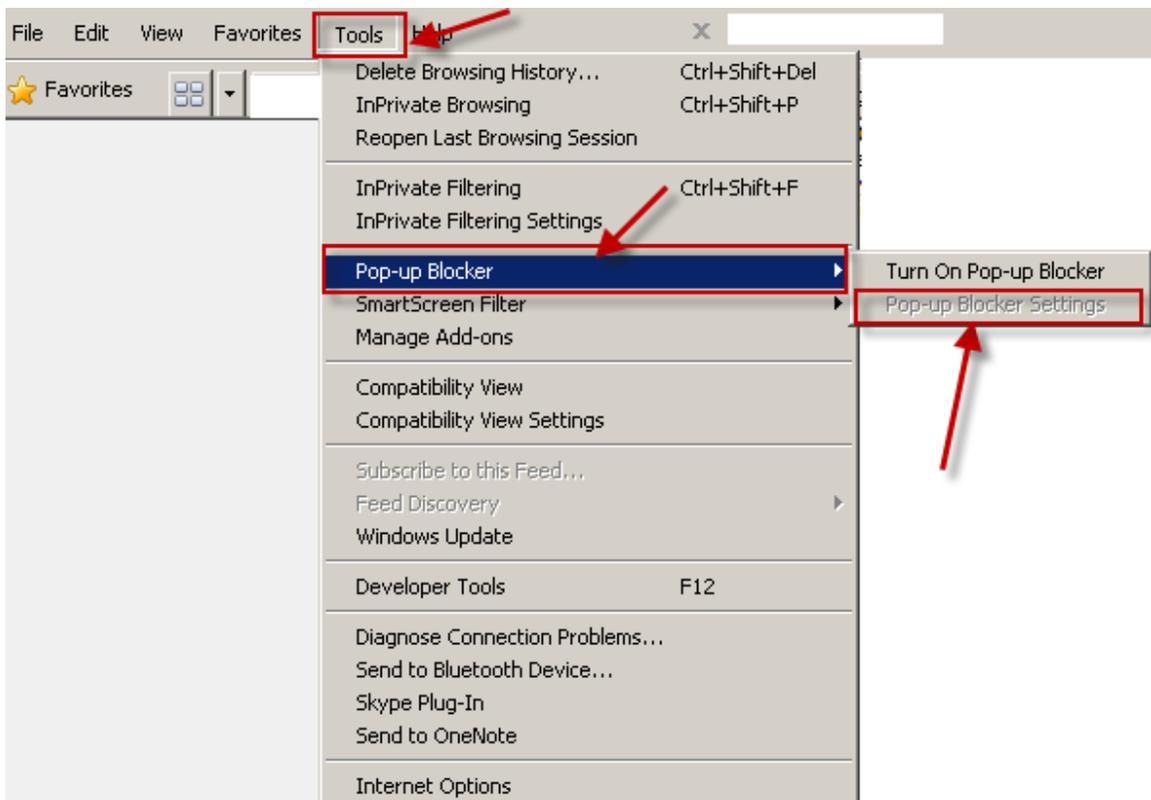
## Pop-up Blocker for Internet Explorer

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

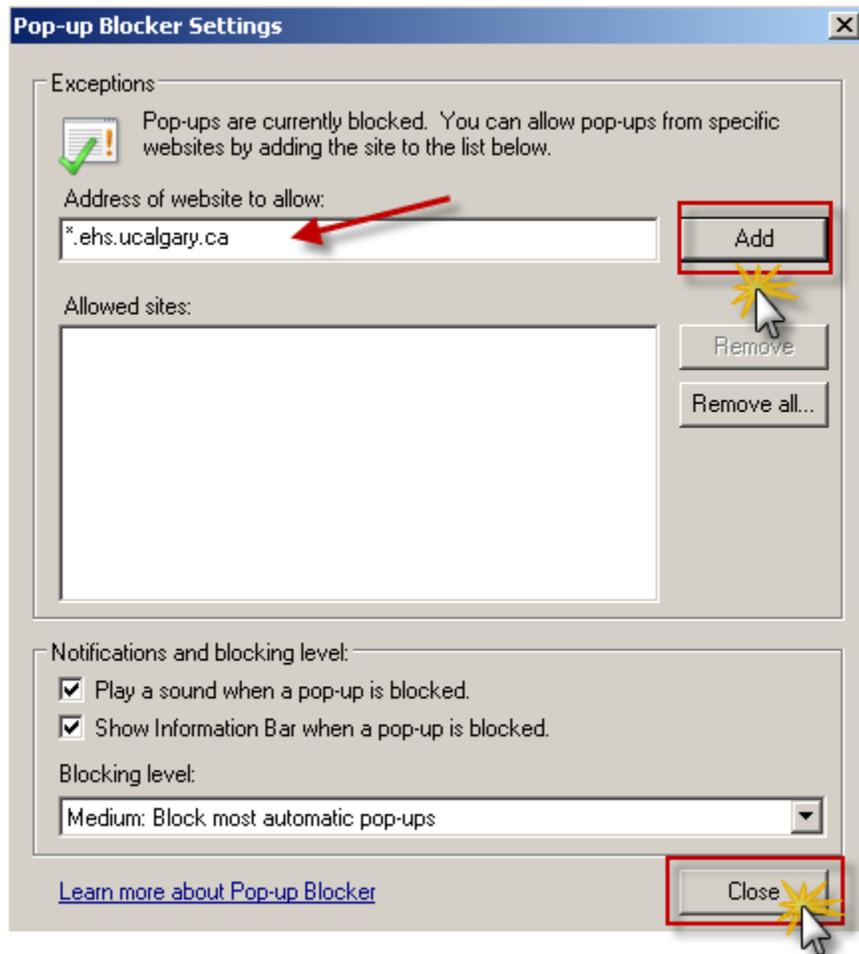
1. Click on the **Tools** menu. Click on **Pop-up Blocker**. **Note:** Steps are the same for each version of IE. V9 and higher: Use the **Alt** key or the "Gear" icon top left corner.



2. Click on Pop-up Blocker Settings (If it's grayed out, click on **Turn on Pop Up Blocker** first).



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



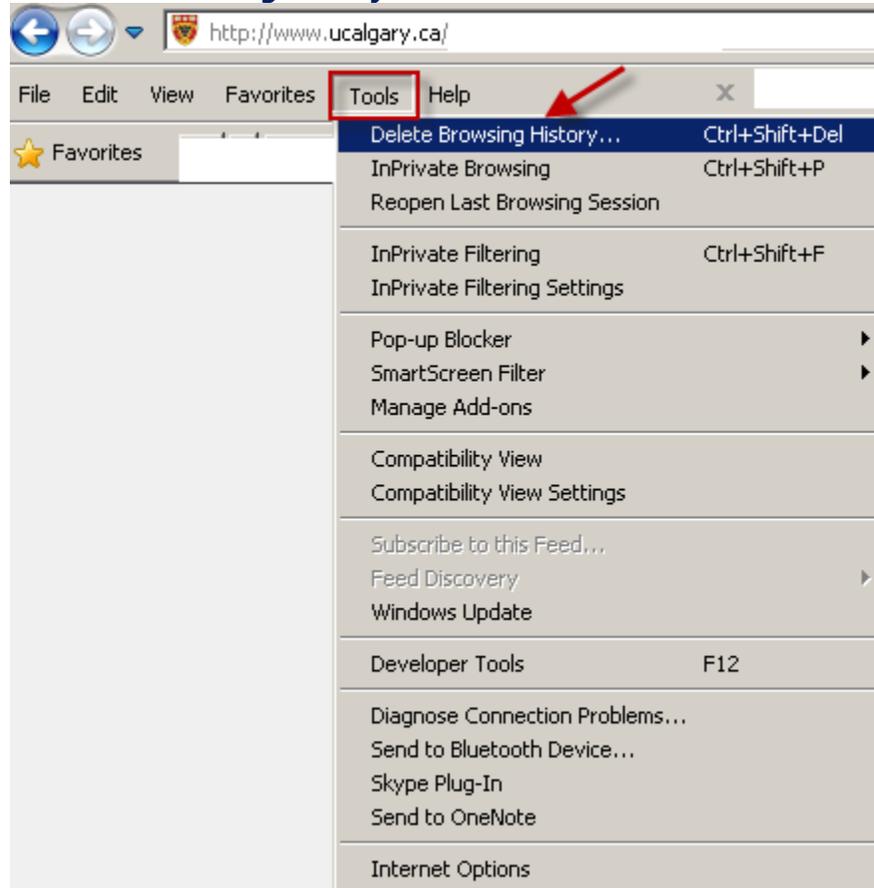
4. Click **OK** to return to **File Types**. Then click the **Close** button.

# Setting your Browser for PeopleSoft Downloads

## 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**.

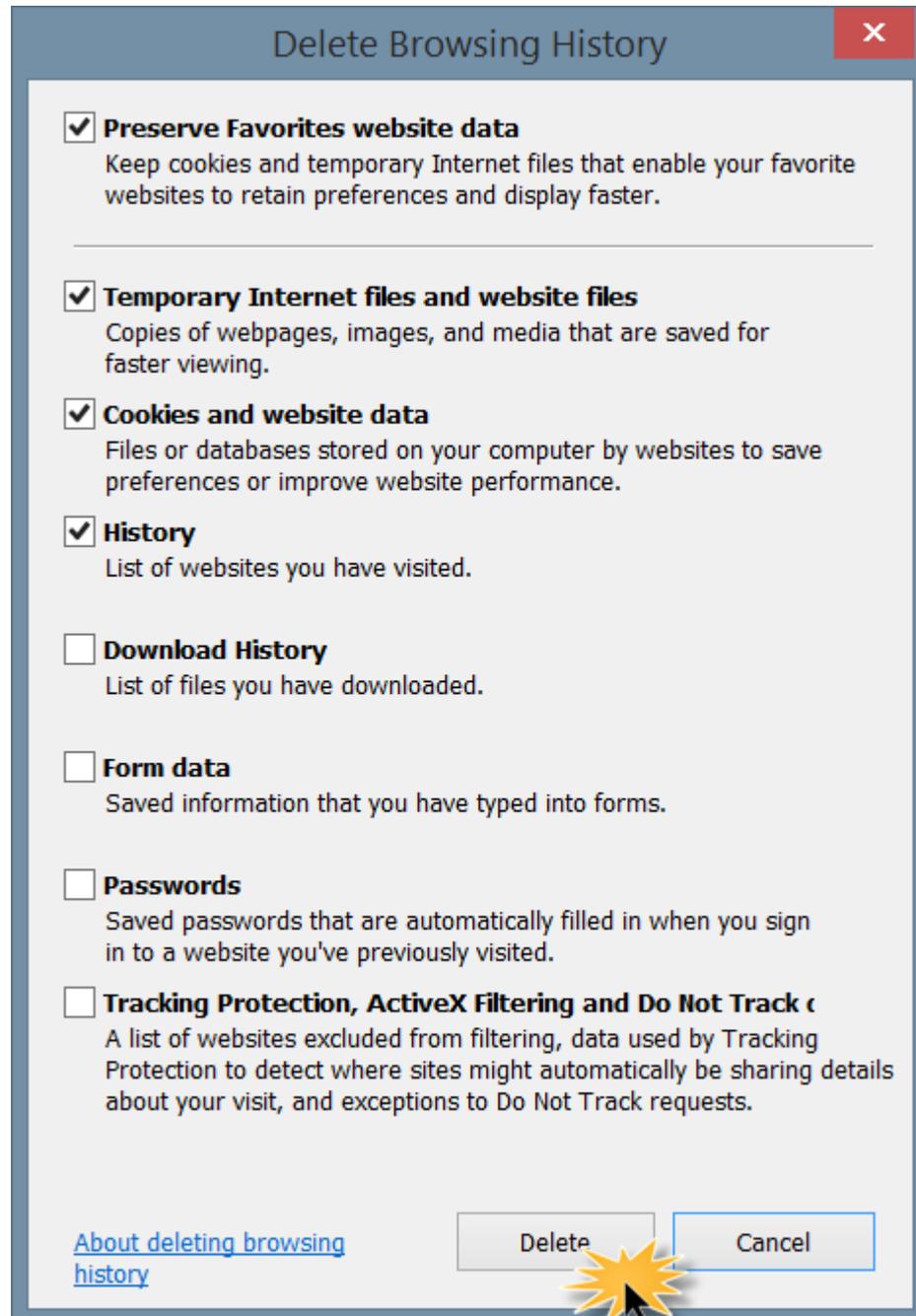


- Internet Explorer 8 and 9 have the ability to delete several settings at once. Selected are the most common recommended settings. Once you've made your selection(s) click **Delete**.

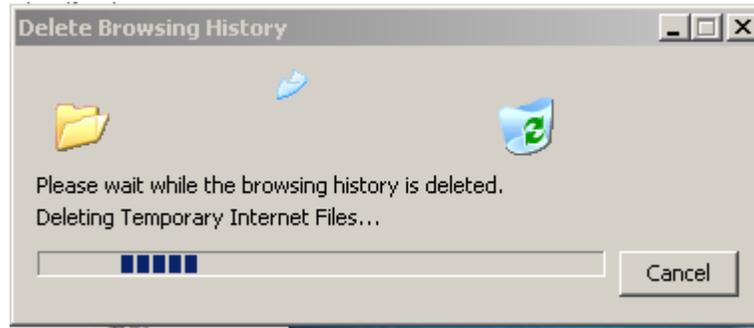


## Setting your Browser for PeopleSoft Downloads

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

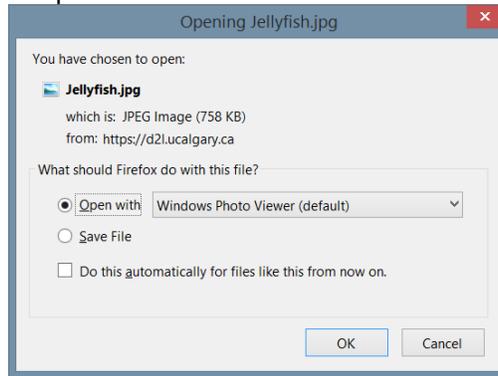


4. Depending on how much history needs to be deleted, you may see this window appear. Close all browser windows and relaunch Internet Explorer. If still unsuccessful, reboot the computer.

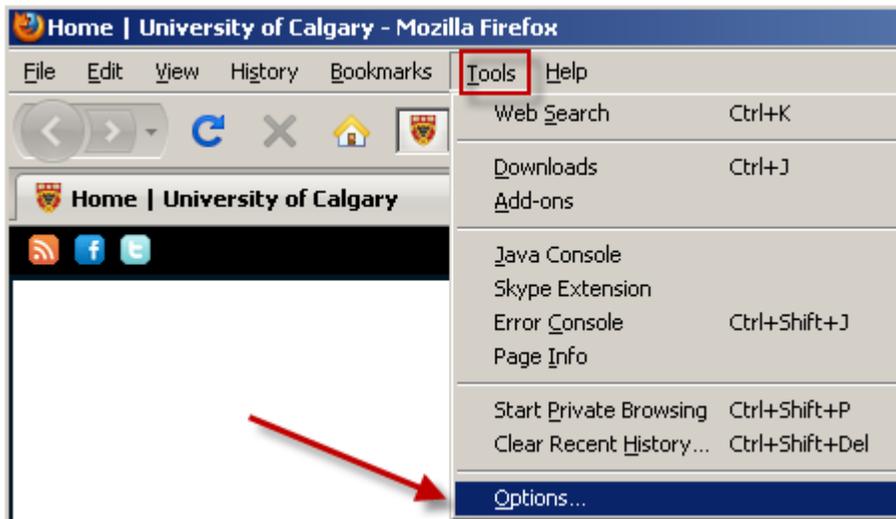


## PC - Mozilla Firefox

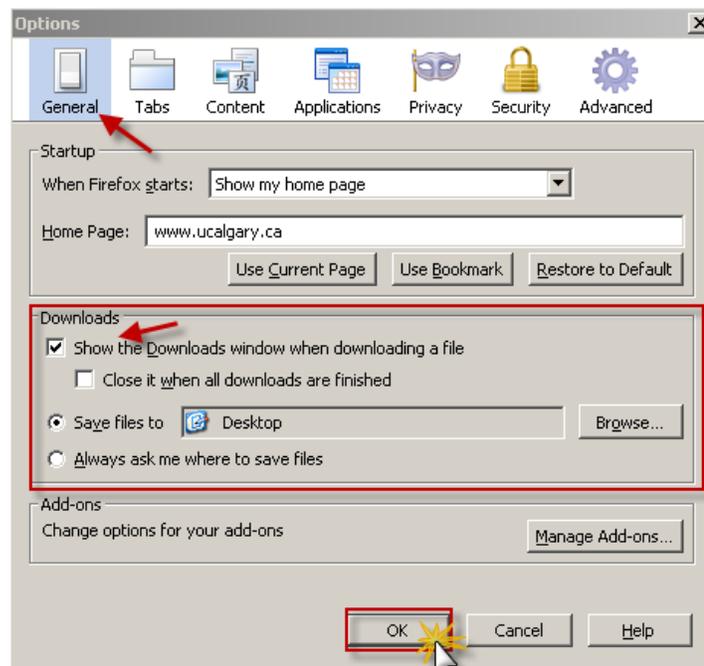
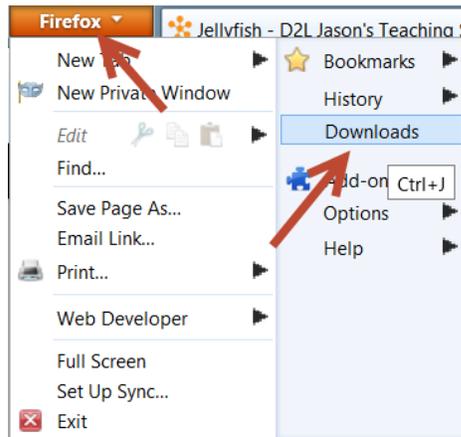
PC users who choose to use Firefox for their browser can use the instructions below to set their browser for PeopleSoft downloads. For this example we are using Mozilla Firefox 3.0. **Note:** Current versions of Firefox prompt and ask about downloads. As follows:



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



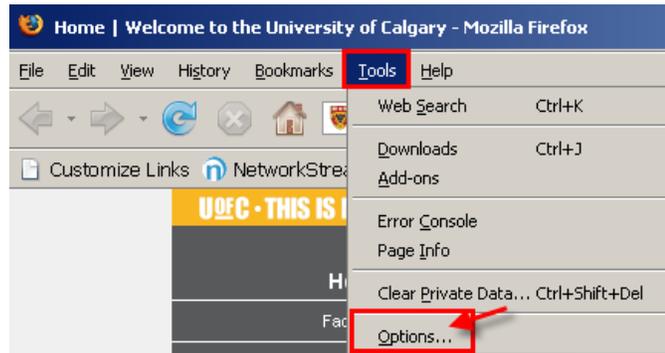
2. Select the **General** tab and in the **Downloads** section make sure **Show the Downloads window when downloading a file** check box is checked. Click **OK**. Note: There is also an option for downloads in recent versions of Firefox (first illustration):



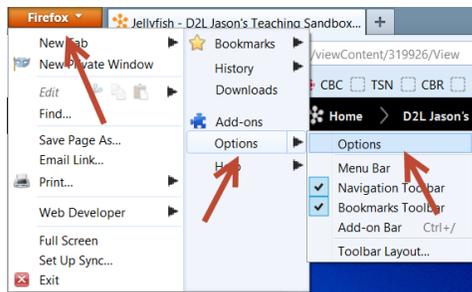
# Setting your Browser for PeopleSoft Downloads

## Pop-up Blocker for Mozilla Firefox

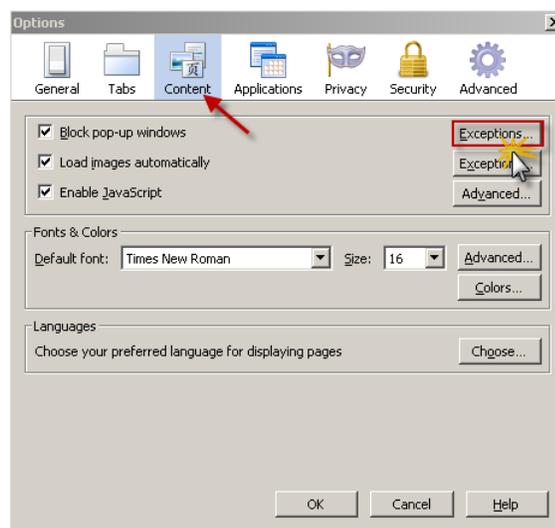
1. Open **Firefox**, click on **Tools** > **Options**.



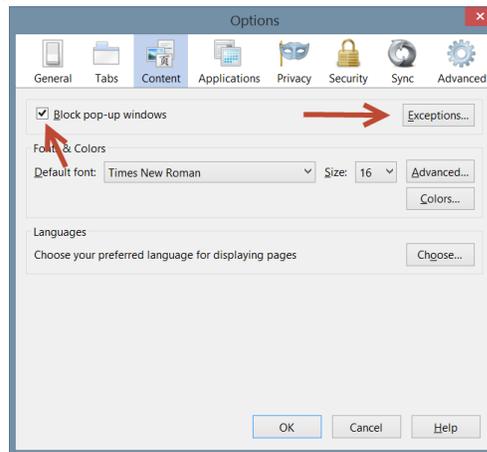
### Current Firefox Versions:



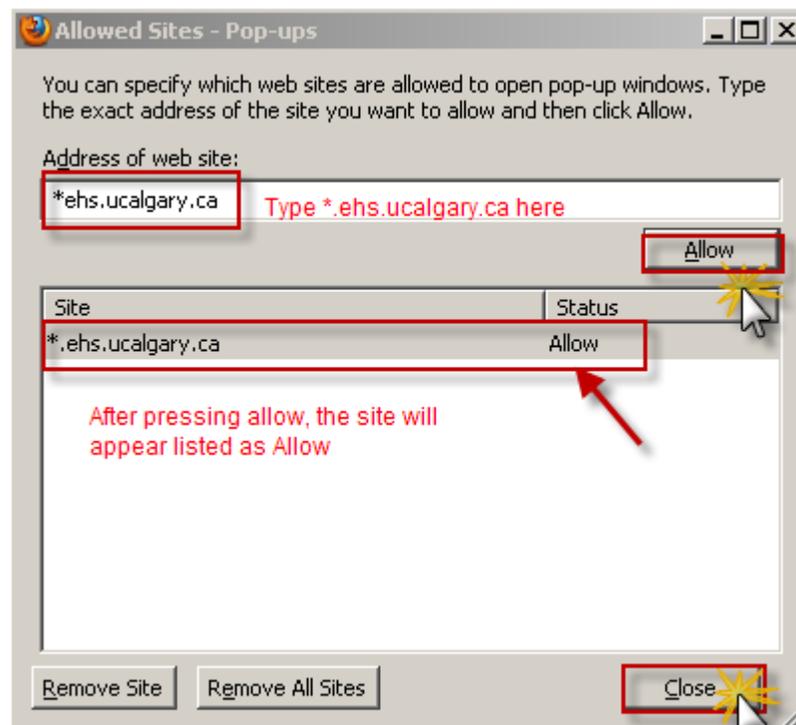
2. Click on the **Content** tab. Ensure that **Block pop-up windows IS** checked. Click on the **Exceptions** button for the Pop-up blocker.



## Current Firefox Version:

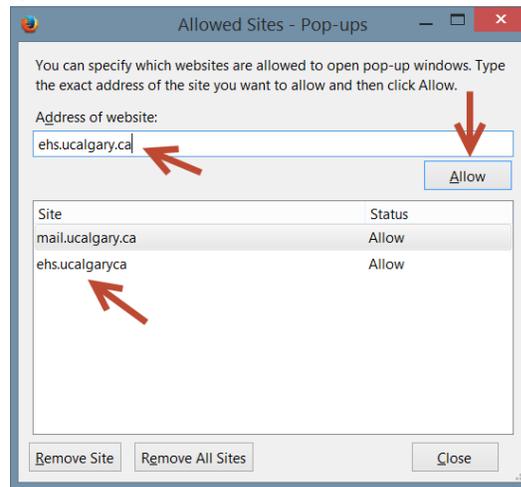


3. Type **\*.ehs.ucalgary.ca** in the **Address of web site** field. Click the **Allow** button. The web site address will then display as per the screen shot below. Click the **Close** button.



# Setting your Browser for PeopleSoft Downloads

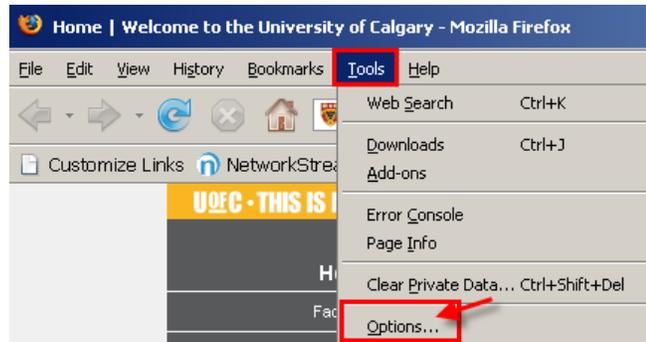
## Current Firefox Version:



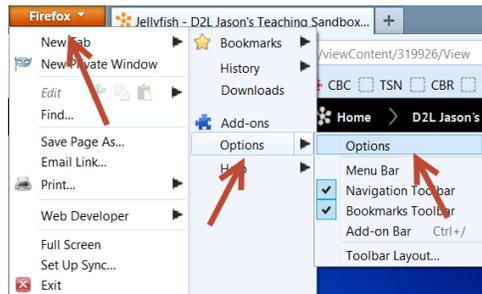
## Clear the Cache in Mozilla Firefox

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.

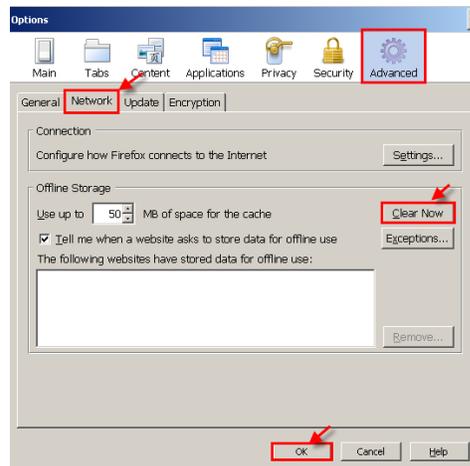
1. Open **Firefox**. Click on **Tools > Options**.



## Current Firefox Version:

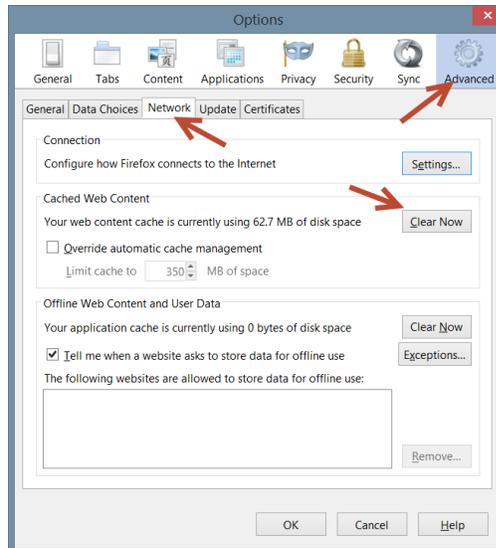


2. Click on the **Advanced** tab. Click the **Network** tab. Then click the **Clear Now** button. Click **OK**. Close all browser windows and relaunch Firefox. If unsuccessful, reboot the computer.



# Setting your Browser for PeopleSoft Downloads

## Current Firefox Version:



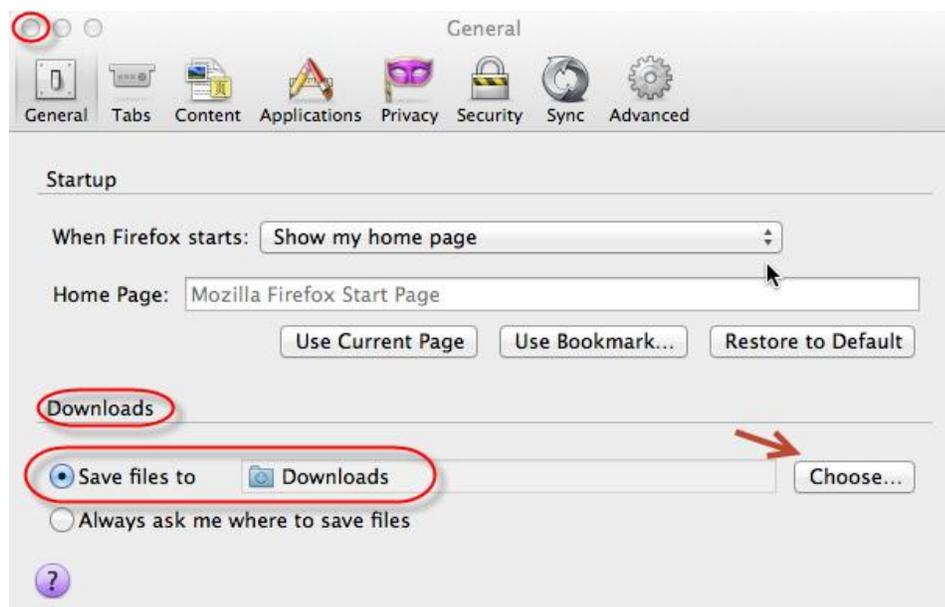
## Mac - Mozilla Firefox

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.



# Setting your Browser for PeopleSoft Downloads

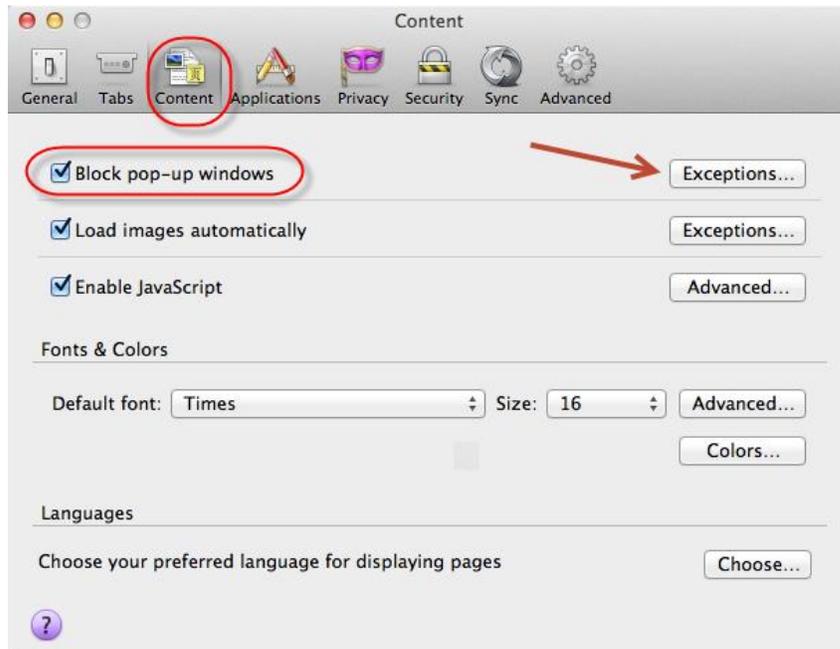
## Pop-up Blocker

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

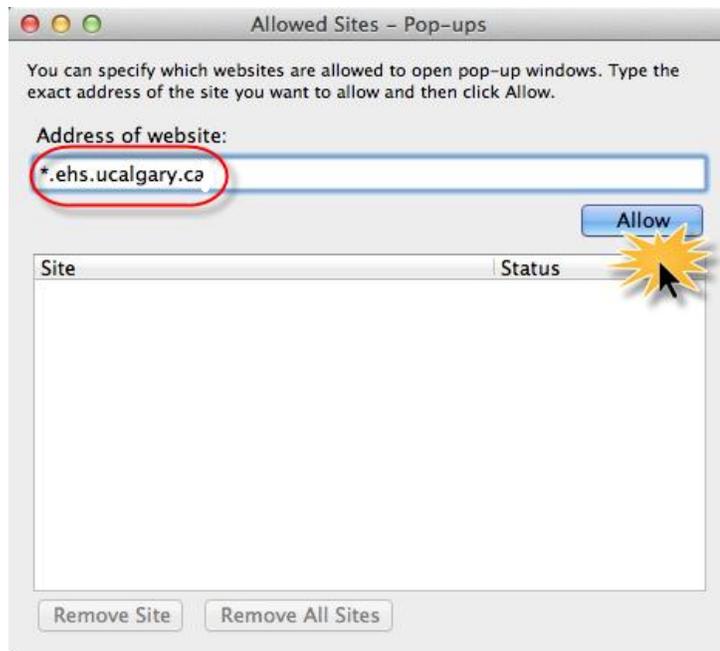
1. Open **Firefox**, click on **Firefox > Preferences**.



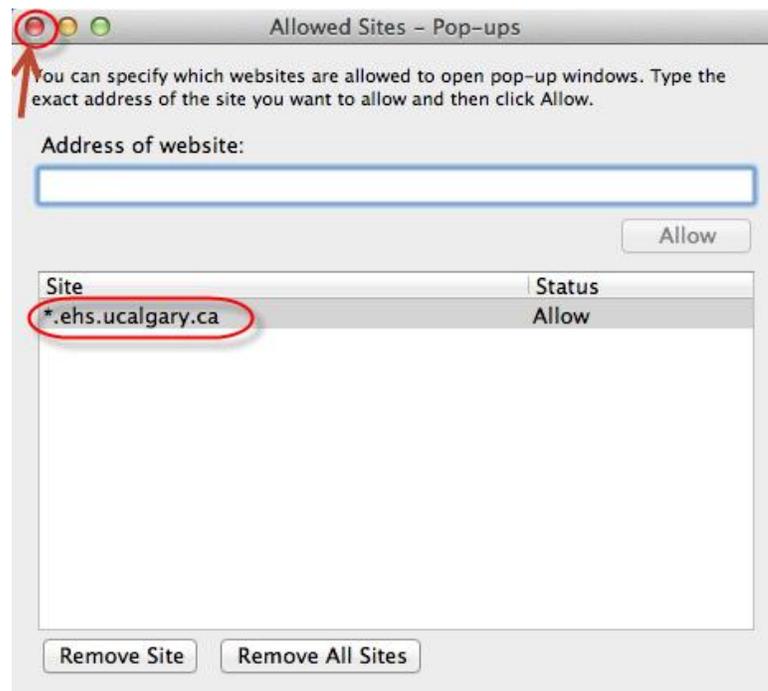
2. Click on **Content** and ensure that **Block pop-up windows IS** checked. Click on the **Exceptions** button for the Popup blocker.



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



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



# Setting your Browser for PeopleSoft Downloads

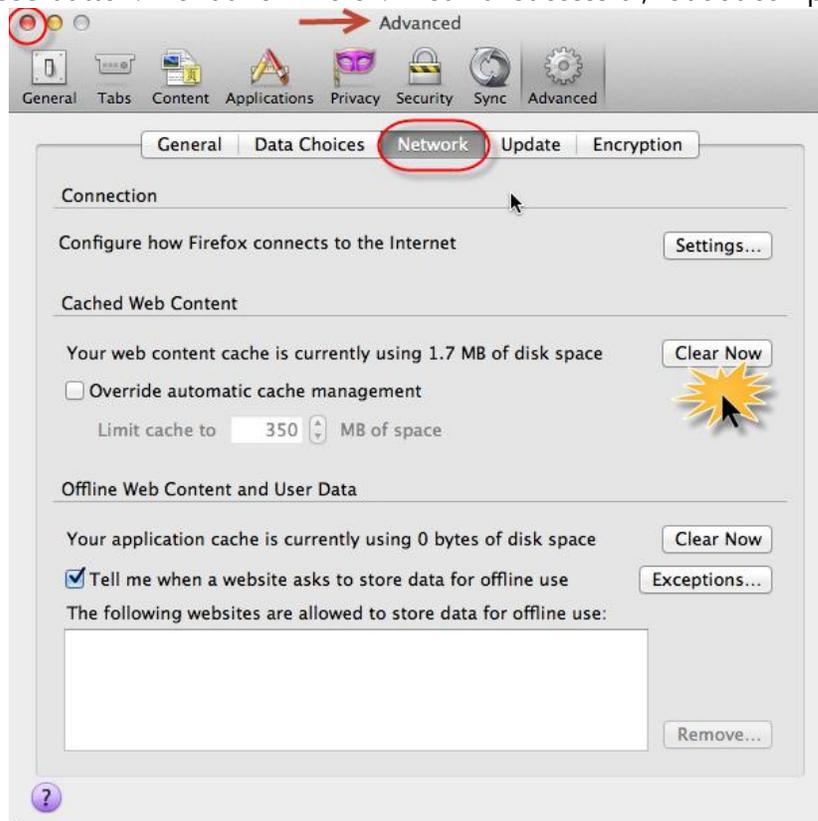
## Clear the Cache

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

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



2. 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.



### 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: [itsupport@ucalgary.ca](mailto:itsupport@ucalgary.ca)