Are you having trouble accessing PeopleSoft Interactive Training?

There are several issues that could be causing this problem. You must use Internet Explorer 5.5 or later. You can check this from within IE by clicking on "Help" then "About Internet Explorer." Please note MacOS does not support IE 5.5+. If you are a Mac user, please take advantage of attending a training class, or you can download the training manual (powerpoint) via link: http://www.uvm.edu/catalyst/?Page=hrtraining.html

You must at least temporarily, allow pop-ups in order to access the UPK. You may see a message at the top of your page when you attempt access if you have pop-up blocking on.

Another potential problem area is your firewall settings, click on "Start" then "Control Panel", "Security Center", "Windows Firewall". On the "General" tab, make sure that "On" is selected and that "Display a notification…" is checked on the "Notifications" tab. If your firewall settings are causing the problem you should receive a notification when you attempt to access the UPK. If you have a third party firewall product installed on your machine the inappropriate set up of that firewall could also be an issue.

Finally, depending upon how you are getting into the server on which the UPK resides, you may need to activate VPN or virtual private network, to access the program. If you are attempting to access the UPK from off campus you will need to connect via the VPN in order to gain access.

The UPK product, which has these additional requirements, is separate from the Oracle/PeopleSoft Enterprise software. Be assured that you will not have these issues with the actual Oracle/PeopleSoft software after the April 1, 2006 go-live for HR. The CATalyst Tech Team has designed the production system to avoid these problems.