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Need help? Please submit a Footprint
Before you begin

- An Axiom User Profile is necessary to access Axiom. Access can be requested via Footprint.
- For PC users: Axiom is fully supported in Chrome, Edge, and Firefox but you will need to install a “ClickOnce” extension for these browsers.
- For Mac users: Axiom is supported in Safari.
- Follow the instructions below as appropriate for the browser you use most frequently or by default.
PC Users

Instructions

1) Go to: https://uvm.axiom.cloud/

2) You should be directed to UVM’s authentication page. Enter your UVM netID and password. (If you have already authenticated into another UVM system such as PeopleSoft or webmail, you will bypass this page.)

3) You should now be at Axiom’s “home” page

4) Continue by following the instructions specific to your web browser:

   Internet Explorer

   Microsoft Edge

   Firefox

   Chrome
Internet Explorer

Internet Explorer cannot launch Axiom. Please use the most up-to-date version of Microsoft Edge, Firefox, or Chrome.

Microsoft Edge

1) If you are using Edge, open a new tab:
   - Navigate to edge://flags
   - Type ClickOnce Support in the search box
   - Select Enabled
   - Click restart. You will need to close out of Edge for the update to take effect.

2) Restart Edge, then return to https://uvm.axiom.cloud/, click on the Windows Client icon at top-center of the page.
3) You will receive a prompt to open the Axiom application. Click Open:

![Axiom application open prompt]

4) Then you will receive a prompt asking you to install the Axiom Client. Click Install:

![Axiom Client install prompt]

5) It may take a minute or two to install the application for the first time. Once that is complete, click on the Windows Client again. You’ll receive another prompt to open the Axiom application. Click Open:

![Second Axiom application open prompt]

6) You should then see the application open:
Firefox

1) Prior to launching Axiom, please ensure that your Firefox browser is ClickOnce compliant. You can do this by either enabling ClickOnce support in the browser configuration settings, or by installing a ClickOnce extension for the browser.

2) If you need to install a ClickOnce extension, find a ClickOnce extension available on the Firefox add-ins site (https://addons.mozilla.org/en-US/firefox/search/?platform=windows&q=clickonce). There are several that will work and search results change over time. One example of a ClickOnce in Firefox is:

![Breez ClickOnce by brz](image)

3) After you have ensured your browser is ClickOnce compliant, restart Firefox. Navigate back to https://uvm.axiom.cloud/. Click on the Windows Client icon at top-center of the page.
4) A dialogue box will pop up asking you to install the Axiom application. Click install.

5) It may take a minute or two to install the application for the first time. Once that is complete, click on the Windows Client again. You should see the following screen:
1) Prior to launching Axiom, please ensure that your Chrome browser is ClickOnce compliant. You can do this by either enabling ClickOnce support in the browser configuration settings, or by installing a ClickOnce extension for the browser.

2) If you need to install a ClickOnce extension, find a ClickOnce extension available on the Chrome add-ins site (https://chrome.google.com/webstore/search/clickonce). There are several that will work and search results change over time. One example of a ClickOnce in Chrome is:

![ClickOnce extension](https://chrome.google.com/webstore/detail/metaclickoncelauncher/pcmmkkaalagflelnmnpjmlodaambljil)

3) After you have ensured your browser is ClickOnce compliant, restart Chrome. Navigate back to https://uvm.axiom.cloud/. Click on the Windows Client icon at top-center of the page.

4) A dialogue box will pop up asking you to install the Axiom application. Click install.
5) It may take a minute or two to install the application for the first time. Once that is complete, click on the Windows Client again. You should see the following screen:

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Mac Users

Because Axiom Windows client is currently only supported for Windows PCs, Enterprise Technology Services has made Axiom available for Mac users via a Virtual Desktop Infrastructure (VDI).

In addition to the below instructions once in VDI you will need to follow instructions in this manual to install ClickOnce extension if using web browser Chrome, Edge, or Firefox. Each time you log in to the Business Apps desktop is considered the “first time” as the virtual machine gets destroyed and recreated anew each time you log out. For this reason, you will need to install ClickOnce each time you log into VDI.

1) From your current laptop, point a web browser at https://desktop.uvm.edu/

2) Click on "Install VMware Horizon Client.”
Select the correct VMware Horizon Client (for Mac)
3) Download the VMware Horizon Client

The steps above should be needed only once.
4) After installation, run the VMware Horizon Client. It should ask for your Connection Server, that is "desktop.uvm.edu".

5) Login with your UVM NetID and password.

Or it may look like this screen,
6) **Double-click on "UVM Business Apps."**

![Image of VMware Horizon Client with UVM Business Apps and UVM Generic Windows Workstation options highlighted]

7) It should automatically login you into a Windows desktop. (It may take a few minutes the first time.)

8) Once the Windows desktop comes up, launch a Microsoft Edge browser in the virtual desktop. From here, follow the instructions for [PC Users](#) based on the browser you use.
Troubleshooting Axiom Log In

Syntellis Sign-in Screen
If you are prompted with the below Syntellis sign-in screen, do not try to fill in. UVM username and password will not work for Syntellis prompt.

There are two possible reasons to see this screen:

1) You have not downloaded the ClickOnce application. This is required for Chrome, Edge, or Firefox. See instructions in this document for installing ClickOnce.
2) If you are using Internet Explorer, you will need to add the Axiom web address to trusted sites. See instructions below for adding a Trusted Site in Internet Explorer.

Add Axiom as Trusted Site in Internet Explorer
1) Navigate to internet options.
2) Click security and then sites.
3) Enter https://uvm.axiom.cloud as shown below and click add and then click close.

4) Click OK.
Windows Client Login Error: Axiom Installation Does Not Pop Up

In order to ensure that your PC prompts you to install Axiom for your first time logging in to Edge, Firefox, or Chrome, please ensure that the ClickOnce browser extension has completed its installation on your browser as well as on your PC. Different extensions have different installation instructions, so please pay close attention to this. Generally, it is likely that...

1. You will need to turn off all pop-up blockers you have on the browser.
2. The browser extension will have to be installed on your chosen browser.

3. The browser extension has an app that also needs to be installed on your machine.
Once you have completed the full installation of the ClickOnce Helper, clear your browser history, go to https://uvm.axiom.cloud/home/, and try the Windows client again.

Windows Client Login Error: Axiom EPM Client Launcher
If prompted with one of the following error message after clicking on windows client:

You may need to complete the steps outlined below to fix the EMP Client Launcher.

1) Delete the AxiomUserSettings.xml document. This will be located
C:\Users\<username>\AppData\Local

2) Delete Axiom Temporary file folders located
C:\Users\<username>\AppData\Local\Apps\2.0\subfolders
3) Open the web browser.

4) Navigate to the Axiom launch page and click on the Axiom Windows client to install and launch