



AXIOM LOG-IN INSTRUCTIONS

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Need help? Please [submit a Footprint](#)



Request an Axiom User Profile

An Axiom User Profile is necessary to access Axiom. Access can be requested via [Footprint](#).

Install Necessary Software on Your Device

The following software packages are required for running Axiom:

AXIOM | Axiom | Home | Administration Pages ▾ | Reports ▾

The following software packages are required for Axiom Software desktop clients. Select the appropriate files based on the specific Axiom Software client used and the version of Microsoft Office installed on your system. These will require administrator rights in order to install any of these packages.

- All Axiom Software desktop clients
Microsoft.NET 4.8 runtime
- Axiom Software addin clients for Microsoft Office - all versions
Visual Studio Tools for Office runtime (VSTO4)
- Optional - browser plugins for click once application support
[ClickOnce Helper for Google Chrome](#)
[ClickOnce Helper for Firefox](#)
- Optional - Axiom Power BI Connector
[Axiom Power BI Connector](#)
[Axiom Power BI Connector Installation Instructions](#)

Some of this software may already be installed on your computer, but if not it will need to be downloaded and installed on your device. This may require administrator rights on your computer; if you do not have administrator rights on your computer contact the UVM Tech Team (techteam@uvm.edu, 802-656-2604, <https://www.uvm.edu/it/help-support>) to install necessary software.

Visit <https://uvm.axiom.cloud/home/downloads> for more information.

For PC users: Axiom is fully supported in Chrome, Edge, and Firefox but you will need to install a “ClickOnce” extension for these browsers.

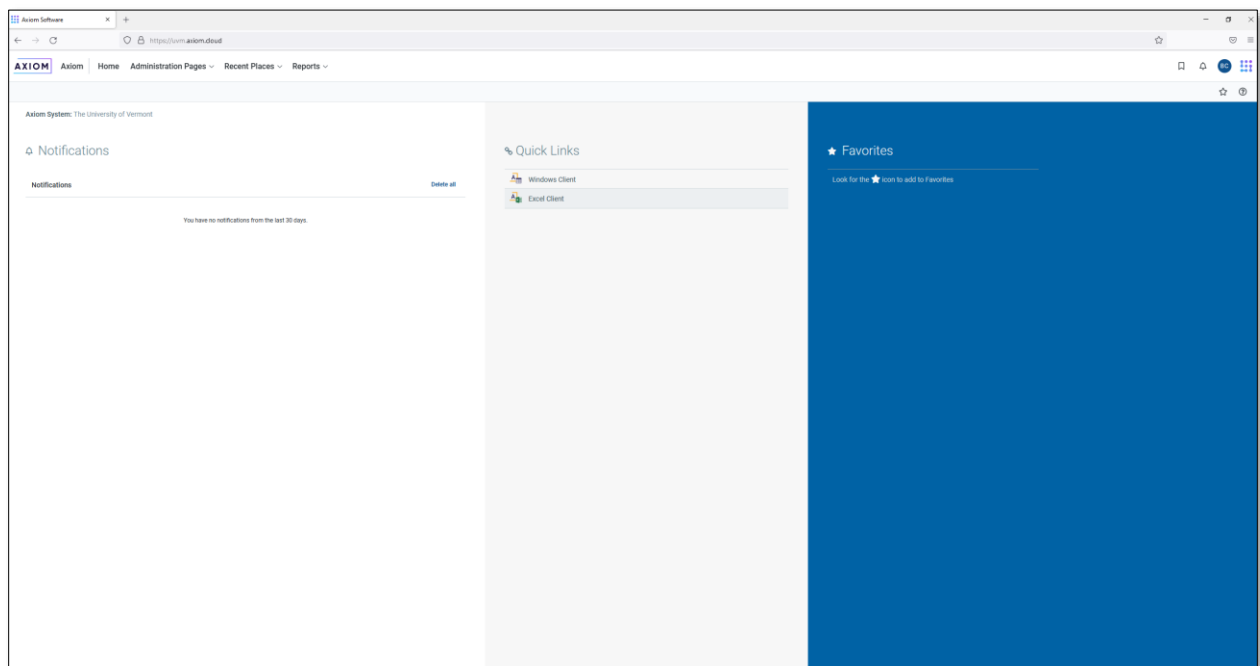
Follow the instructions below as appropriate for the browser you use most frequently or by default.



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](#)

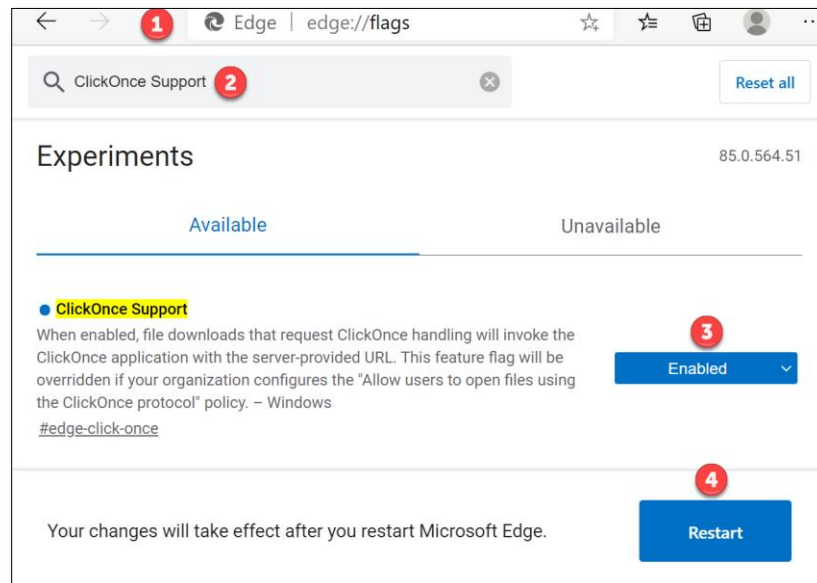


Internet Explorer

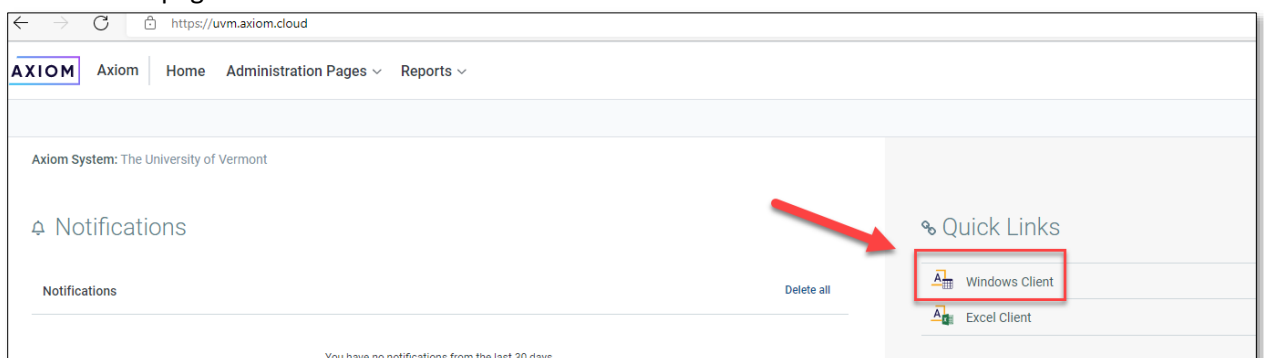
Internet Explorer cannot launch Axiom. Please use the most up-to-date version of Microsoft Edge, Firefox, or Chrome.

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.

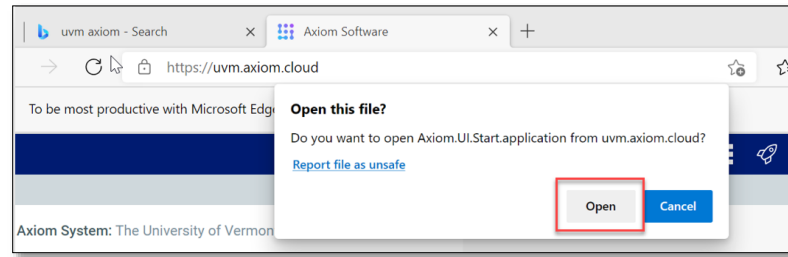


- 2) Restart Edge, then return to <https://uvm.axiom.cloud/>, click on the Windows Client icon at top-center of the page.

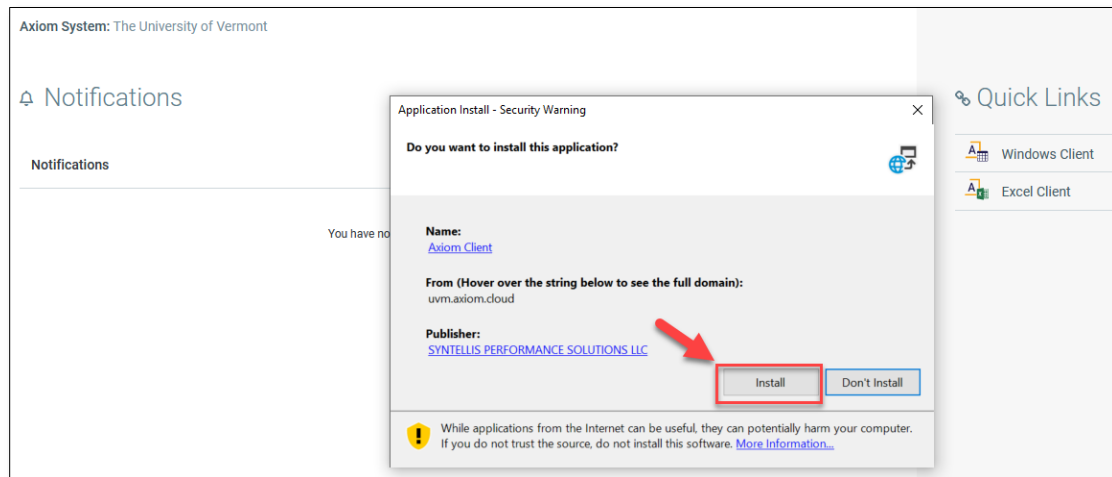




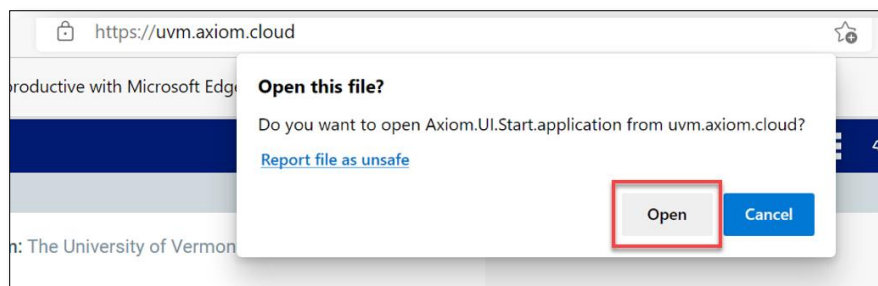
- 3) You will receive a prompt to open the Axiom application. Click Open:



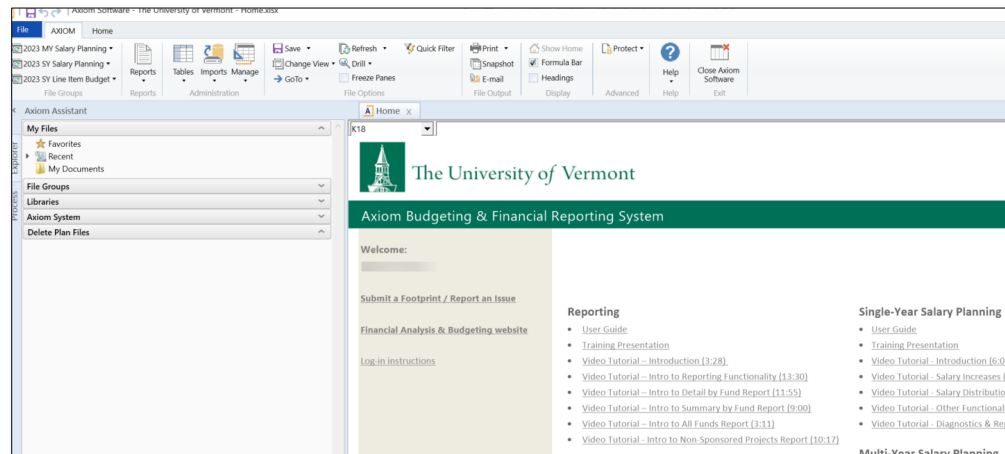
- 4) Then you will receive a prompt asking you to install the Axiom Client. Click Install:



- 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'll receive another prompt to open the Axiom application. Click Open:

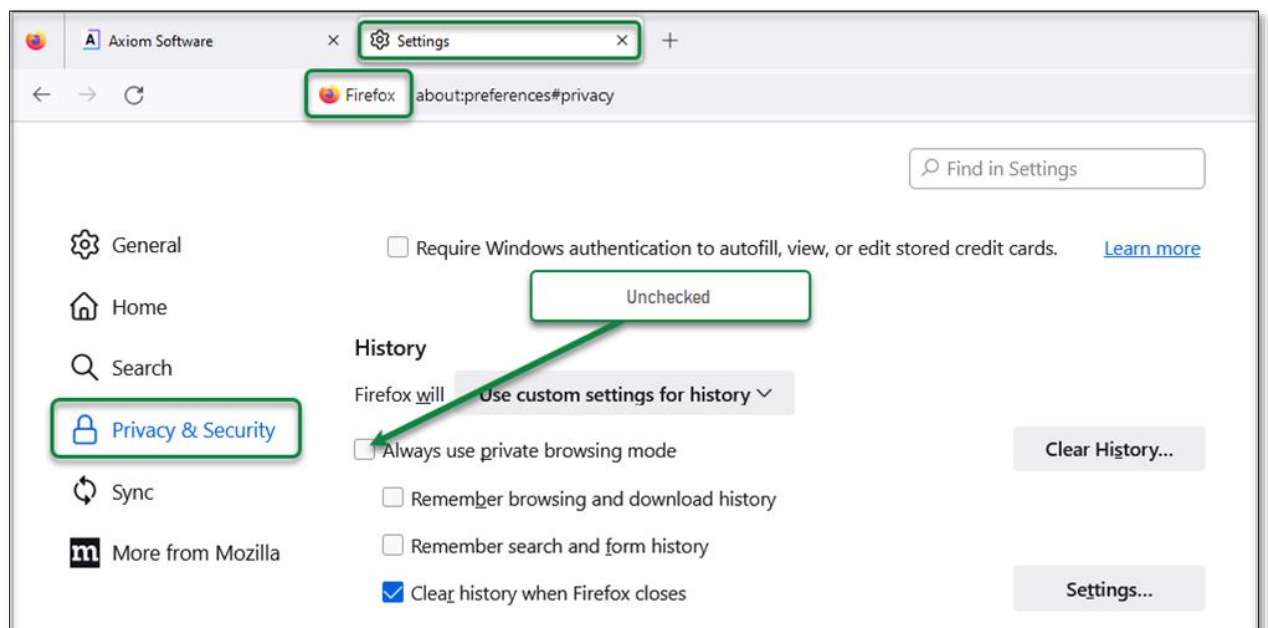


- 6) You should then see the application open:

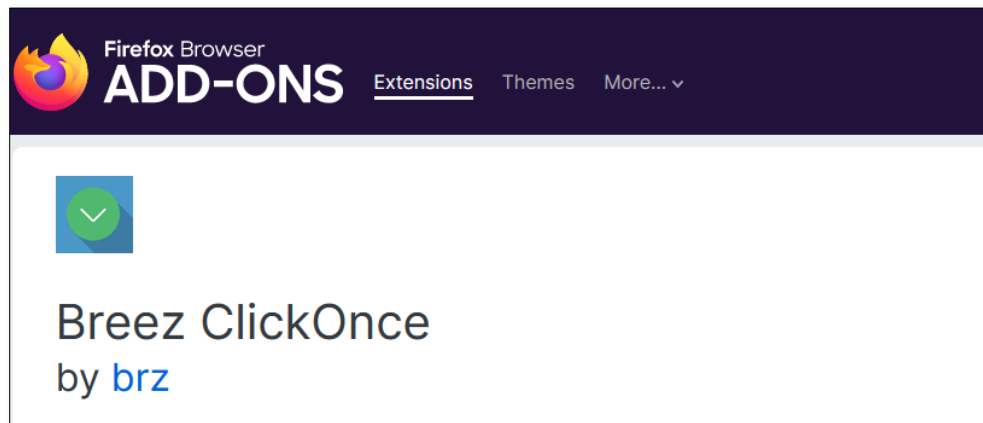


Firefox

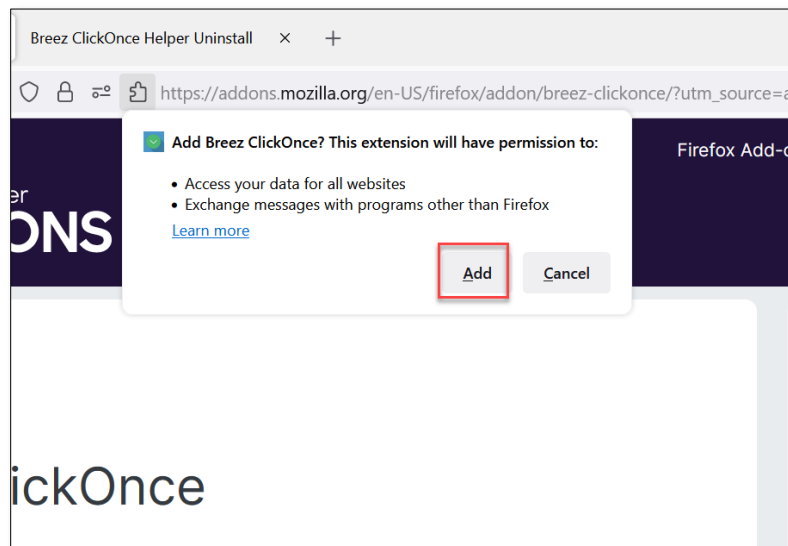
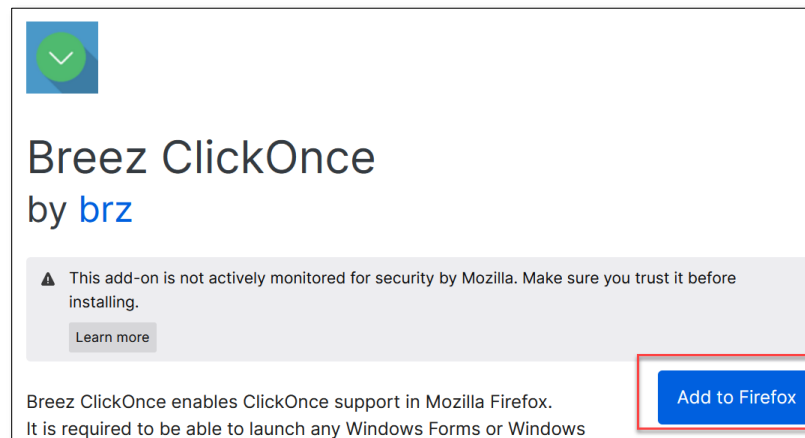
- 1) Prior to launching Axiom, please ensure that your Firefox privacy and security settings are not using private browsing mode:

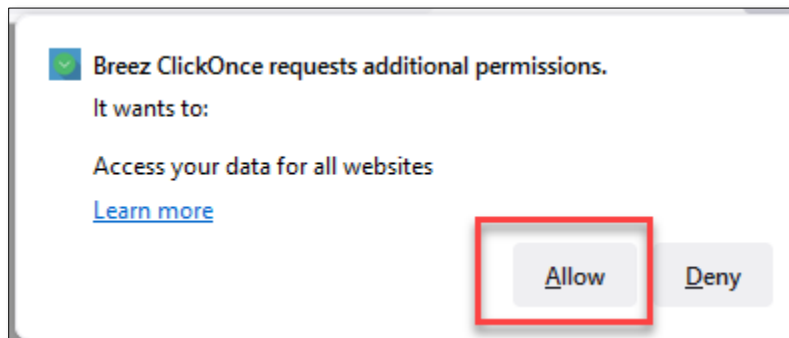
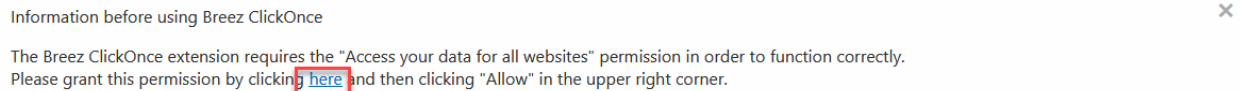
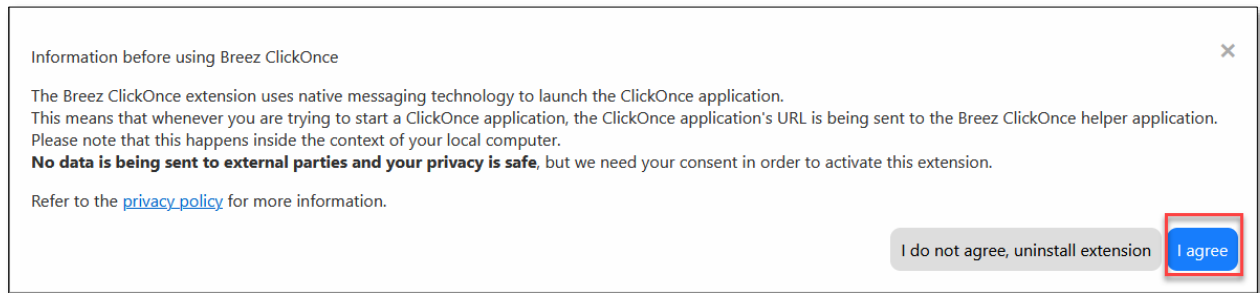
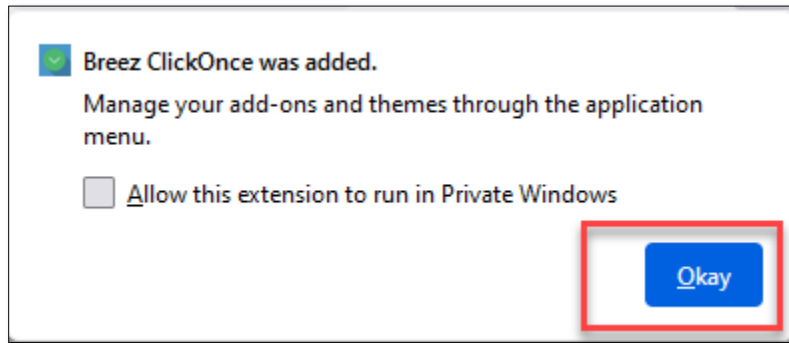


- 2) Prior to launching Axiom, please ensure that your Firefox browser is ClickOnce compliant. You can do this by either enabling ClickOnce support in the browser configuration settings, and by installing a ClickOnce extension for the browser.
- 3) If you need to install a ClickOnce extension, find a 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:

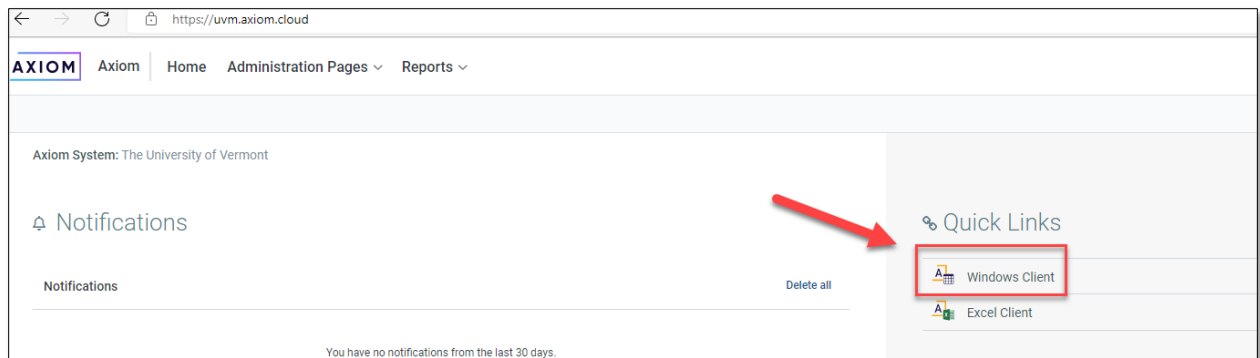


- The browser extension will have to be installed on your browser:



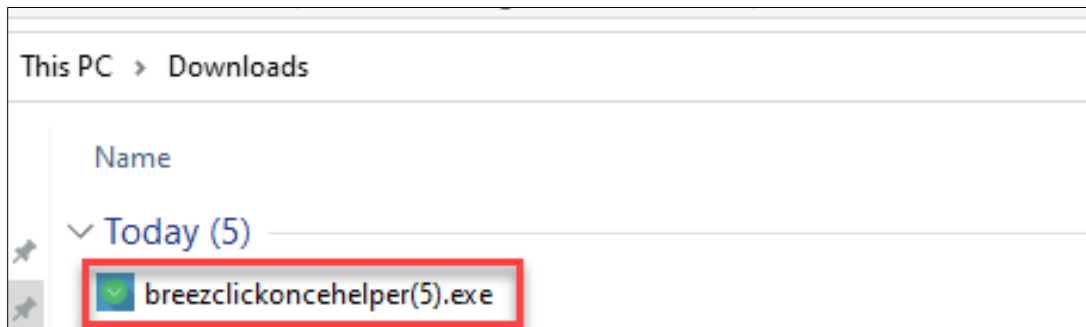
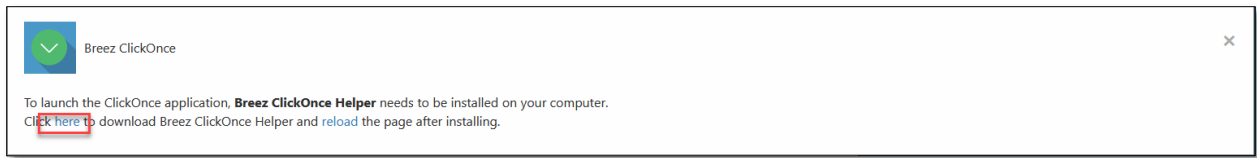


Return to <https://uvm.axiom.cloud/>. Click on Windows Client.

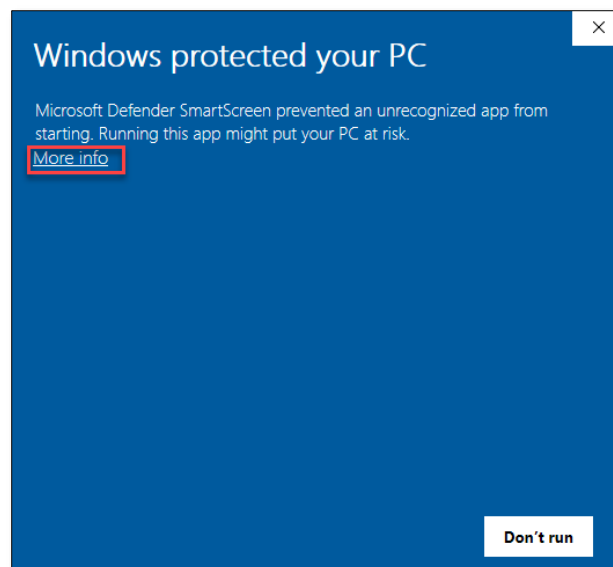


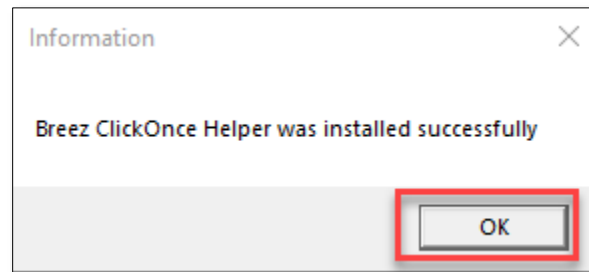
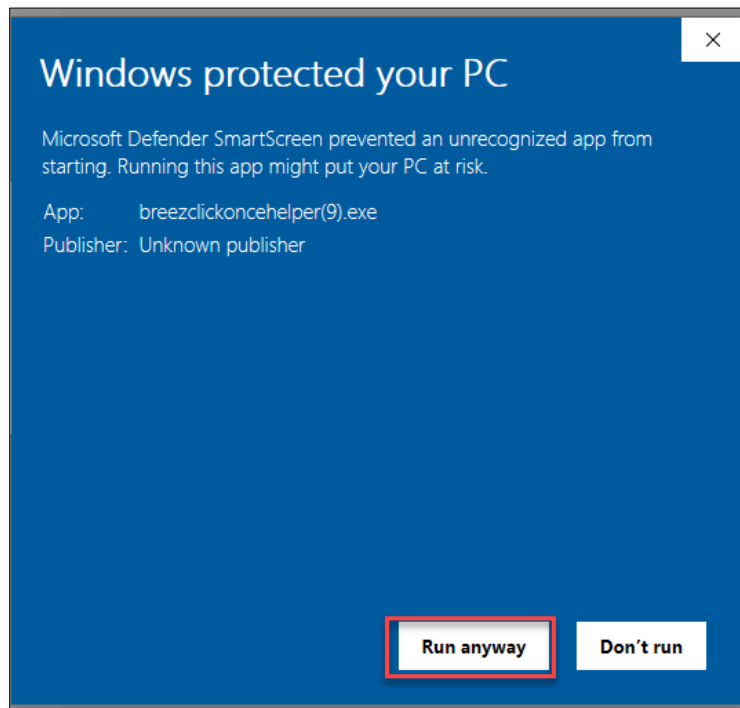


At this point some browser extensions have an app that also needs to be installed on your machine.

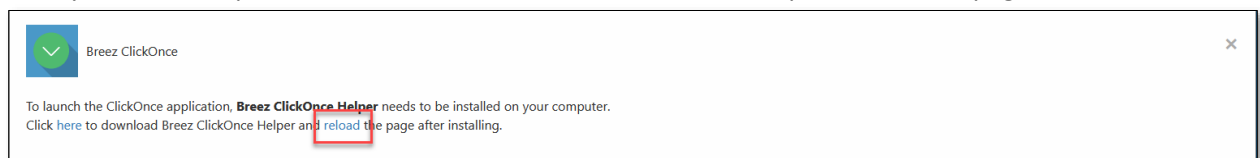


When downloading the software your computer may note that this is a new application. Click “More Info,” then “Run Anyway.” You will then get a notice that the ClickOnce application was installed successfully:

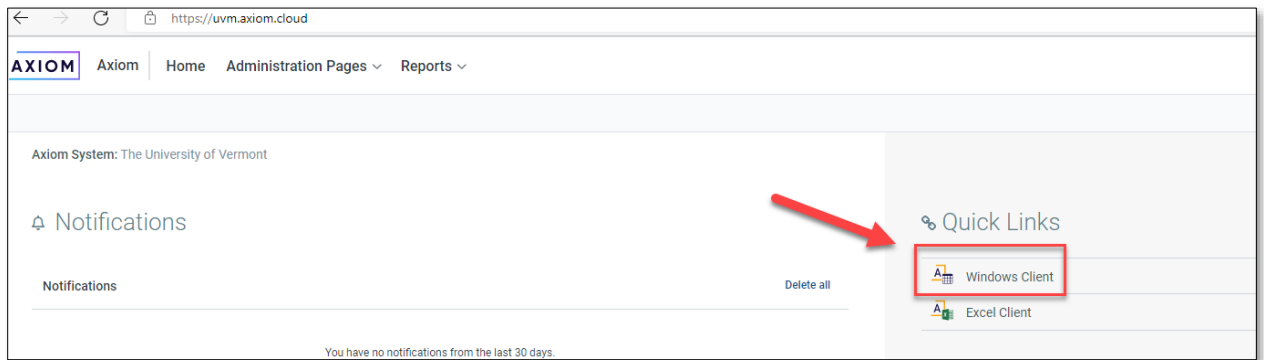




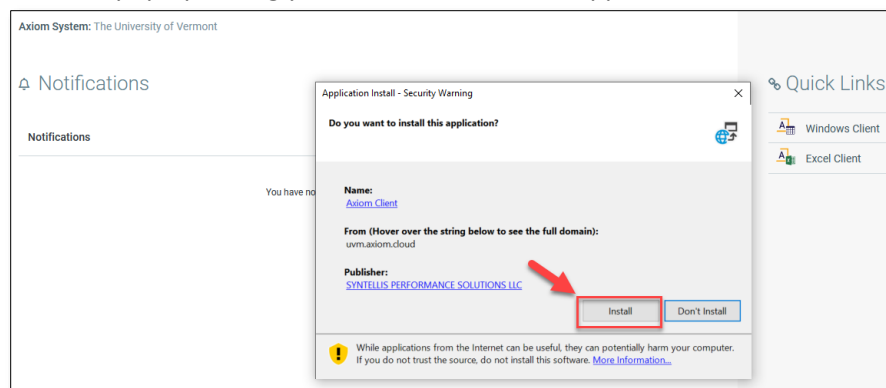
Once you have completed the full installation of the ClickOnce Helper, reload the page



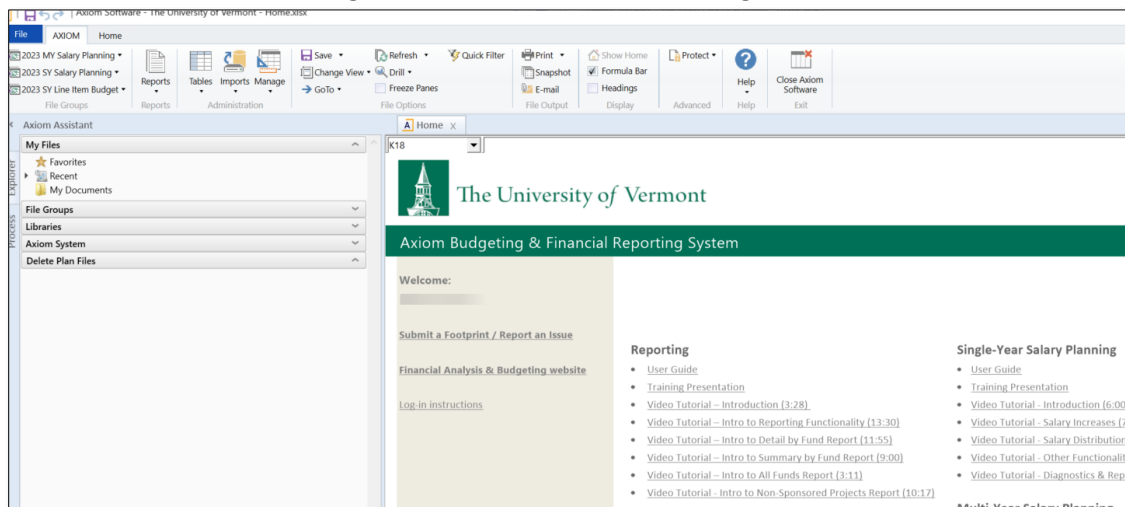
- 4) Click on the Windows Client icon at top-center of the page.



- 5) A dialogue box will pop up asking you to install the Axiom application. Click install.



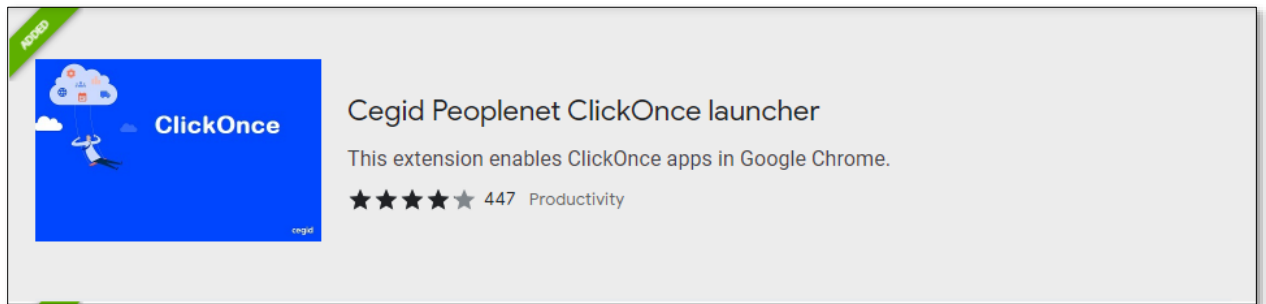
- 6) It may take a minute or two to install the application for the first time. Once that is complete, click on the Windows Client again. You should see the following screen:

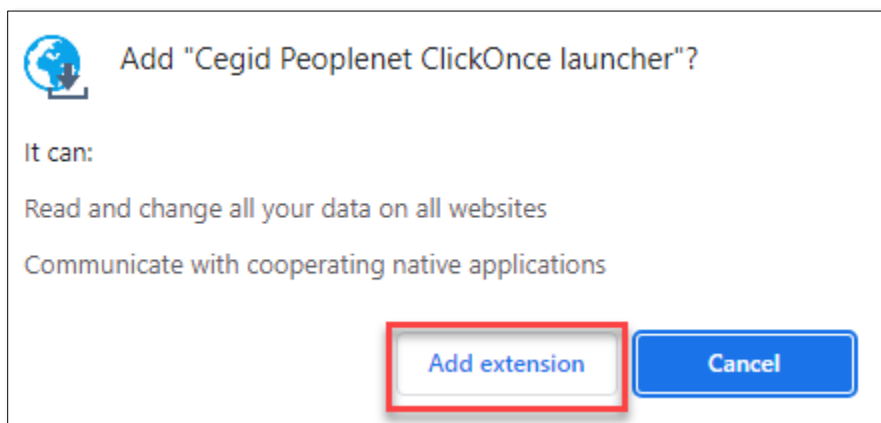
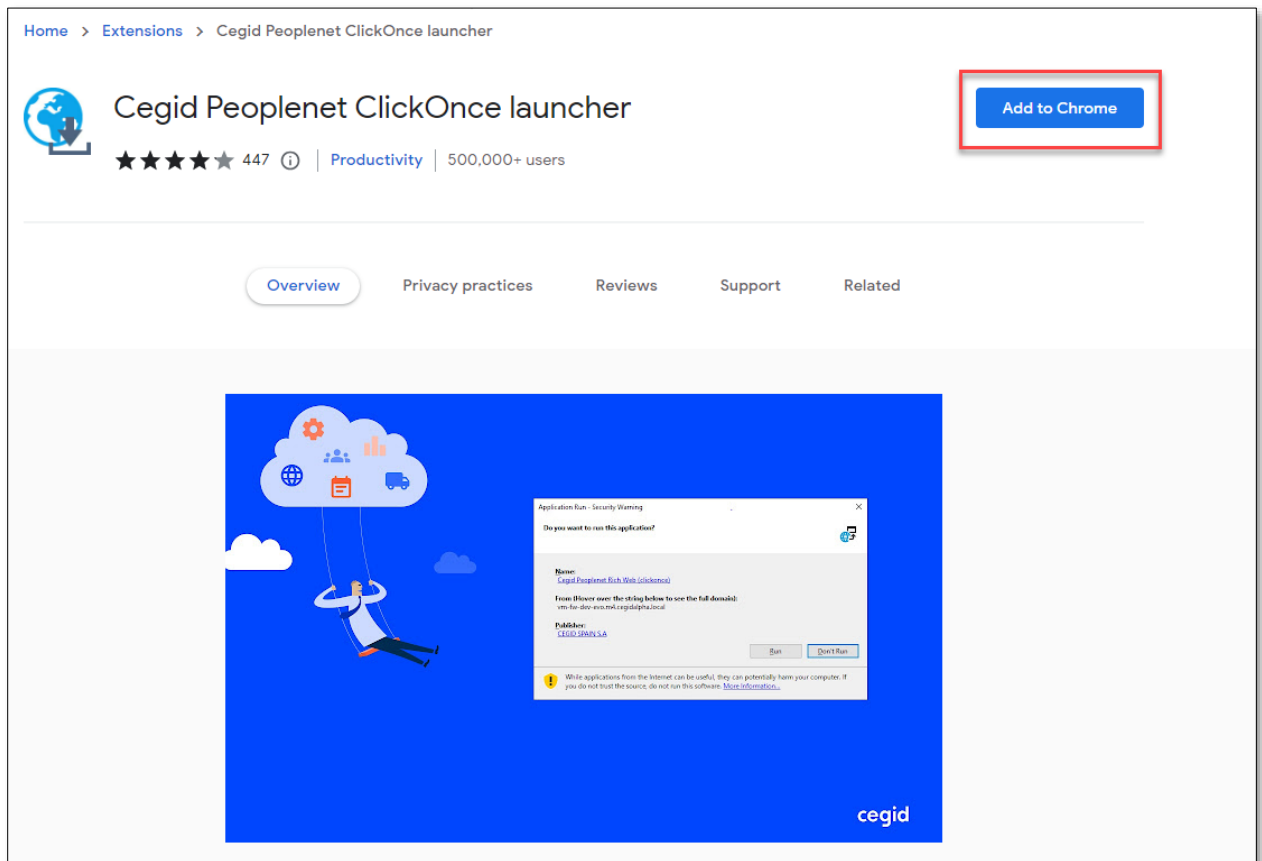




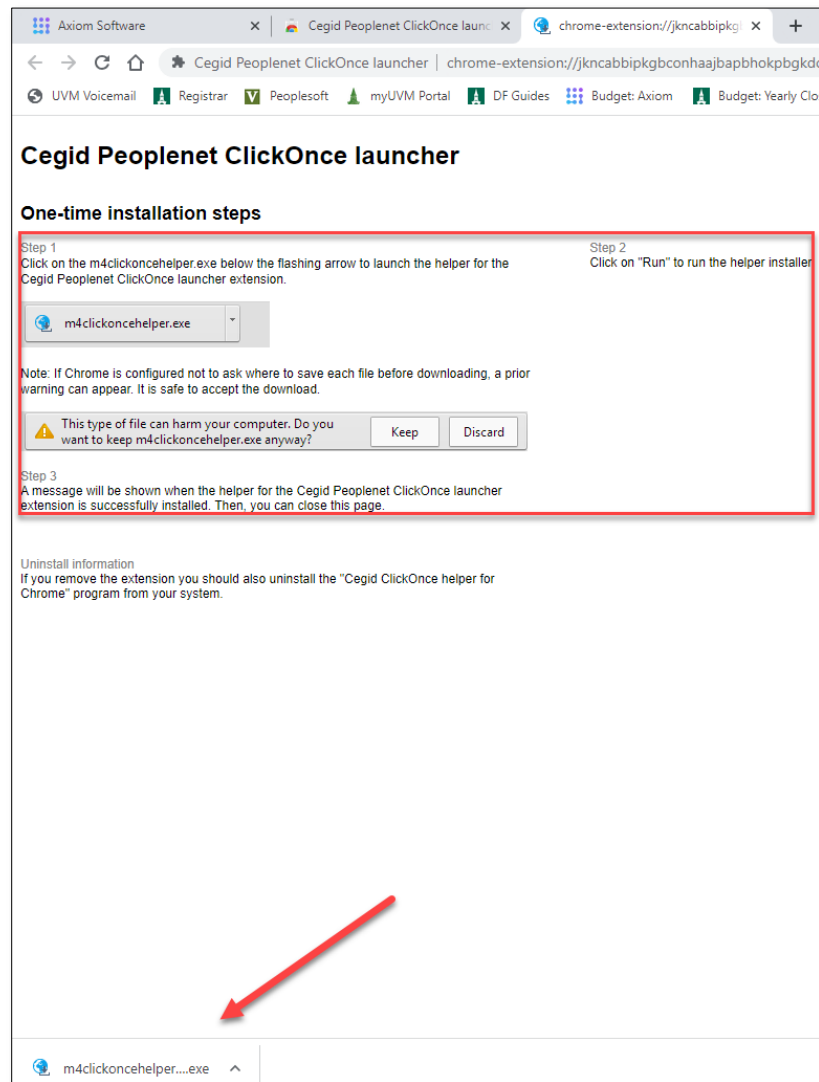
Chrome

- 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:

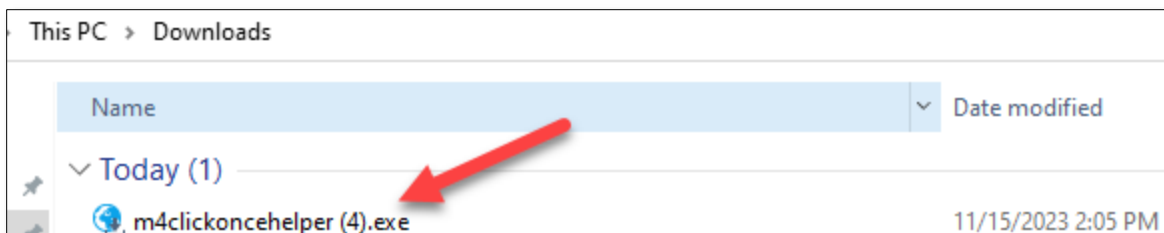


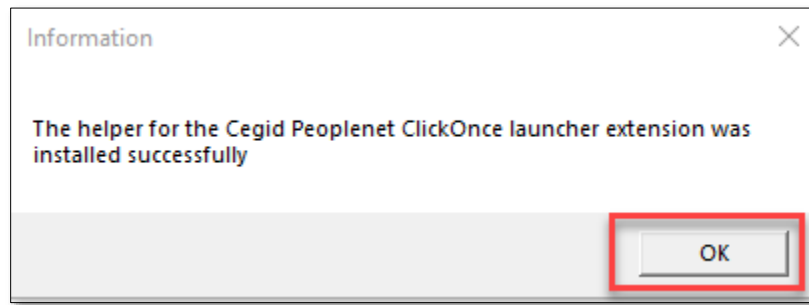


- Ensure the ClickOnce extension has been fully installed on your device. In Chrome, sometimes the browser extension has an app that also needs to be installed on your machine.



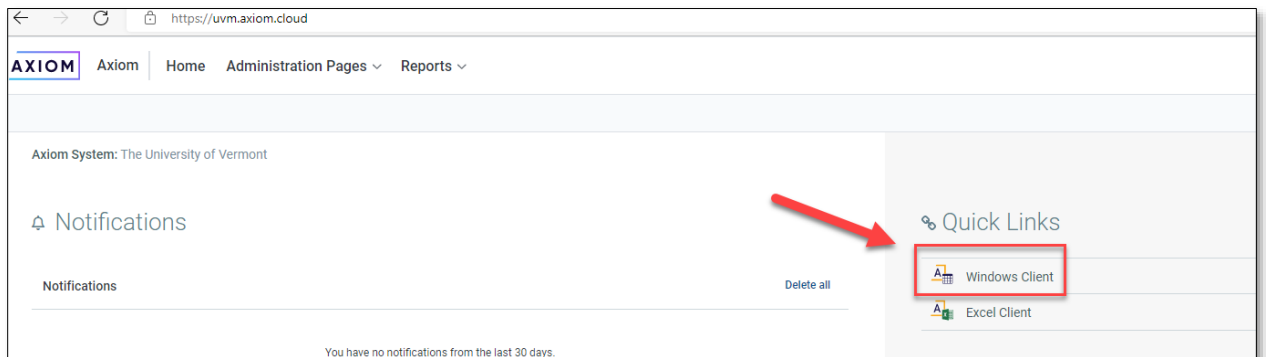
Check your downloads folder if needed. Double click on the application:



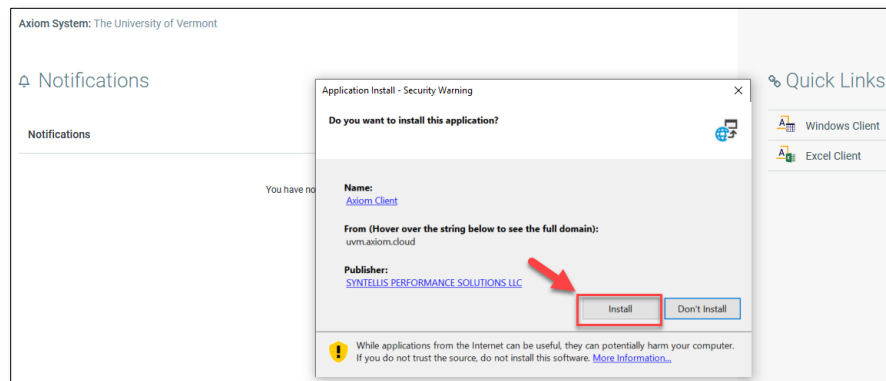


Once you have completed the full installation of the ClickOnce Helper, clear your browser history, go to <https://uvm.axiom.cloud/home/>, and try the Windows client again.

- 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.

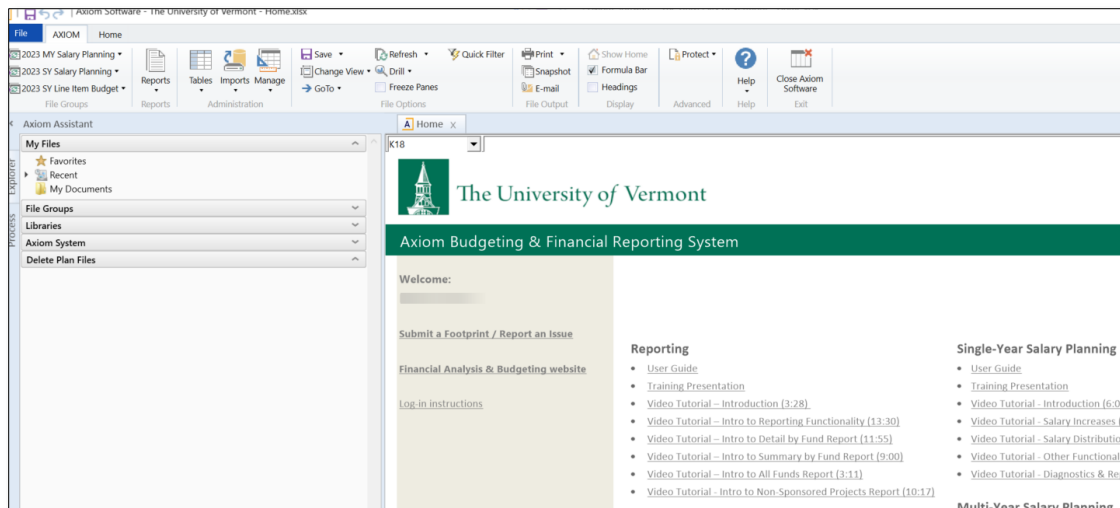


- 4) A dialogue box will pop up asking you to install the Axiom application. Click install.





- 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:

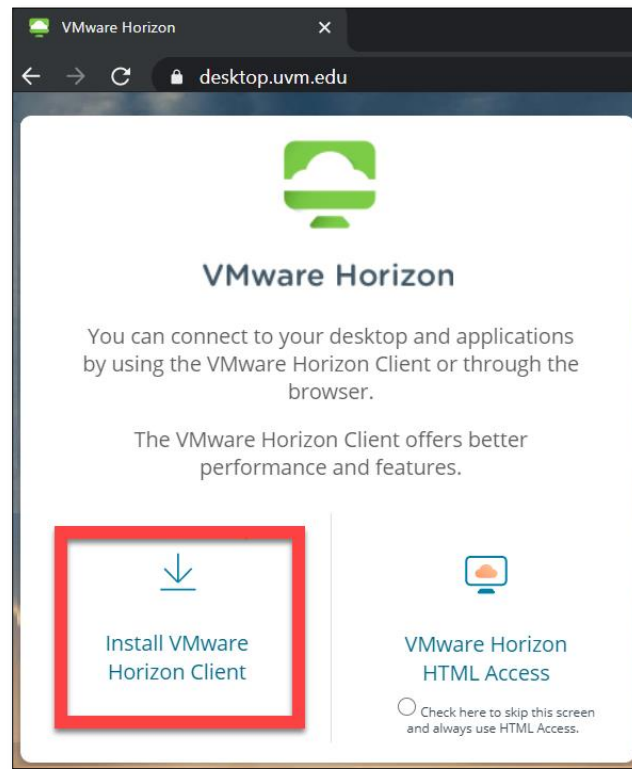


Mac Users

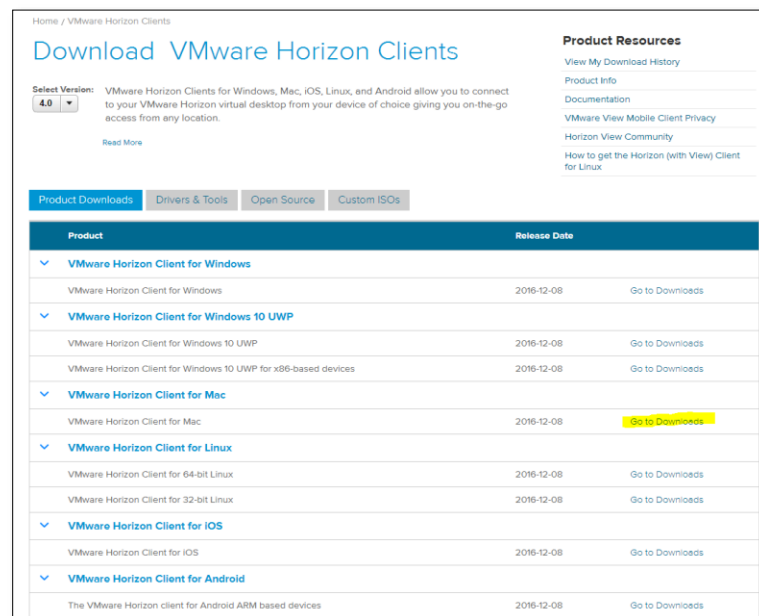
Because Axiom Windows client is currently only supported for Windows PCs, Enterprise Technology Services has made Axiom available for Mac users via a Virtual Desktop Infrastructure (VDI).

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.

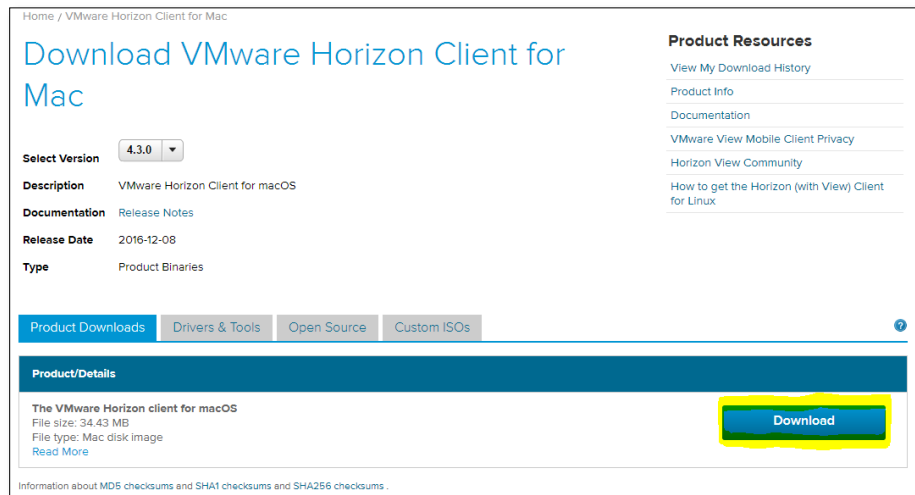
- 1) From your current laptop, point a web browser at <https://desktop.uvm.edu/>
- 2) Click on "Install VMware Horizon Client."



Select the correct VMware Horizon Client (for Mac):



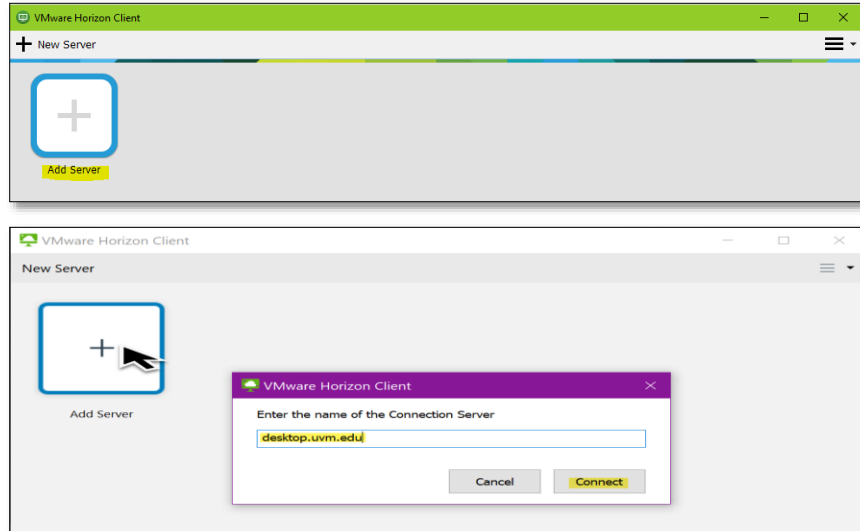
3) Download the VMware Horizon Client



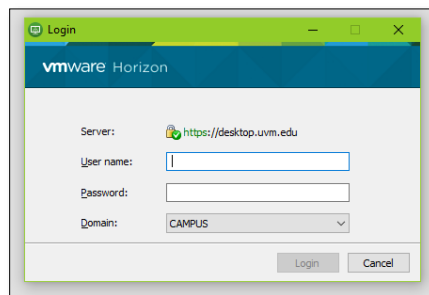
The steps above should be needed only once.



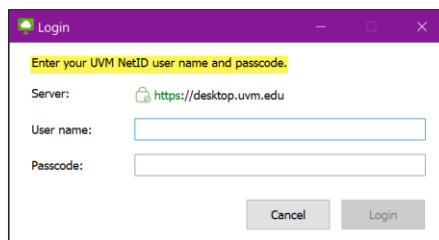
- 4) After installation, run the VMware Horizon Client. It should ask for your Connection Server, that is "desktop.uvm.edu".



- 5) Login with your UVM NetID and password.

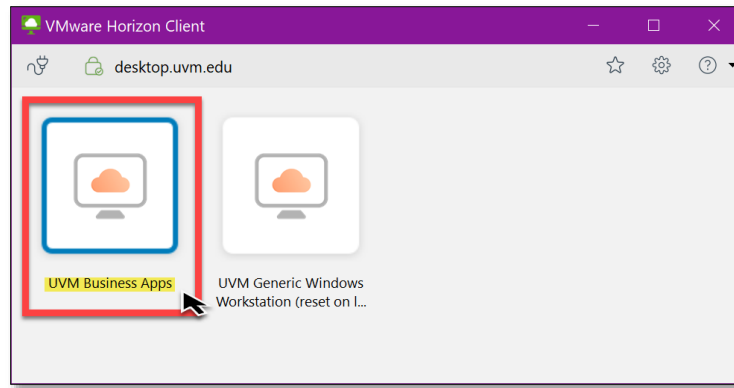


Or it may look like this screen,





- 6) Double-click on "UVM Business Apps."



- 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.



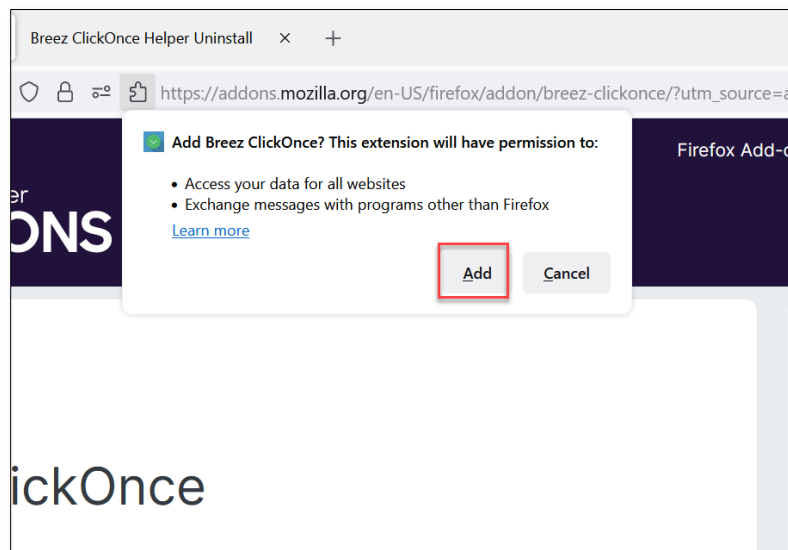
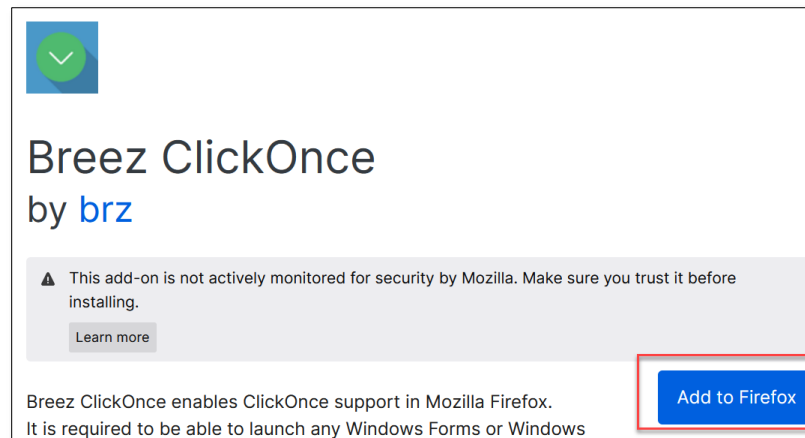
If you see this screen it's possible you have not downloaded the ClickOnce application. This is required for Chrome, Edge, or Firefox. See instructions in this document for installing ClickOnce.



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...

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



- The browser extension has an app that also needs to be installed on your machine.

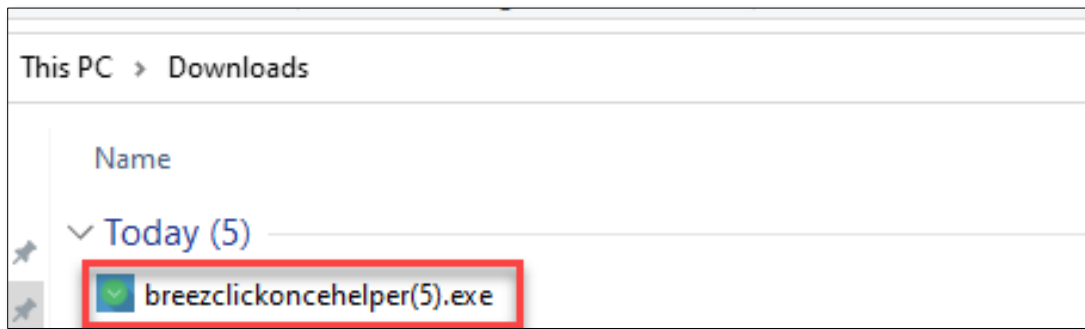


Breez ClickOnce Helper

Please save and install breezclickoncehelper.exe to finish the installation.

If the download doesn't start automatically, click [here](#) to initiate the download manually.

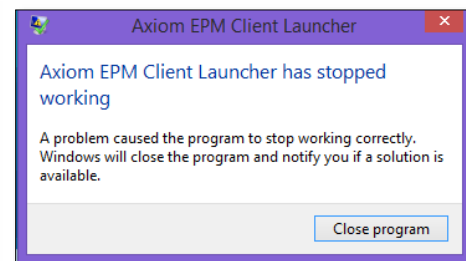
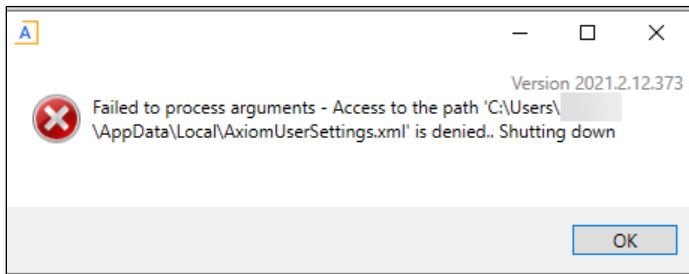
Once installation is finished, you can check if the component is working properly by going to the [options page](#) of the Breez



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.

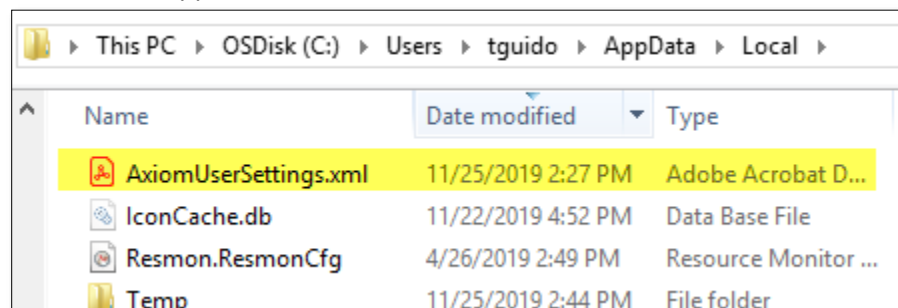
Windows Client Login Error: Axiom EPM Client Launcher

If prompted with one of the following error message after clicking on windows client:



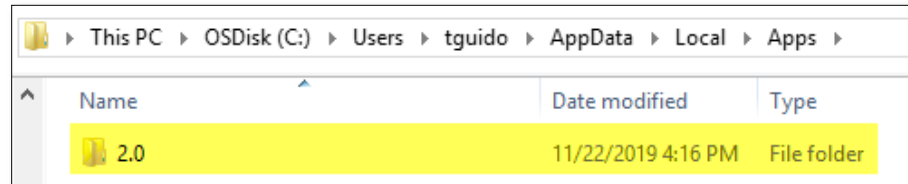
You may need to complete the steps outlined below to fix the EMP Client Launcher.

- 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