**AXIOM LOG-IN INSTRUCTIONS**

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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.
- Internet Explorer 11 or higher is required for launching Axiom.
- Axiom is also 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

1) Double-click on the Windows Client icon at top-center of the page.

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

3) 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.
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/. Double-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) If you are using Firefox click on the icon of three horizontal dashes in the upper-left corner of the Axiom home page (red number 1 below). This will open the Navigation page.

2) Then click on the word “About” (red number 2) in order for the white image to appear. Click on the hyperlink “Necessary software tools for running Axiom desktop client applications” (red number 3).

3) After clicking on the link “Necessary software tools ...” the below screen will appear. Select the appropriate link for your browser:
4) Look for ClickOnce options in the search results. There are several that will work and search results change over time. One example of a ClickOnce in Firefox is:

![ClickOnce option in Firefox](image)

5) After ClickOnce is installed, restart Firefox, and navigate back to [https://uvm.axiom.cloud/](https://uvm.axiom.cloud/). Double-click on the Windows Client icon at top-center of the page.

![Windows Client icon](image)

6) A dialogue box will pop up asking you to save an Axiom application. Click save:

![Save dialogue box](image)

7) In the top right-hand corner of your browser, click on the three horizontal lines to open up your browser menu. Click “Downloads”:

![Browser menu](image)
8) In downloads, click the Axiom application. You will be asked to open the file. Click Ok:

![Image of file download and open dialog]

9) You will be asked if you want to install the application. Click install:

![Image of application install dialog]

10) 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:

![Image of installed Windows Client]
Chrome

1) If you are using Chrome click on the icon of three horizontal dashes in the upper-left corner of the Axiom home page (red number 1 below). This will open the Navigation pane.

2) Then click on the word “About” (red number 2) in order for the white image to appear. Click on the hyperlink “Necessary software tools for running Axiom desktop client applications” (red number 3).

3) After clicking on the link “Necessary software tools ...” the below screen will appear. Select the appropriate link for your browser on the following screen:

4) Look for ClickOnce options in the search results. There are several that will work and search results change over time. Example of a ClickOnce in Chrome
5) After ClickOnce is installed, restart Chrome, and navigate back to https://uvm.axiom.cloud/. Double-click on the Windows Client icon at top-center of the page.

6) An installation dialogue box will pop up. Click Install. You'll only need to do this step once.

7) The installer will run and then launch the application. 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, double-click on the UVM Axiom EPM desktop shortcut.

9) If you are using Chrome, Edge, or Firefox you will need to follow the section regarding installing ClickOnce extension each time you open VDI. You will not be able to access Axiom without this installation.

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](https://uvm.axiom.cloud) as shown below and click add and then click close.

![Trusted sites dialog box]

4) Click OK.

![Internet Options dialog box]
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

   This PC   »   OS Disk (C)   »   Users   »   tguido   »   AppData   »   Local

<table>
<thead>
<tr>
<th>Name</th>
<th>Date Modified</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>IconCache.db</td>
<td>11/22/2019 4:52 PM</td>
<td>Data Base File</td>
</tr>
<tr>
<td>Resmon.ResmonCfg</td>
<td>4/26/2019 2:49 PM</td>
<td>Resource Monitor ...</td>
</tr>
<tr>
<td>Temp</td>
<td>11/25/2019 2:44 PM</td>
<td>File folder</td>
</tr>
</tbody>
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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