

BROWSER TIPS FOR PEOPLESOFT

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Overview


This document describes various browser issues that may be encountered while working in PeopleSoft and the solutions to these issues. If you encounter additional web browser issues related to working in PeopleSoft, please submit a PeopleSoft help desk ticket in [Footprints](#).

Preferred Browsers for Working in PeopleSoft

As of February 2020, **Mozilla Firefox** versions 60 and higher, **Microsoft Internet Explorer** version 11 and higher, **Microsoft Edge** versions 42 and higher, **Google Chrome for Windows** versions 69 and higher, **Google Chrome for Android** versions 7 and higher, **Apple Safari OS X** versions 12 and higher, and **Apple Safari iOS** versions 11 and higher are certified for use with UVM's current PeopleTools release (8.57). These browsers are recommended for the most consistent and reliable user experience with using PeopleSoft whether on a PC or a Mac.

Working in Financials and Human Resources Simultaneously

Users may switch between PeopleSoft Financials and PeopleSoft HR within the same web browser by navigating as follows:

1. Click on the **NavBar**  icon
2. Click the **"Link to Human Resources"** or the **"Link to Financials"** as appropriate.

Browser Versions

Browser versions are referenced throughout this document. Use the steps below to find your browser's version.

Mozilla Firefox

1. Open Firefox.
2. From the menu bar or button, click **Help** and then click **About Firefox**. The browser version will be displayed in the information screen.

Microsoft Internet Explorer

1. Open Internet Explorer.
2. From the menu bar, click **Help** and then click **About Internet Explorer**. The browser version will be displayed in the information screen.

Microsoft Edge

1. Open Edge.
2. From the menu button, click **Settings** and scroll to the bottom of the pane. The browser version will be displayed under the heading "About this app."

Apple Safari

1. Open Safari.
2. Click **Display a menu of general Safari settings** (the gear icon) and then select **About Safari**. The browser version will be displayed in the information screen.

Google Chrome

1. Open Chrome.
2. Click **Customize and control Google Chrome** (the menu button).
3. Click **Help**, then click **About Google Chrome**. The browser version will be displayed in the information screen.

Clearing Browser Cache**Why is it necessary to clear the browser cache?**

Internet browsers save copies of the pages you visit (in cache) so that they will load more quickly the next time they are visited. You should clear your cache regularly for two reasons:

1. Having a page in cache sometimes causes a conflict with a page you are trying to view. (If you suspect this may be the case, go to your browser options, clear the cache, close the browser, then re-open the browser and try again to view the page.)
2. Having a large number of files in your cache will slow down your browser and take up space on your hard drive.

Clear your cache anytime you are assigned new security access in PeopleSoft. Log out of PeopleSoft, clear the browser cache via the steps below, then log back into PeopleSoft.

How to clear browser cache

Please see the [UVM Computing Helpline guide to clearing your browser cache](#).

Allowing Pop-Up Windows in PeopleSoft

PeopleSoft often uses pop-up windows to display requested information. Most browsers are set to block pop-up windows by default. If your browser is set to block pop-up windows, then some functions in PeopleSoft will not work properly.

If you click on a button or a link and nothing happens, you will need to adjust your pop-up blocker settings. It is possible to allow pop-ups in PeopleSoft, while blocking them in other websites.

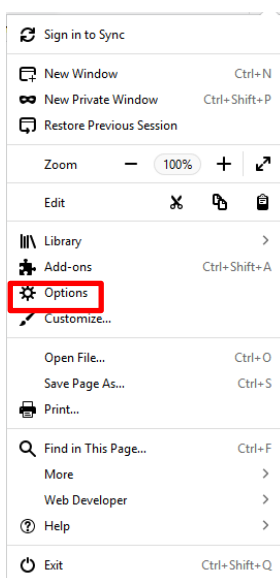
The steps that follow illustrate how to allow pop-ups in PeopleSoft for the more commonly used internet browsers.

How to allow PeopleSoft pop-ups in Mozilla Firefox

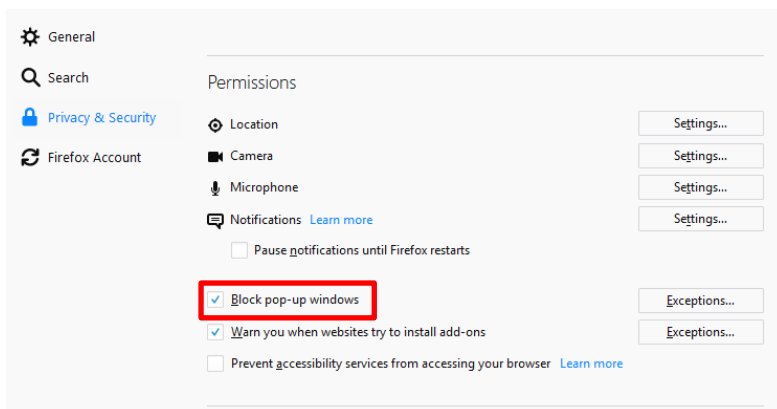
1. Open the Firefox browser.
2. Click the menu button in the top-right corner of Firefox.



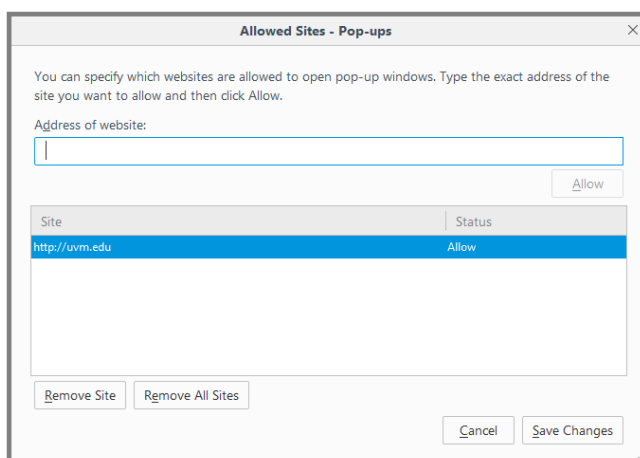
3. Click **Options**.



4. Click on **Privacy & Security** on the left.
5. Ensure that the checkbox for **Block pop-up windows** is checked.



6. Click on the **Exceptions** button for **Block pop-up windows**.
7. In the **Address of website** field, type **uvm.edu**.
8. Click the **Allow** button.



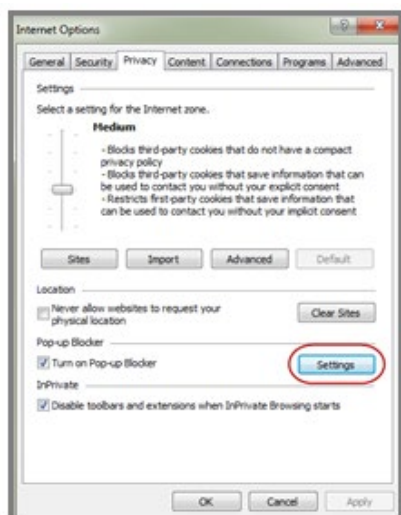
9. Repeat steps 6 and 7 for **catalyst.uvm.edu**.
10. Click the **Save Changes** button to close the window.

How to allow PeopleSoft pop-ups in Microsoft Internet Explorer (versions 9-11)

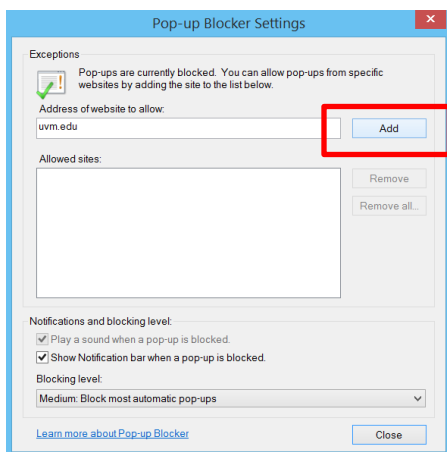
1. Launch Internet Explorer.
2. Click gear icon for **Tools** in the menu at the top of the page.



3. Click **Internet Options**.
4. Click the **Privacy** tab.
5. In the **Pop-Up Blocker** section, click **Settings**.



- In the box marked **Address of website to allow**, type **uvm.edu** and click the **Add** button.

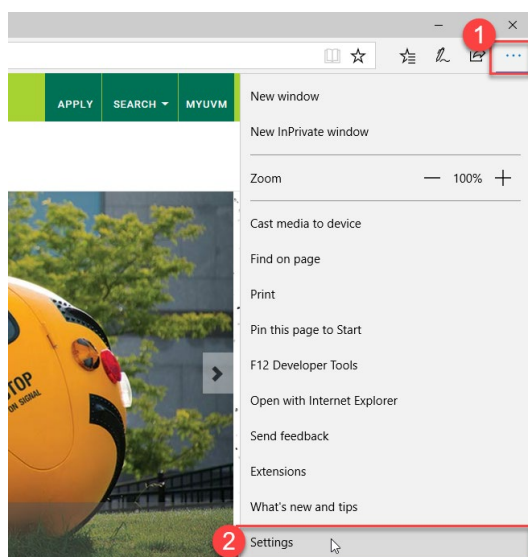


- Repeat step 6 for **catalyst.uvm.edu**.
- Click **Close**.
- Click **OK**.

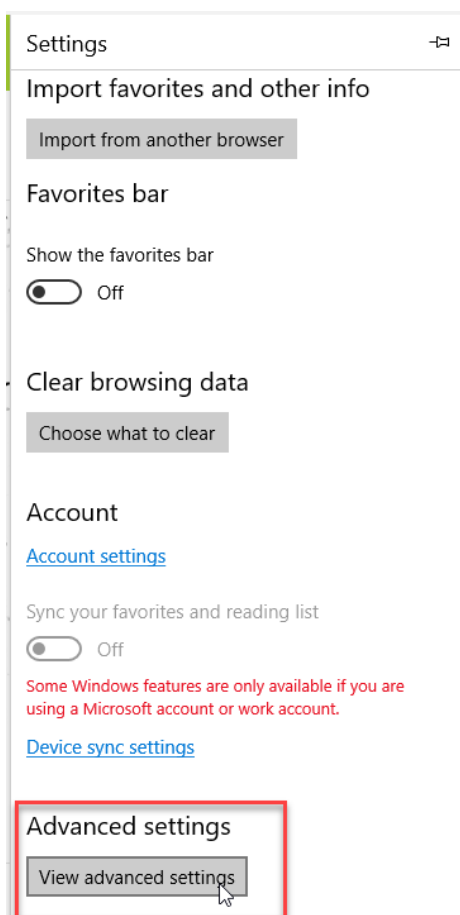
How to allow PeopleSoft pop-ups in Microsoft Edge

Edge does not allow single website control over blocking pop-ups windows. Pop-ups are either blocked or allowed. To control pop-ups:

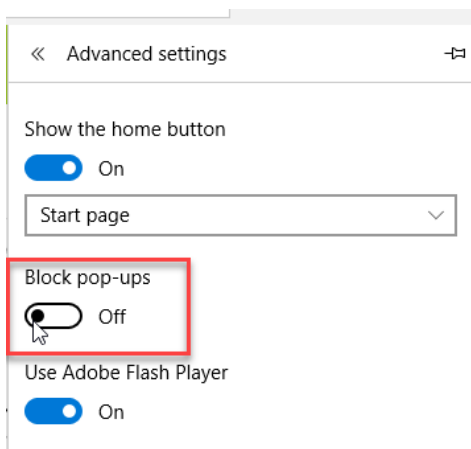
- Launch Edge.
- On the toolbar, click on the menu button in the top-right corner, and choose **Settings**.



- Scroll to the bottom of the list and click **View advanced settings**.



4. In the advanced settings, set the **Block pop-ups** slider to **Off**.



How to allow PeopleSoft pop-ups in Google Chrome

Please click this link for instructions on how to [block or allow pop-ups](#) in Google Chrome.

Allowing and blocking pop-ups in Safari

Safari does not allow single website control over blocking pop-ups windows. Pop-ups are either blocked or allowed.

To control pop-ups:

1. From the Safari menu, check the Block Pop-Up Windows option to block all pop-ups. Un-checking this option will allow pop-ups.

Print Screen Capabilities

If your page is not printing the way you need it to, you may need to adjust your printer settings. Typically, you can do that via the Properties tab in the window that opens when you click on **Print**.

How to print the active screen in Mozilla Firefox

Two suggestions for printing the active screen are as follows:

Print:

1. Click on the menu button in the top-right of the browser window.
2. Select **Print**.
3. Adjust the page settings if necessary, then click on the **Print** button.

Print Frame:

1. Right-click somewhere in the desired frame.
2. Select **This Frame**.
3. Select **Print Frame**.
4. The data portion of the screen should print.
5. Close this tab after printing.

How to print the active frame in Microsoft Internet Explorer

1. Right-click inside the desired frame.
2. Choose **Select All**.
3. Right-click a highlighted area and select **Print Preview**.
4. In the Print Preview window, select **Landscape** mode.
5. Under the **As laid out on the screen** drop-down, select **As selected on the screen**.
6. Choose **Shrink To Fit** or **80%** to show all of the desired fields.
7. Click on the **Print** button.

How to print a page in Microsoft Edge

On the toolbar, click on the menu button in the top-right corner, and choose **Print** OR type **CTRL-P**. This will open up a Print dialog box.

How to print a page in Google Chrome

Instructions on [how to print a page in Google Chrome](#).

How to print the screen in Safari

Instructions on [how to take screenshots in Safari for Mac](#).

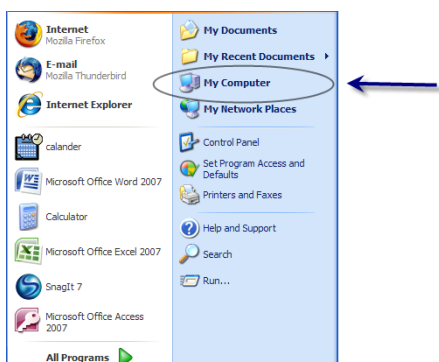
Download PeopleSoft Data into Full Version of Excel*

***Not necessary for Windows 7 and higher versions.**

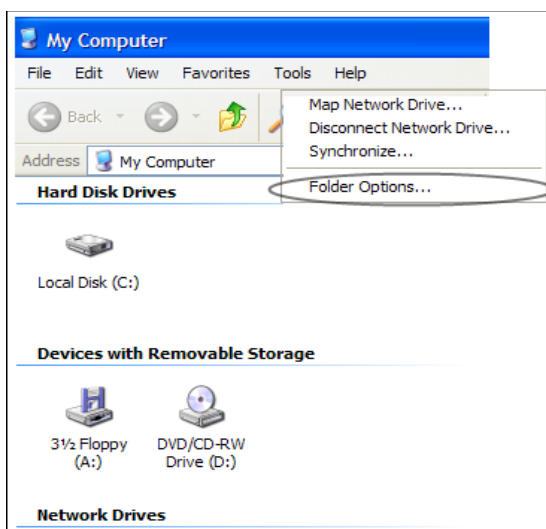
This section describes how to configure a computer using Windows versions earlier than Windows 7 to download PeopleSoft data into the full version of Excel. The Web/Browser Excel program does not have all the functionality of the full version.

All steps performed are specific to that computer. If you use more than one computer (e.g., a laptop and a desktop) these steps will need to be repeated for all of the computers.

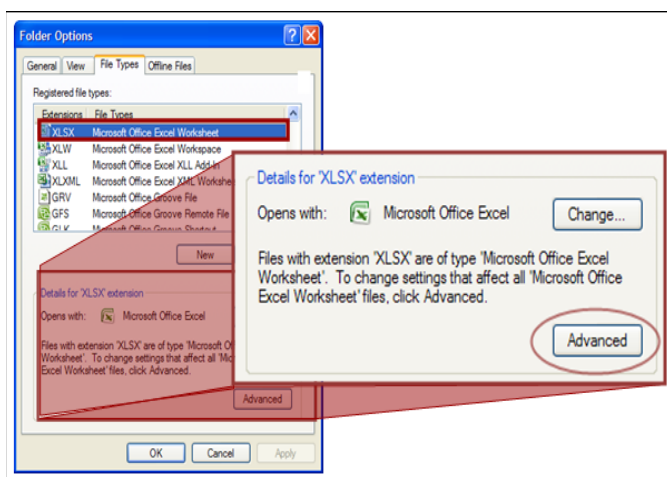
1. From the **Start/Windows** menu, click **My Computer**.



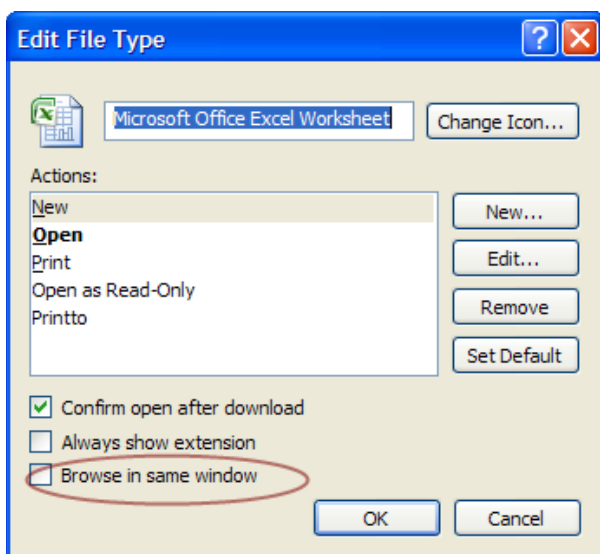
2. Under the **Tools Menu** > Choose **Folder Options**.



3. Choose **File Types > XLS Microsoft Excel Worksheet**.



4. Click the **Advanced** button.
5. Uncheck the **Browse in Same Window** box.



6. Click **OK**.

Additional Internet Explorer Configuration for PeopleSoft

Internet Explorer Secure and Non-Secure Items Dialog Box

When using Internet Explorer, after clicking on a link in PeopleSoft, you may encounter a message box asking if you want to display the non-secure items.

This notice often results from one of following scenarios:

- A page in a secure environment contains links to pages in a non-secure environment.
- A page in a secure environment is drawing items (often images or cascading style sheets) from a non-secure server.

A number of solutions are available. Three options are detailed below.

1. Continue to click “Yes” when the dialogue box appears in Internet Explorer browser

If an extra mouse click now and again isn’t too inconvenient, simply click on **Yes** and the page that opens will be a secure page, even though it may draw items from a non-secure server. See the next two options below for alternative ways of dealing with this issue.

2. Switch Browsers

Switch to the Mozilla Firefox browser, as this browser will recognize the page as being secure and will not open a dialogue box.

3. Allow Mixed Content in the Internet Explorer browser

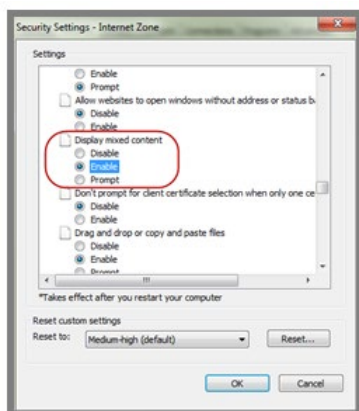
Continue using Internet Explorer, but change the settings to keep this dialogue box from displaying.

1. In Internet Explorer 7 - 11, click on gear icon for **Tools** in the menu at the top of the page.



2. Select **Internet Options**, then click on the **Security** tab at the top of the window.

3. Select **Internet** from the **Select a zone to view or change security settings** box. Click the **Custom Level** button. Scroll halfway down the list and choose **Enable** under the option to **Display mixed content**.



4. Click on **OK** to close the window, and **Yes** to confirm the selection.
5. When you browse to a secure web site after making this change, you may be confronted with a message saying “You are about to view pages over a secure connection . . .”
6. Click the checkbox beside **In the future, do not show this warning**. Click **OK**.

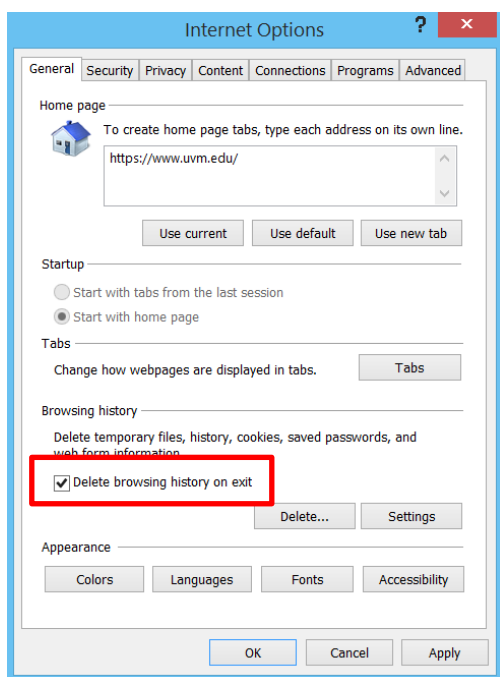
Internet Explorer Settings for accessing files from Process Monitor

Following are some additional settings that help Internet Explorer’s behaviors with accessing files from within the Process Monitor.

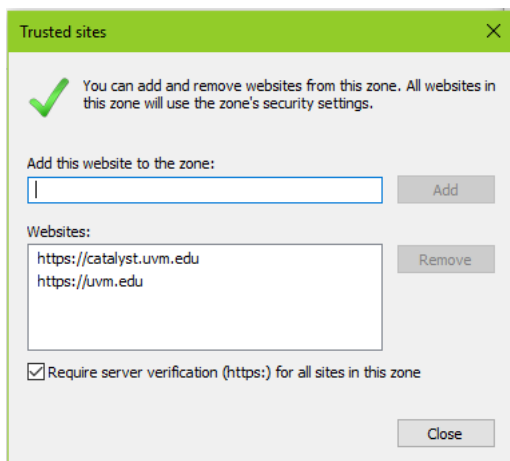
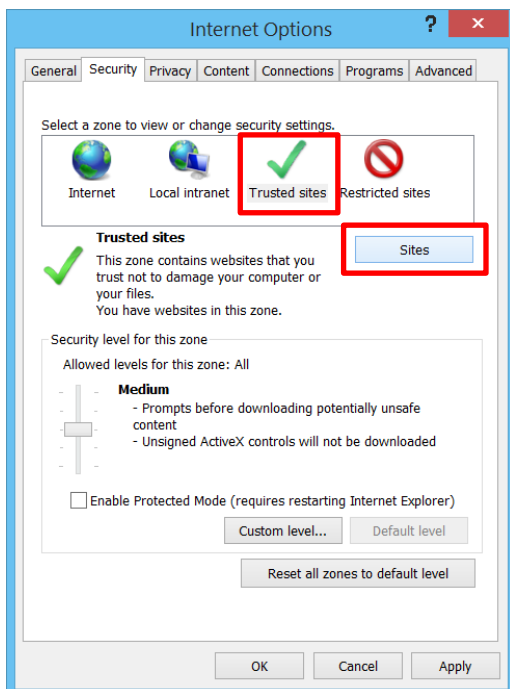
1. Click on gear icon for **Tools** in the menu at the top of the page.



2. Select **Internet Options**.
3. On the **General** tab, make sure that the **Delete browsing history on exit** box is checked.



4. In the **Security** tab, click on **Trusted Sites**, then click on the **Sites** button. Make sure that **uvm.edu** and **catalyst.uvm.edu** are entered as trusted websites.



Frequently Asked Questions

How can I access PeopleSoft?

For access to the login page, bookmark the following link: <https://www.uvm.edu/~erp/portal/>

What if I am unable to access PeopleSoft?

If you are unable to log into PeopleSoft, please [submit a help desk ticket](#) in Footprints.

Do I need special software to access PeopleSoft when I'm off campus? (And do I need to use a VPN?)

Since PeopleSoft is a web-based system, you do not need any special software to access the application when you are off campus. You can access PeopleSoft from any computer that is connected to the internet, and you do not need to use a VPN (virtual private network).

Resources/Help

Help/Footprints

If you have questions about information in this document, or, if after reading it, you cannot find the information you need, please submit a help desk ticket in [Footprints](#).

Relevant UVM Departments

- [Enterprise Technology Services](#)

Suggestions? Updates?

Send an e-mail to PS9-1Upgrade@uvm.edu.