

# Set your Browser to work with PeopleSoft.

Click on the browser you use for step-by-step instructions.

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## On a PC – Internet Explorer 6

For PeopleSoft to work reasonably well, you must adjust three browser settings:

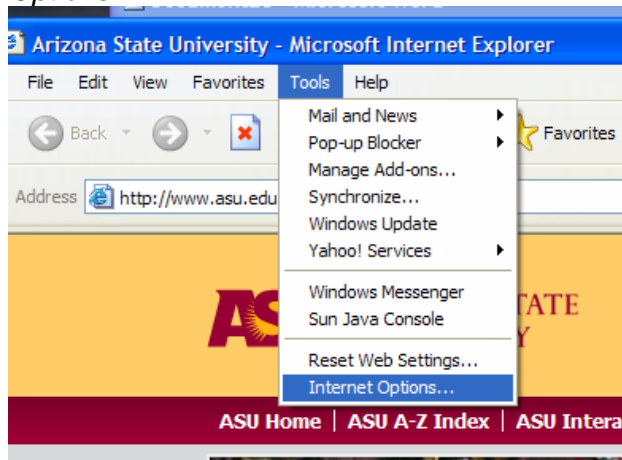
- the trusted sites,
- allowing downloads from PeopleSoft and
- allowing Pop Ups from PeopleSoft.

The instructions below should allow most PeopleSoft pages to work properly. For a longer, more comprehensive list of settings see;

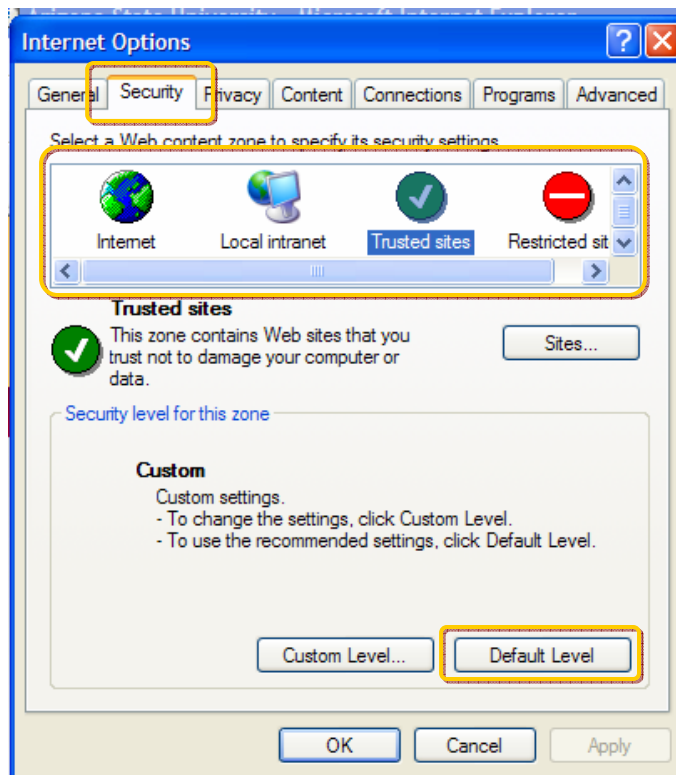
[https://techbase.asu.edu/wiki/images/IE\\_6\\_PeopleSoft\\_Checklist.pdf](https://techbase.asu.edu/wiki/images/IE_6_PeopleSoft_Checklist.pdf)

### Instructions

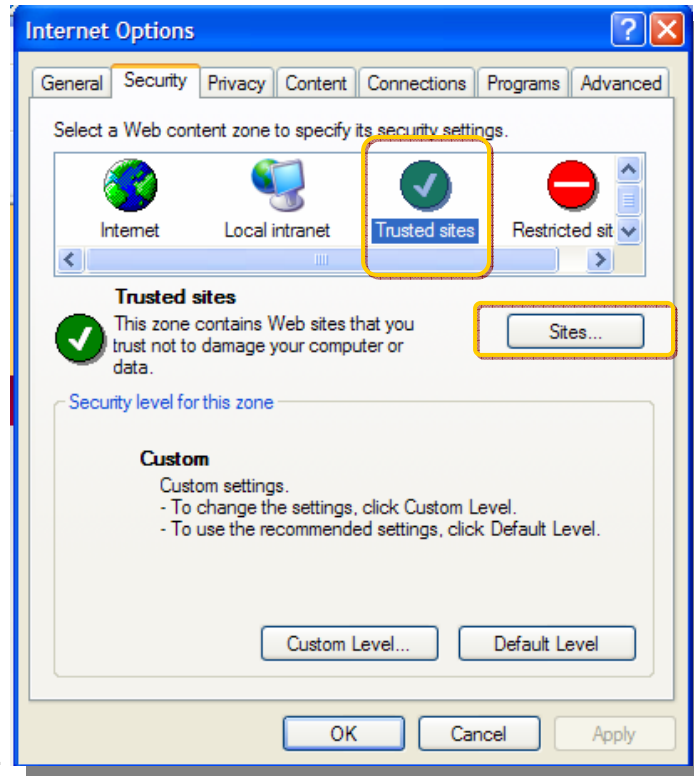
- 1) Reset your Zones  
(NOTE: if you are an advanced user and have customized your zones, you may want to skip this step. If you are not an advanced user, you can safely proceed.
  - a. Open your Internet Explorer browser, click on the *Tools* menu and then on *Internet Options*



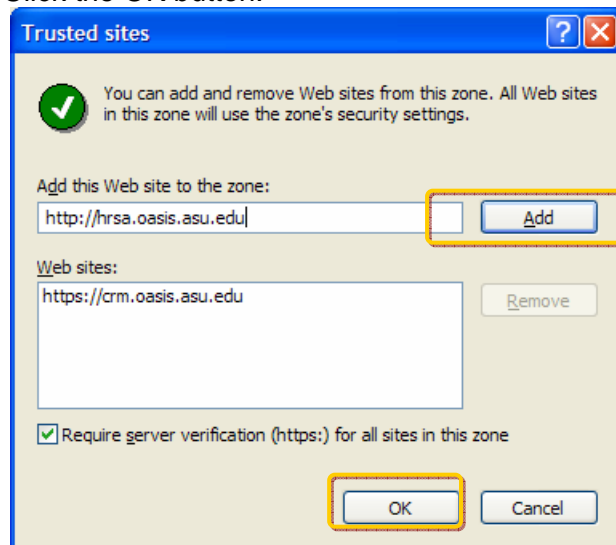
- b. Select the Security Tab
- c. Reset the default of each security level by clicking on the icon of the zone and then the *Default Level* button. (if the button is gray, the level is already at its default level). Do this for:
  - Internet: (Globe Icon)
  - Local Intranet (Computer and globe icon)
  - Trusted Sites (Checkmark in green circle icon)
  - Restricted Sites (Minus sign in red circle icon)



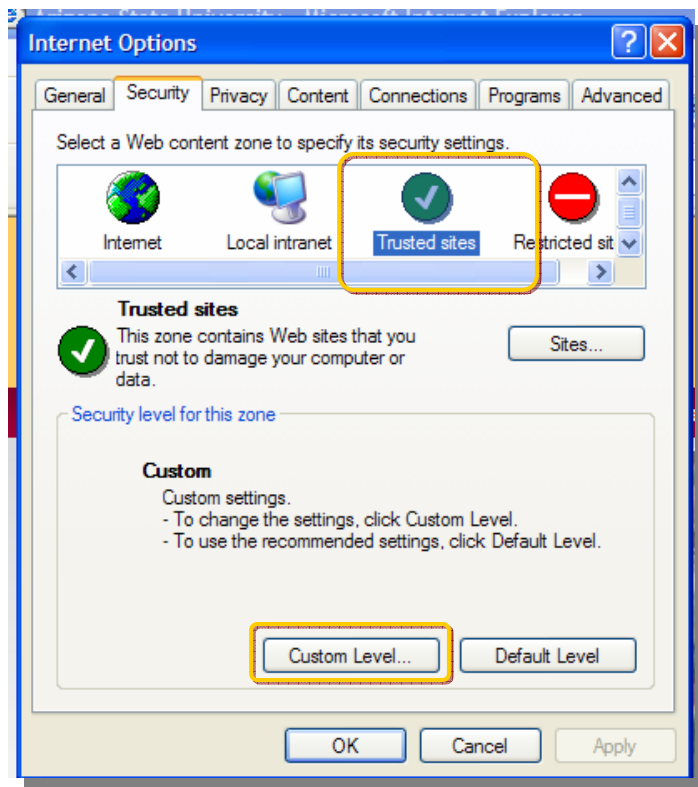
- 2) Add Oasis to the Trusted Sites list:
  - a. Click on the Trusted Sites web content zone (checkmark in green circle icon) and click the Sites button



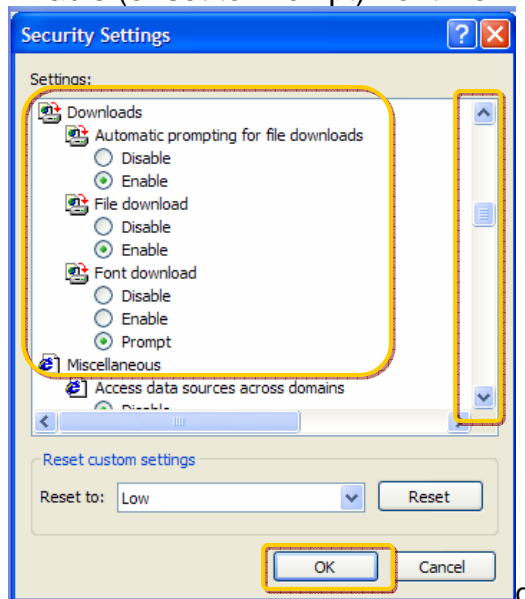
- b. Type `https://hrsa.oasis.asu.edu` in the *Add this Web site to the zone* field and click the Add button.
- c. Type `https://crm.oasis.asu.edu` in the *Add this Web site to the zone* field and click the Add button.
- d. Click the OK button.



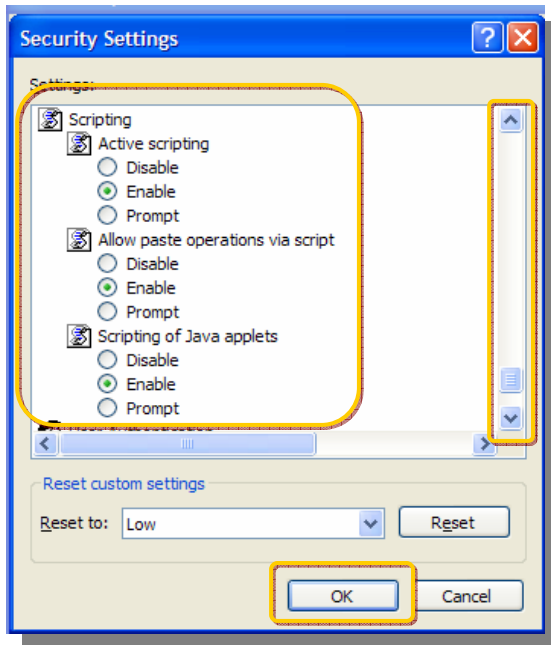
- 3) Ensure Downloads are enabled:
  - a. Click on the Trusted Sites web content zone (checkmark in green circle icon)
  - b. Click the Custom Level button.



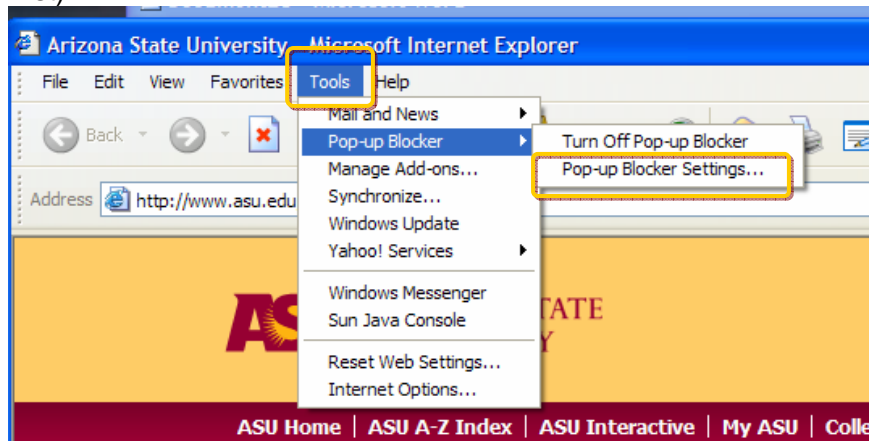
- c. Scroll down through the list to the *Downloads* section of the list
- d. Enable *Automatic prompting for file downloads*
- e. Enable File Download
- f. Enable (or set to Prompt) Font Download



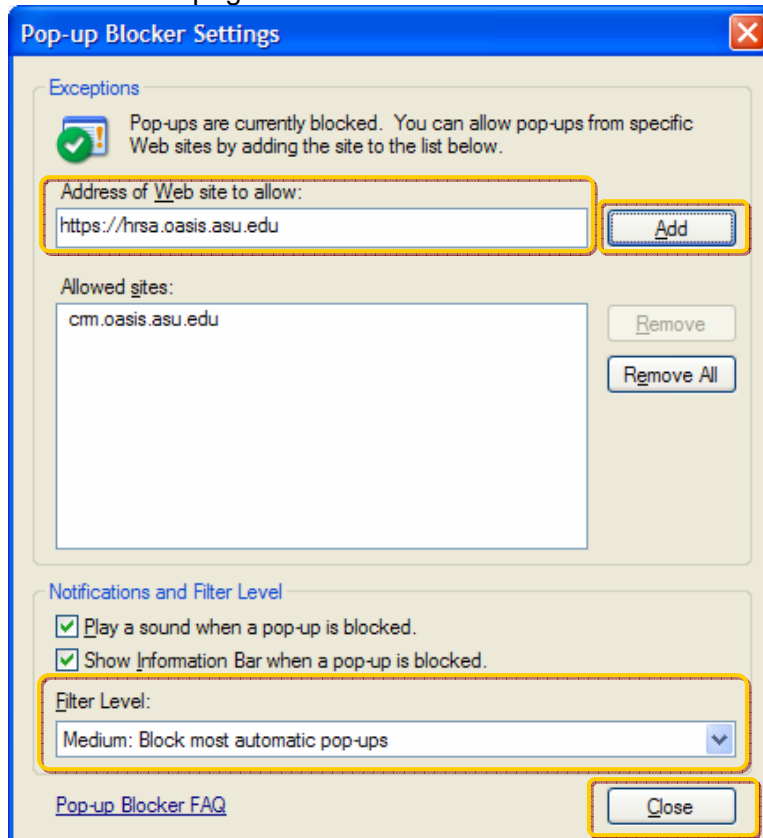
- 4) Ensure JavaScript is enabled:
  - a. Scroll down to the Scripting Section of the list from the previous step.
  - b. Enable all three options in the Scripting Section.
  - c. Click the OK button.
  - d. Click the next OK button.



- 5) Allow Pop Up Windows from PeopleSoft.
  - a. Click on the Tools menu
  - b. Click on Pop-up Blocker
  - c. Click on Pop-up Blocker Settings (If it's grayed out, click on Turn on Pop Up Blocker first)



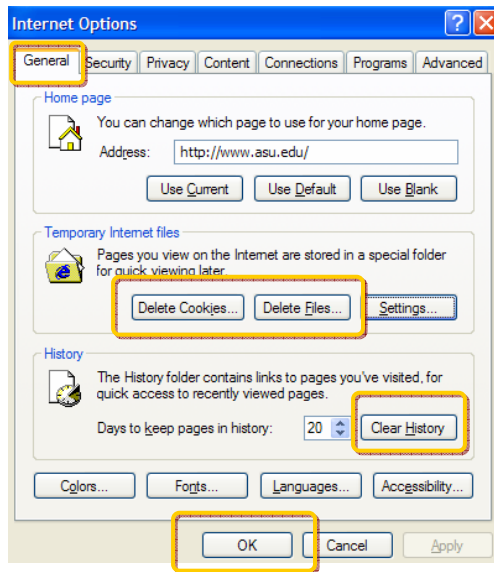
- d. Type **https://hrsa.oasis.asu.edu** into the *Address of Web site to Allow* field and click the Add button.
- e. Type **https://crm.oasis.asu.edu** into the *Address of Web Site to Allow* field and click the Add button.
- f. Select the *Medium: Block most automatic pop-ups* filter level in the drop down at the bottom of this page



## 6) Clear your Cache

All web application (like PeopleSoft) store copies of the pages you visit on your hard drive for quick retrieval. Any time you change your access, it's a good idea to clear the cache and allow PeopleSoft to get the latest settings from the database. Here's how.

- a. Select the *General* Tab
- b. Click on the *Delete Files* button – this will clear your cache
- c. Click on the *Delete Cookies* button – Caution! if you have other websites that remember who you are (“Welcome back, yourname!”), they use cookies to do that.
- d. Click on the *Clear History* button
- e. Click on the *OK* button.



Close Internet Explorer and restart it, then try the application you were using again.

If these steps do not work, try rebooting your machine and trying to access the application again.

If none of these steps resolves your issues, please contact the Help Desk at (480) 965-6500.



## On a PC – Internet Explorer 7

For PeopleSoft to work reasonably well, you must adjust three browser settings:

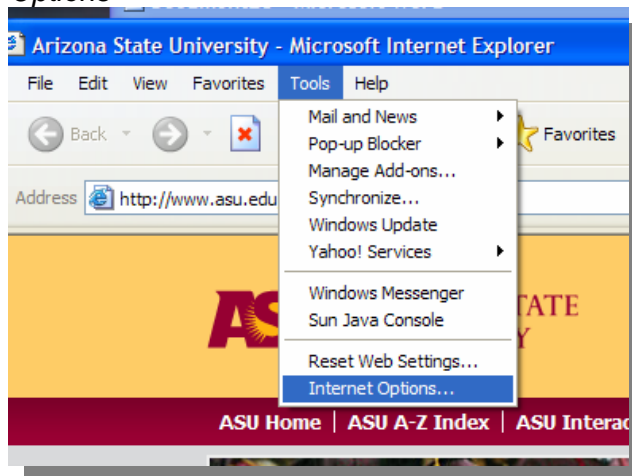
- the trusted sites,
- allowing downloads from PeopleSoft and
- allowing Pop Ups from PeopleSoft.

The instructions below should allow most PeopleSoft pages to work properly. For a longer, more comprehensive list of settings see

[https://techbase.asu.edu/wiki/images/IE\\_7\\_PeopleSoft\\_Checklist.pdf](https://techbase.asu.edu/wiki/images/IE_7_PeopleSoft_Checklist.pdf)

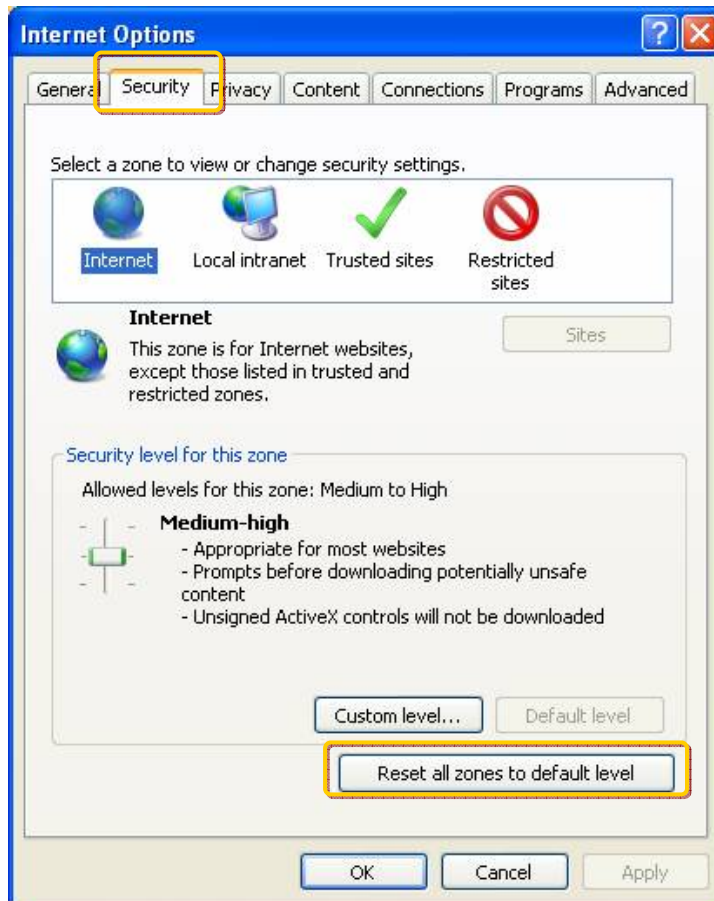
### Instructions

- 1) Reset your Zones  
(NOTE: if you are an advanced user and have customized your zones, you may want to skip this step. If you are not an advanced user, you can safely proceed.
  - a. Open your Internet Explorer browser, click on the *Tools* menu and then on *Internet Options*



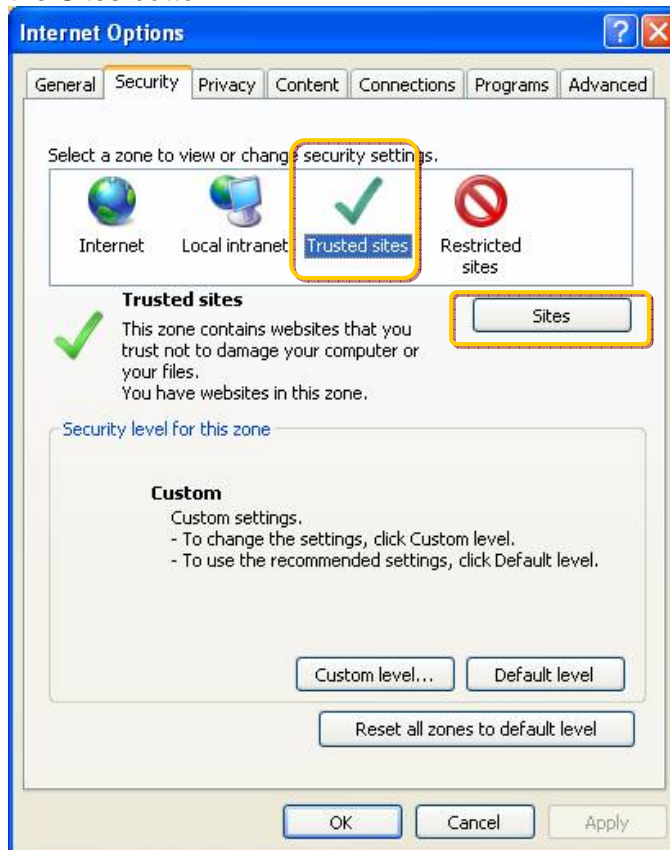
- b. Select the Security Tab
- c. Reset the default of each security level by clicking on the *Reset all zones to default level* button.

NOTE: if the button is gray, then your zones are already at the default settings and you don't have to do this step!

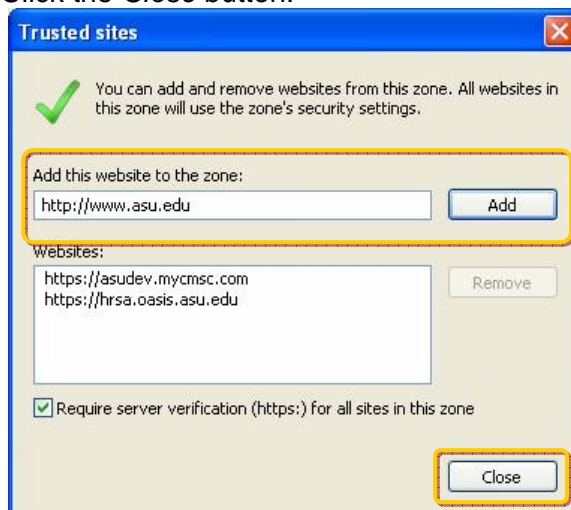


## 2) Add Oasis to the Trusted Sites list:

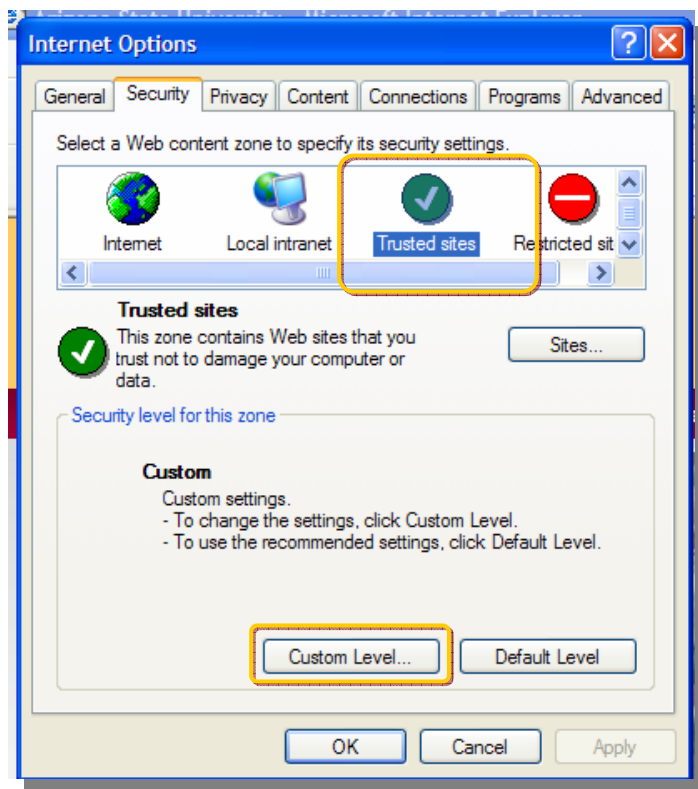
- a. Click on the Trusted Sites web content zone (checkmark in green circle icon) and click the Sites button.



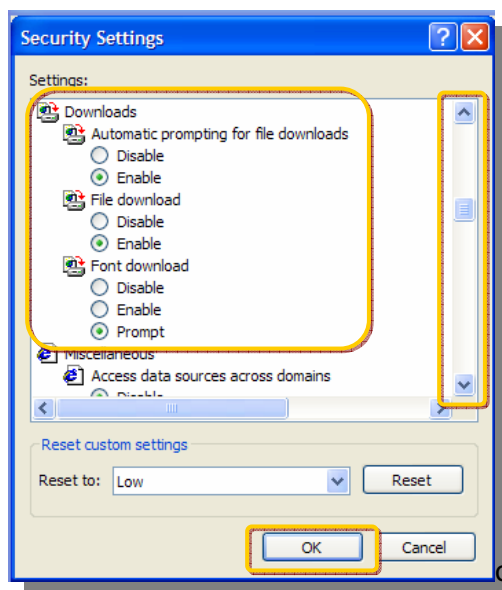
- b. Type **https://hrsa.oasis.asu.edu** in the *Add this Web site to the zone* field and click the Add button.
- c. Type **https://crm.oasis.asu.edu** in the *Add this Web site to the zone* field and click the Add button.
- d. Click the *Close* button.



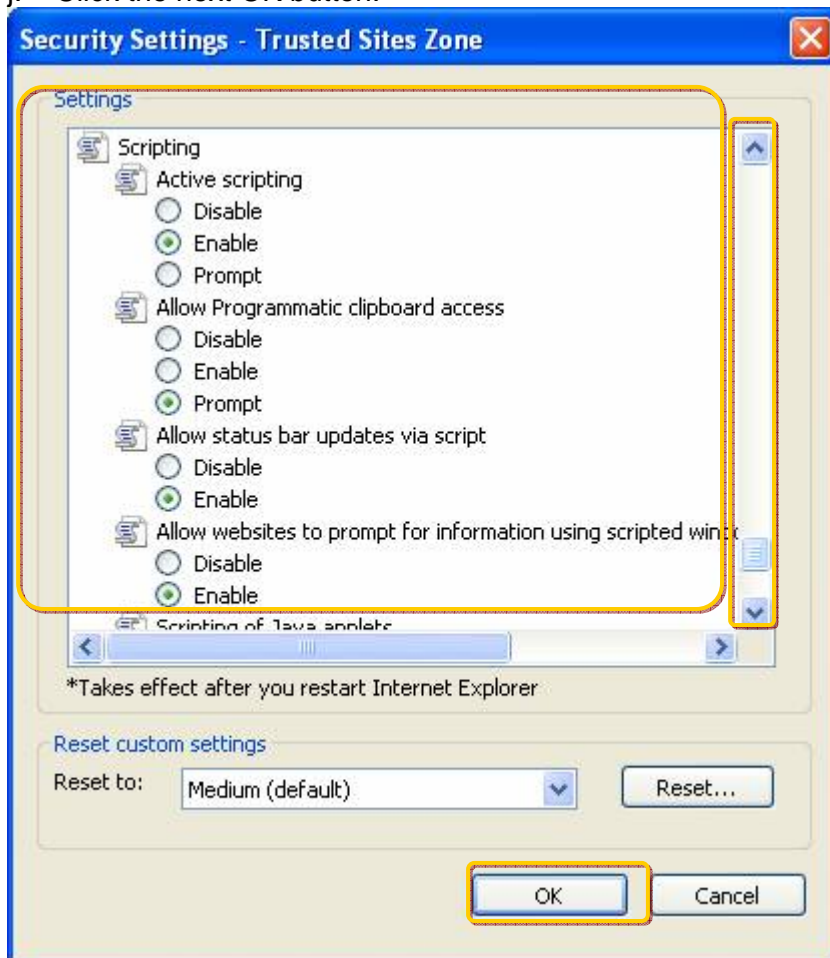
- 3) Ensure Downloads are enabled:
  - a. Click on the Trusted Sites web content zone (checkmark in green circle icon)
  - b. Click the Custom Level button.



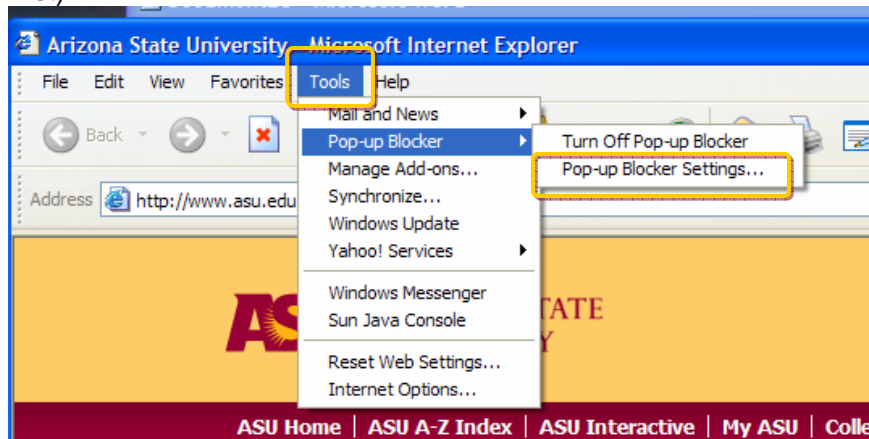
- c. Scroll down through the list to the *Downloads* section of the list
- d. Enable *Automatic prompting for file downloads*
- e. Enable File Download
- f. Enable (or set to Prompt) Font Download



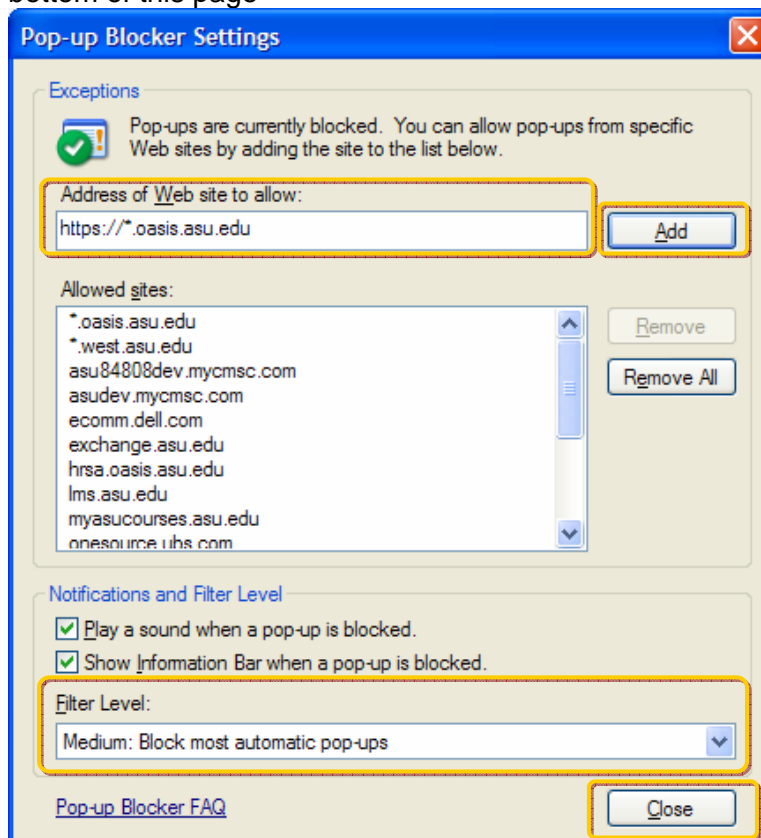
- 4) Ensure JavaScript is enabled:
  - g. Scroll down to the Scripting Section of the list from the previous step.
  - h. Enable all three options in the Scripting Section.
  - i. Click the OK button.
  - j. Click the next OK button.



- 5) Allow Pop Up Windows from PeopleSoft.
  - a. Click on the Tools menu
  - b. Click on Pop-up Blocker
  - c. Click on Pop-up Blocker Settings (If it's grayed out, click on Turn on Pop Up Blocker first)



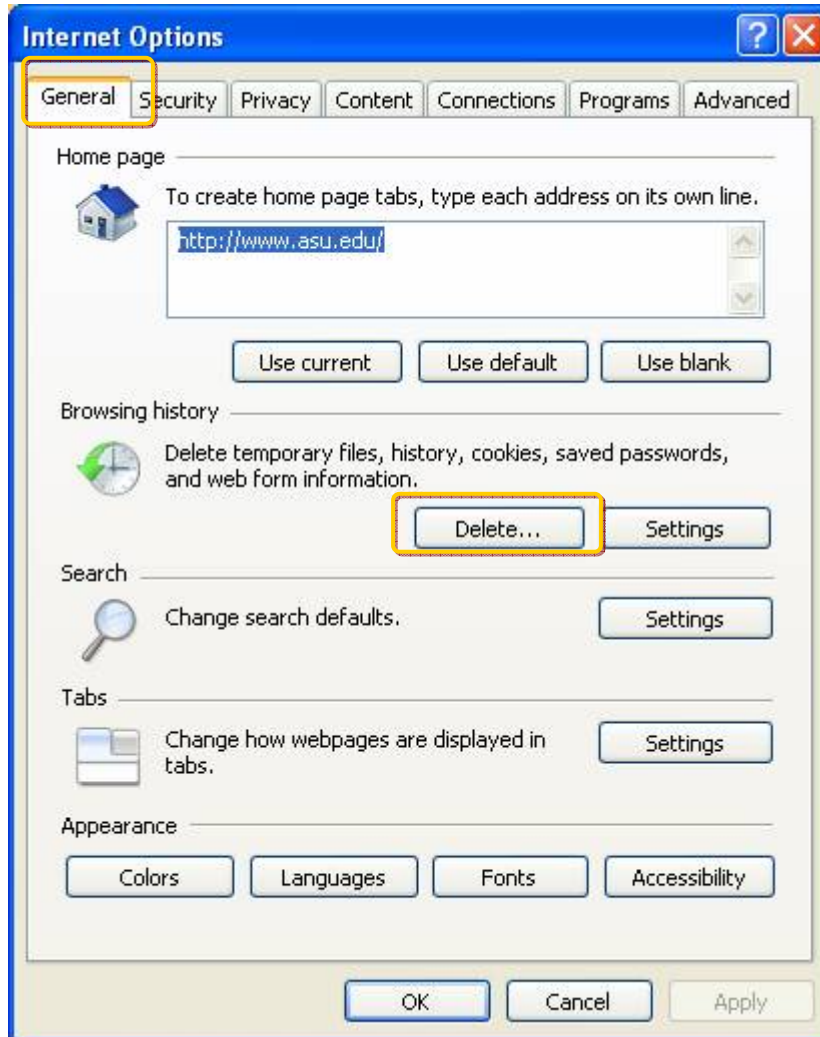
- d. Type **https://hrsa.oasis.asu.edu** into the *Address of Web site to Allow* field and click the Add button
- e. Type **https://crm.oasis.asu.edu** into the *Address of Web site to Allow* field and click the Add button.
- f. Select the *Medium: Block most automatic pop-ups* filter level in the drop down at the bottom of this page



## 6) Clear your Cache

All web application (like PeopleSoft) store copies of the pages you visit on your hard drive for quick retrieval. Any time you change your access, it's a good idea to clear the cache and allow PeopleSoft to get the latest settings from the database. Here's how.

- a. Select the *General* Tab
- b. Click on the *Delete* button



Close Internet Explorer and restart it, then try the application you were using again.

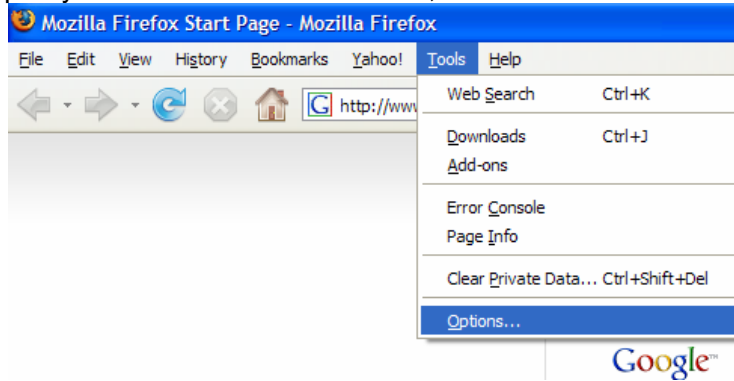
If these steps do not work, try rebooting your machine and trying to access the application again.

If none of these steps resolves your issues, please contact the Help Desk at (480) 965-6500.

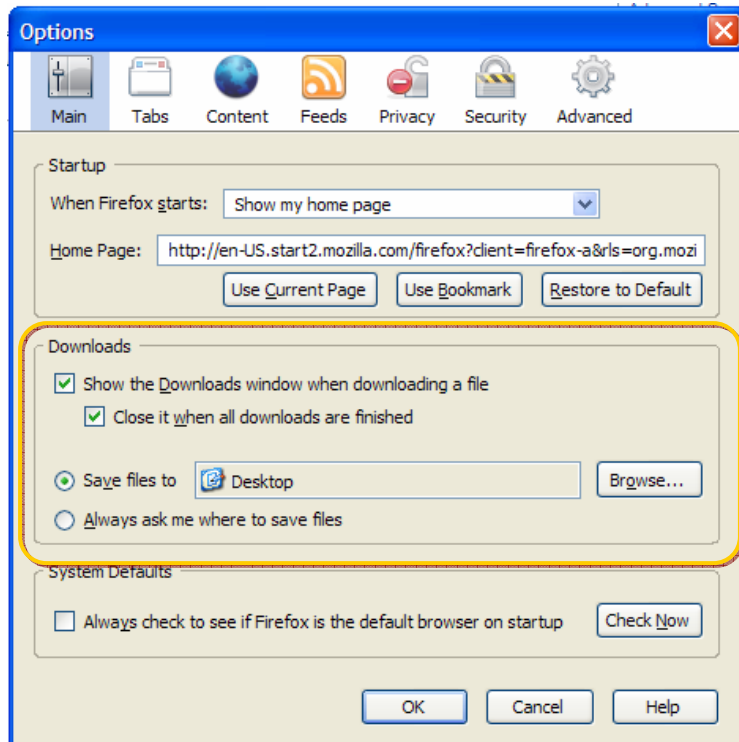
## On a PC – Set your Mozilla Firefox Browser

For PeopleSoft to work reasonably well, you must set your browser settings to allow downloads, pops and javascript from PeopleSoft.

- 1) Open your Mozilla Firefox browser, click on the Tools menu and then on Options

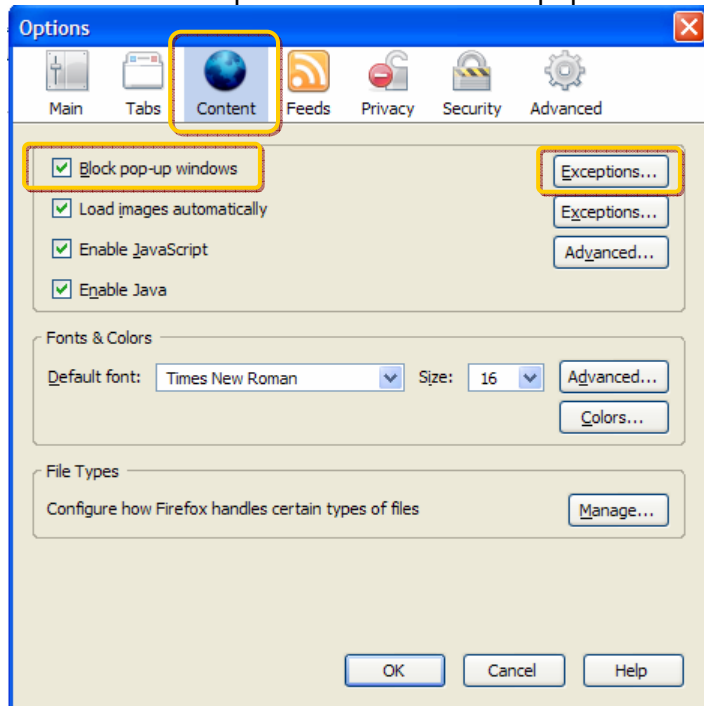


- 2) Make sure the *Download* section is set to download files where you want them.

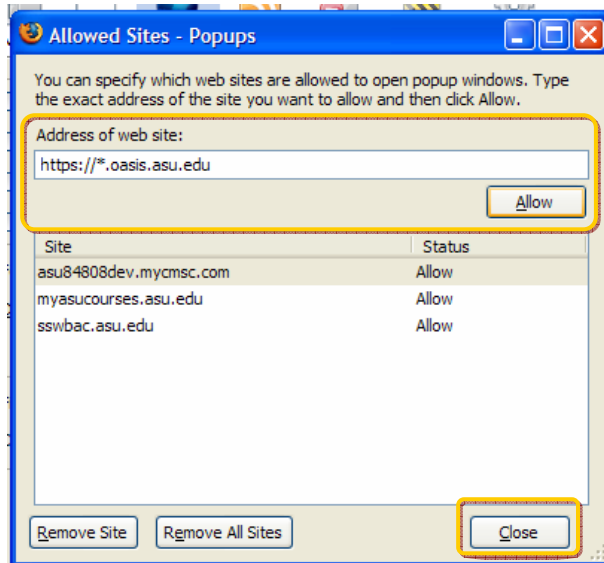




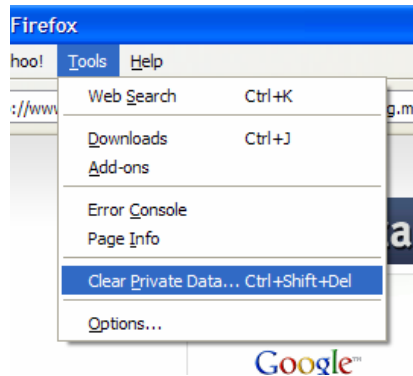
- 3) Set your Pop up Blocker to work with PeopleSoft
  - a. Click on the *Content* Section
  - b. Ensure that *Block pop-up windows* IS checked.
  - c. Click on the Exceptions button for the Popup blocker



- d. Type **https://hrsa.oasis.asu.edu** in the Address of web site field.
- e. Click Allow.
- f. Type **https://crm.oasis.asu.edu** in the Address of web site field
- g. Click Allow:
- h. Click Close

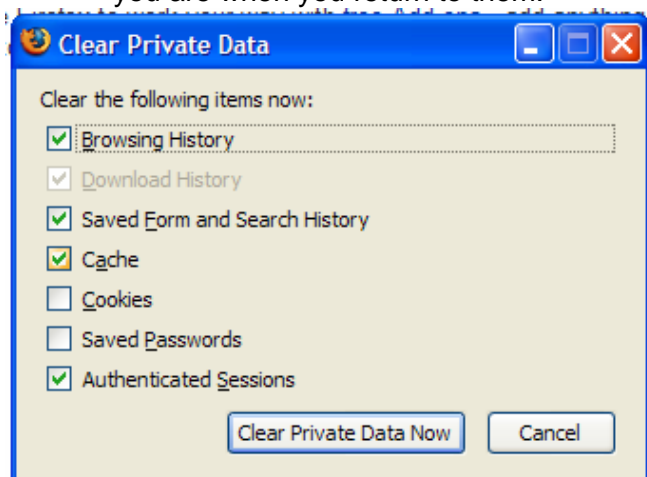


- 1) Clear your Cache
  - a. Click on *Tools* and *Clear Private Data*



- b. Select the settings you desire and click *Clear Private Data now*.  
Recommendations:

- Delete **Browsing History** if you don't use the history to navigate to recently visited pages
- ALWAYS delete **Cache** – this deletes temporary files stored on your PC that are will be refreshed with fresh copies from PeopleSoft.
- Delete **Cookies** if you don't have large number of web sites that remember who you are when you return to them.



○  
Close your browser and restart it, then try the application you were using again.

If these steps do not work, try rebooting your machine and trying to access the application again.

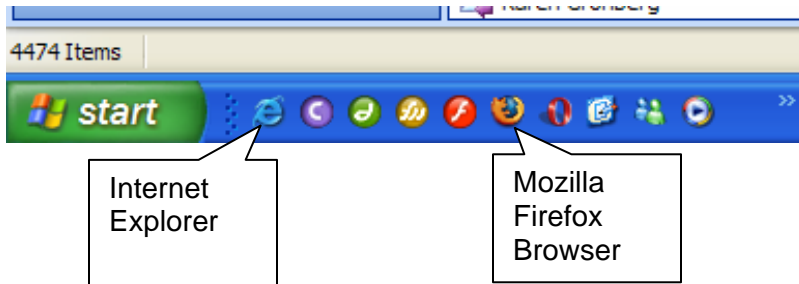
If none of these steps resolves your issues, please contact the Help Desk at (480) 965-6500.

## On a PC - I Don't know what browser I have!

One way to tell what browser you have is to look at the Icon.

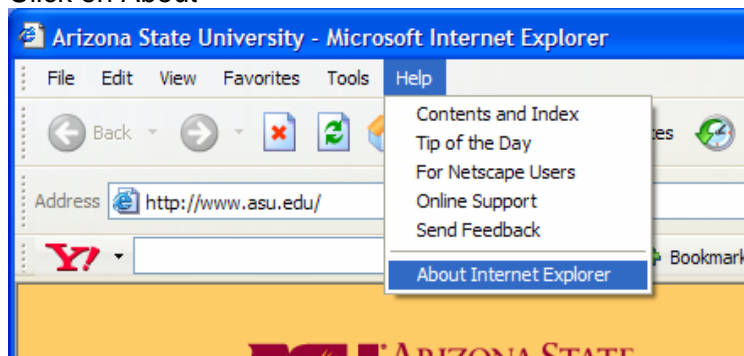
If you see an "E" icon – that will launch Internet Explorer

If you see the circular fox icon – that will launch Mozilla Firefox.

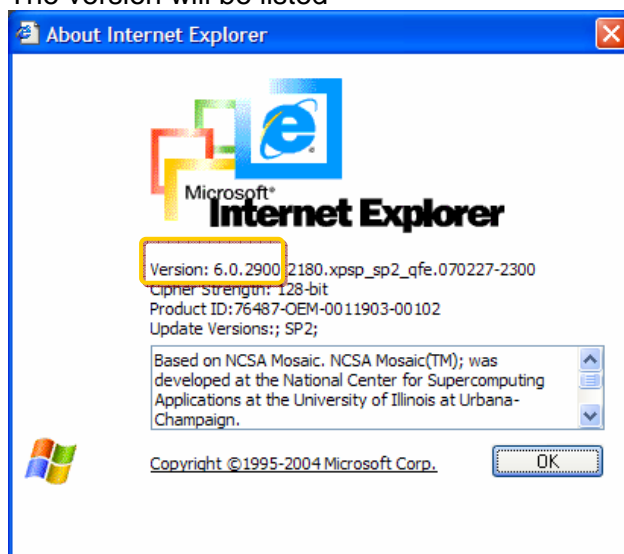


To tell which version of Internet explorer you have:

- 1) Open your Internet Explorer Browser
- 2) Click on Help
- 3) Click on About



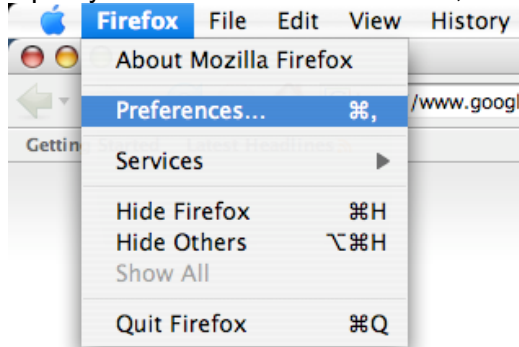
- 4) The version will be listed



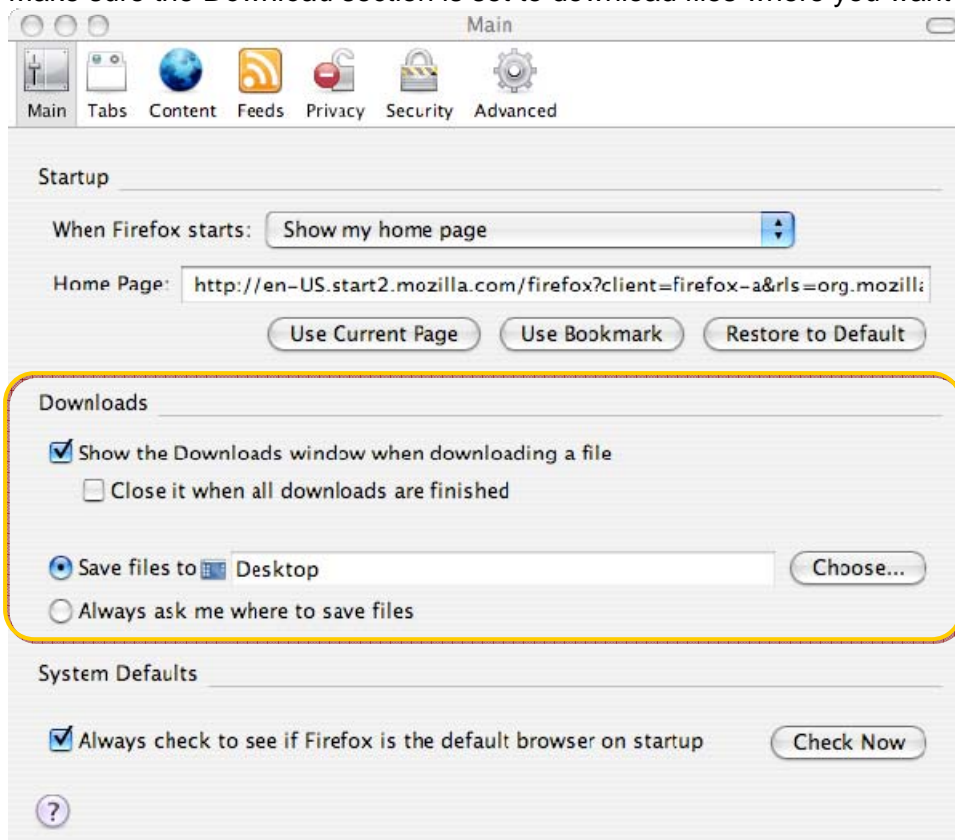
## On the Mac – Mozilla FireFox

For PeopleSoft to work reasonably well, you must set your browser settings to allow downloads, pops and javascript from PeopleSoft.

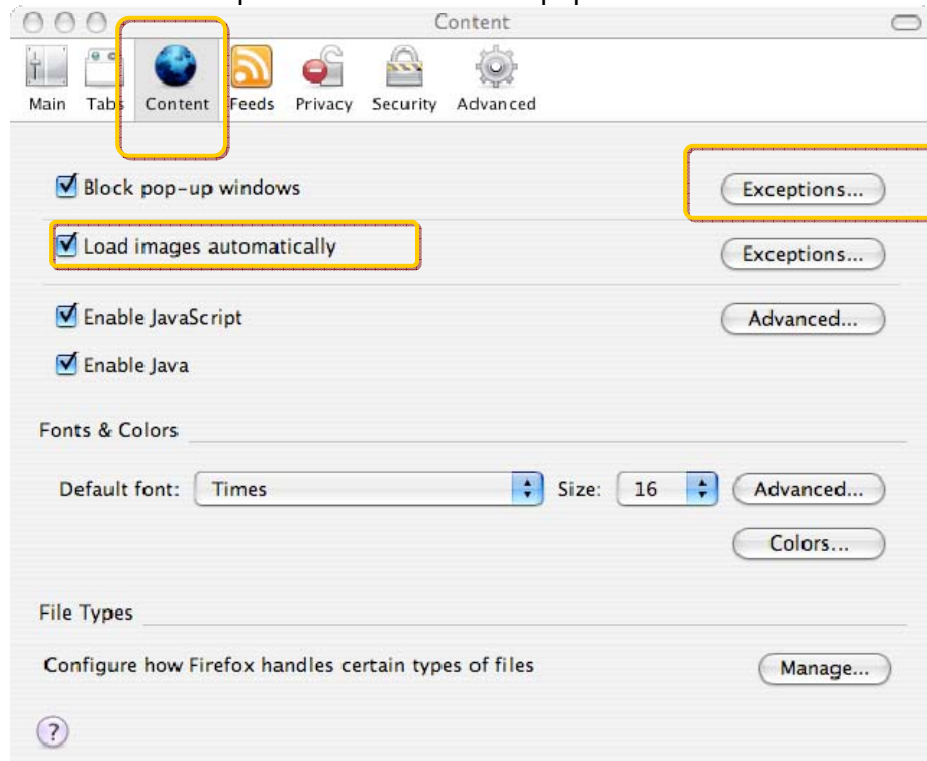
- 1) Open your Mozilla Firefox browser, click on the Firefox menu and then on *Preferences*



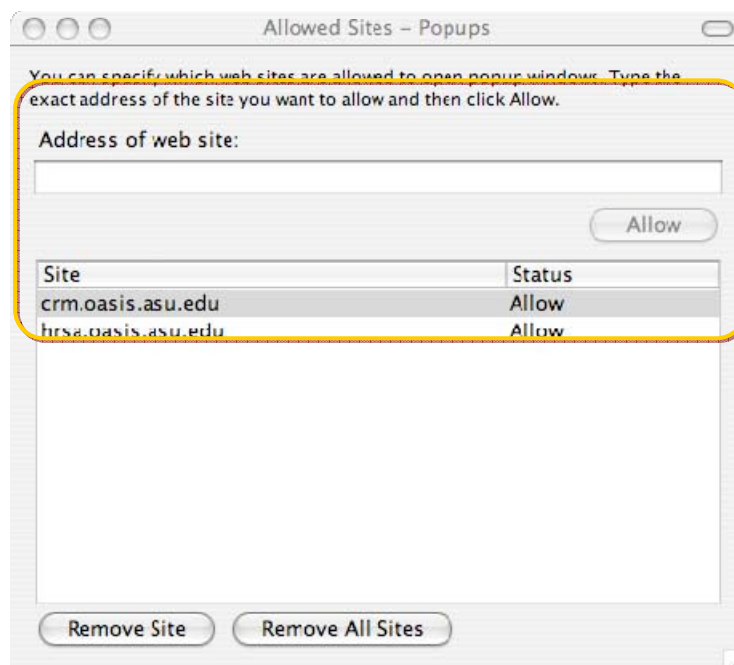
- 2) Make sure the *Download* section is set to download files where you want them.



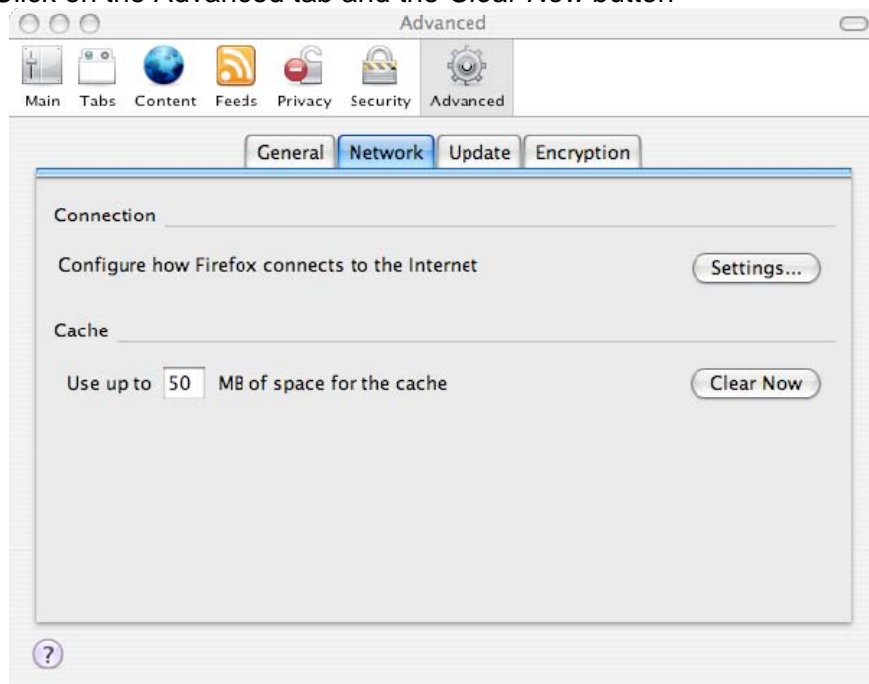
- 3) Set your Pop up Blocker to work with PeopleSoft
  - i. Click on the *Content* Section
  - j. Ensure that *Block pop-up windows* IS checked.
  - k. Click on the Exceptions button for the Popup blocker



- l. Type **https://hrsa.oasis.asu.edu** in the Address of web site field.
- m. Click Allow.
- n. Type **https://crm.oasis.asu.edu** in the Address of web site field
- o. Click Allow:



- 2) Clear your Cache
  - a. Click on the Advanced tab and the *Clear Now* button



Close your browser and restart it, then try the application you were using again.

If these steps do not work, try rebooting your machine and trying to access the application again.

If none of these steps resolves your issues, please contact the Help Desk at (480) 965-6500.

## **On the Mac – Safari**

Coming Soon!

