

Technical Requirements Q & A

Online Pay Statement

1. What are the software requirements for using the Online Pay Statement?

1. A relatively recent version of a supported internet browser
2. Browser settings to make the website a trusted site and allow its pop-windows
3. Cookies enabled
4. Adobe Reader version 7.0.9 or higher

2. What browser versions are supported?

To access the UT Administrative Portal and to use any of its applications (e.g. Online Pay Statement, E-Recruiting, Data Warehouse, etc.) you need a browser version which supports "Dynamic HTML 4.0". If you access the website with a version which does not support "Dynamic HTML", your browser will be trapped at the start. The system will display a message with a request to update your browser.

Windows Users

The following Windows browser versions are **recommended**:

- Internet Explorer 8
- Firefox 3.0 or higher

Note: If you are an Internet Explorer 9 or Safari user, the portal does not yet fully support these tools. As soon as SAP makes these enhancements available, the IRIS Team will test them and schedule their implementation.

The following Windows browsers *might* work but are not supported:

- Internet Explorer >= 5.5 and 6.x
- Internet Explorer 9
- Chrome >= 1.0
- Firefox >= 1.5
- Opera >= 7.0
- Safari >= 3.0

Linux Users

- Firefox 3.0 or higher is recommended

Macintosh Users

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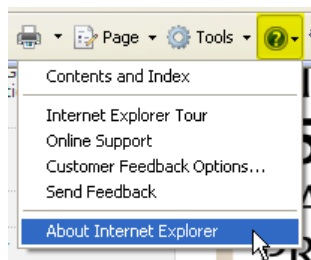
- Firefox 3.0.3 or higher is recommended

3. How can I tell what browser version I am using?



Internet Explorer

Open the *Help* menu using the icon shown below and choose *About Internet Explorer*

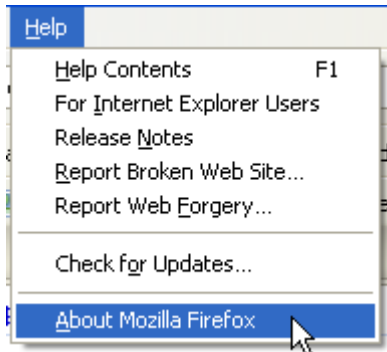


A window similar to the one shown below will then be displayed:





Click on the *Help* menu option and choose *About Mozilla Firefox*



A window similar to the one shown below will then be displayed:



12/7/2010

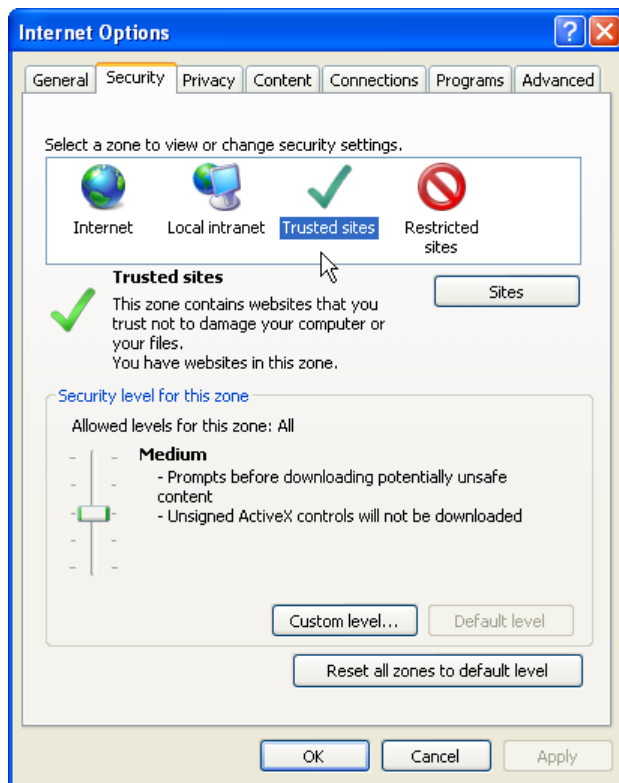
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4. What about Internet Explorer version 9?

This version of the browser is **not yet supported**. As soon as SAP makes this enhancement available, the IRIS Team will test and schedule its implementation.

5. How should I adjust my browser settings?

The following settings are recommended for the best end-user experience.

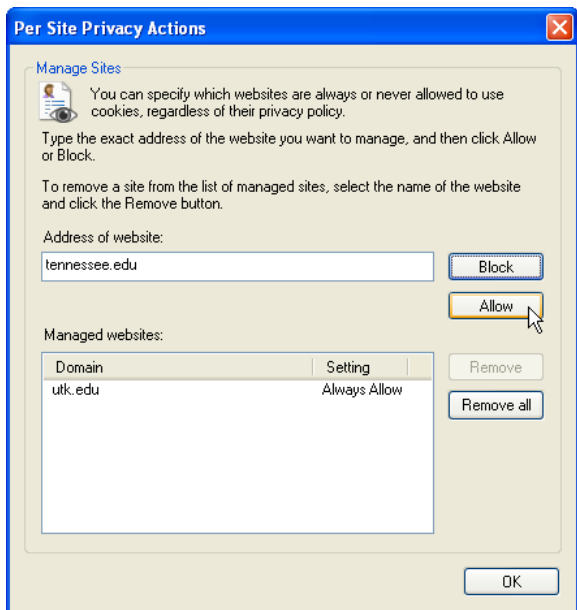
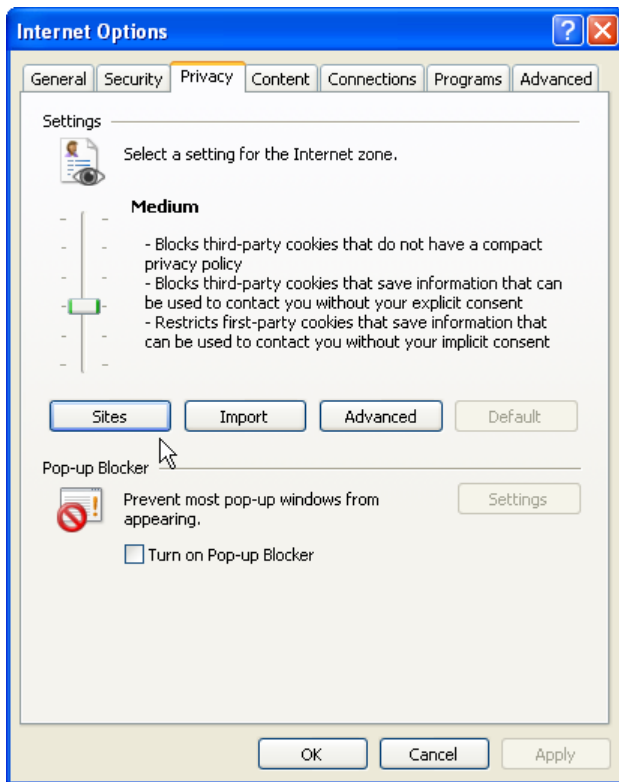


1. Open the *Tools* menu and choose *Internet Options*....
2. Select the *Security* tab.
3. Mark the *Trusted sites* symbol and click the *Sites* button.
4. In the *Add this website to the zone* field, enter ***.tennessee.edu** and click *Add*.
5. In the *Add this website to the zone* field, enter ***.admin.utk.edu** and click *Add*.
6. Close the window.
7. On the *Security* tab (with the *Trusted sites* icon still selected) click the *Custom level...* button.
8. Scroll down the list and choose the following:
 - 'Download signed ActiveX controls': Prompt
 - 'Run ActiveX controls and plug-ins': Prompt or Enable
 - 'Active scripting': Enable
 - 'Navigate sub-frames across different domains': Enable
9. Click the *OK* button to confirm.

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To allow Cookies:

1. Open the *Tools* menu and choose *Internet Options*.
2. Select the *Privacy* tab.
3. Click the *Sites* button and add **tennessee.edu** to the list of domains for which you allow cookies.

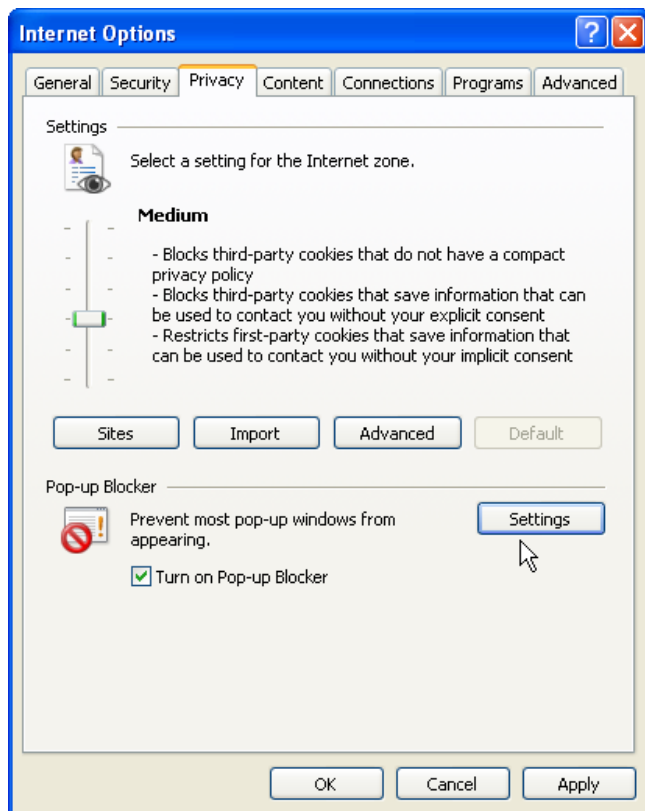


6. What about Pop-up Blockers?

You must allow pop-ups from the Online Pay Statement web site for the log off process to work correctly since it executes within a pop-up window. If pop-ups are blocked on the web site, the log off process may not complete properly and someone could come behind you and resume your session.

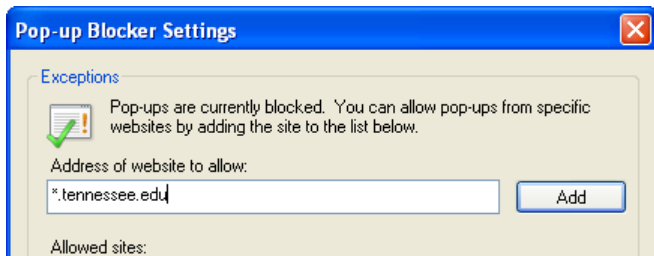


Add the website to the list of sites that are NOT blocked by the popup blocker.



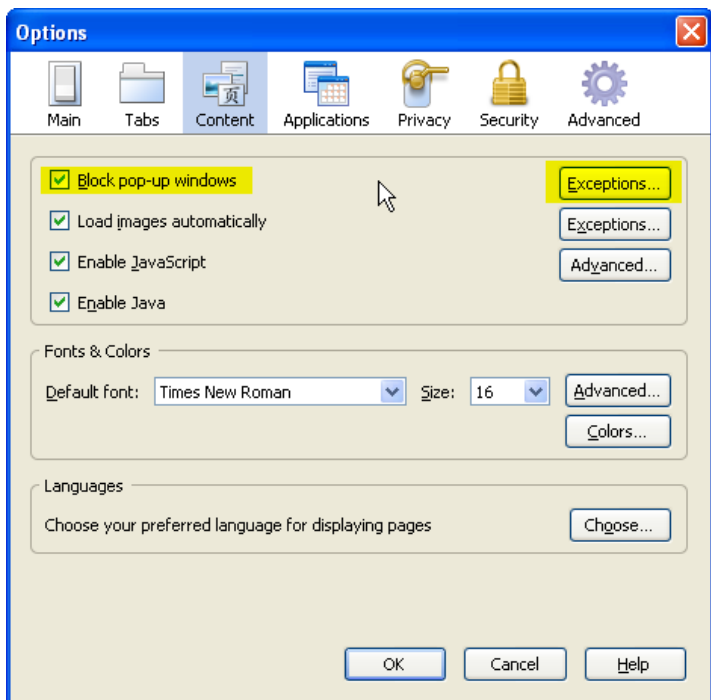
1. Open the *Tools* menu and choose *Internet Options*.
2. Select the *Privacy* tab *Pop-up Blocker* section
3. Click the *Settings* button.
4. In the *Address of website to allow* field, enter ***.tennessee.edu** and click the *Add* button.
5. In the *Address of website to allow* field, enter ***.admin.utk.edu** and click the *Add* button.

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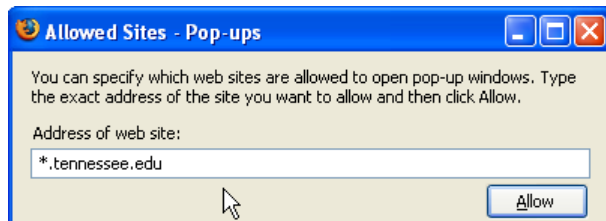


Firefox

1. Open the *Tools* menu and choose *Options*.
2. Select the *Content* tab.
3. Click the *Exceptions* button.
4. In the *Address of web site* field, enter ***.tennessee.edu** and click the *Allow* button.
5. In the *Address of web site* field, enter ***.admin.utk.edu** and click the *Allow* button.
6. Check the box *Enable JavaScript*.
7. Select the *Privacy* tab.
8. Check the box *Accept cookies from sites*.
9. Click the *Exceptions* button.
10. In the *Address of web site* field, enter ***.tennessee.edu** and click the *Allow* button.
11. In the *Address of web site* field, enter ***.admin.utk.edu** and click the *Allow* button.



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7. Do I need Adobe Reader and where can I download it?



Since the Online Pay Statement is produced in Adobe PDF format, you must have the Adobe Reader to display it. Adobe Reader lets you read and print the Online Pay Statement with the document's original appearance preserved. PDF files are compact and can be shared, viewed, navigated, and printed exactly as the author intended by anyone with Adobe Reader.

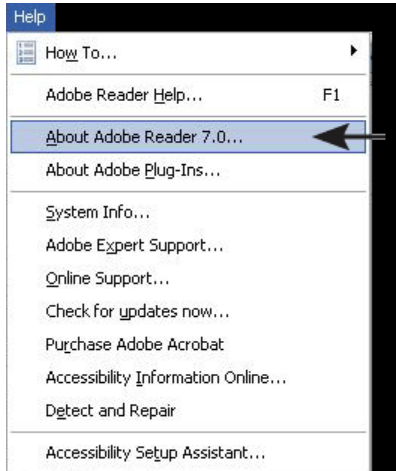
Adobe Reader version 7.0.9 or higher is recommended.

You can get the latest version of the Adobe Reader at <http://get.adobe.com/reader/>

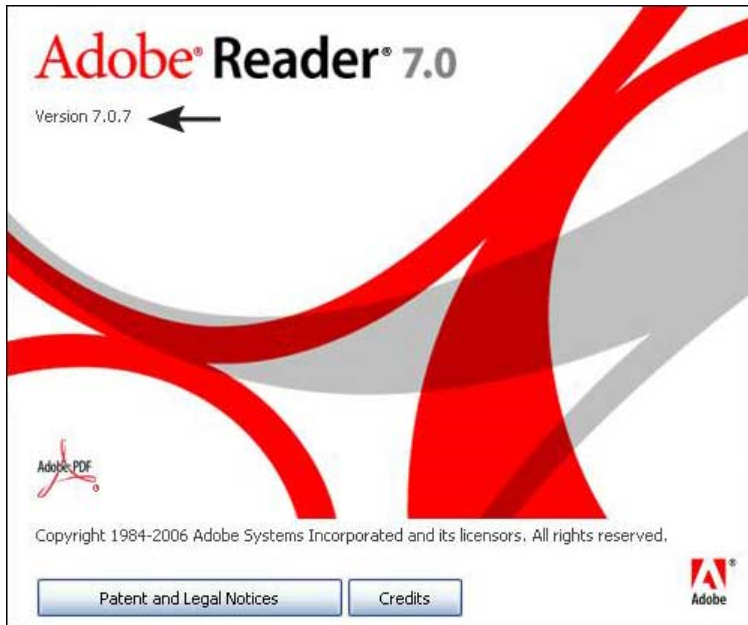
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8. How can I tell what version of Adobe Reader I have?

1. Open your Adobe Reader program
2. Click *Help* at the very top of the screen and select "*About Adobe Reader*" as shown below.



3. A box will appear displaying the version. An example is shown below and yours may appear differently.



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9. What if I am using a public machine and do not want to leave any traces behind?

Internet Explorer and Adobe Reader may store previously viewed PDF images in the temporary internet files folder. To prevent these files from being stored locally, do the following.

Additional Security Setting in Internet Explorer

1. In Internet Explorer, select *Tools --> Internet Options --> Advanced* tab.
2. Under the *Security* heading, select the check box for: *Do not save encrypted pages to disk*.

Result: A check mark appears for this option.

3. Click OK.

After you are finished displaying all your Online Pay Statements, you can clear the temporary internet files stored on the machine as a precaution to make sure any possible remnants of your session are gone.

Clearing Temporary Files in Internet Explorer

1. In Internet Explorer, select *Tools --> Internet Options --> General* tab.
2. Under the *Browsing history* heading, click the button: *Delete*
3. Beside the heading *Temporary Internet Files*, click the button: *Delete files*

Preventing PDF Images from Being Stored Locally by Adobe Reader 7.0

1. Start Adobe Reader.
2. On the menu bar, select *Edit --> Preferences --> General*.
3. In the list box, select *Startup*.

Result: The Opening Documents option is displayed.

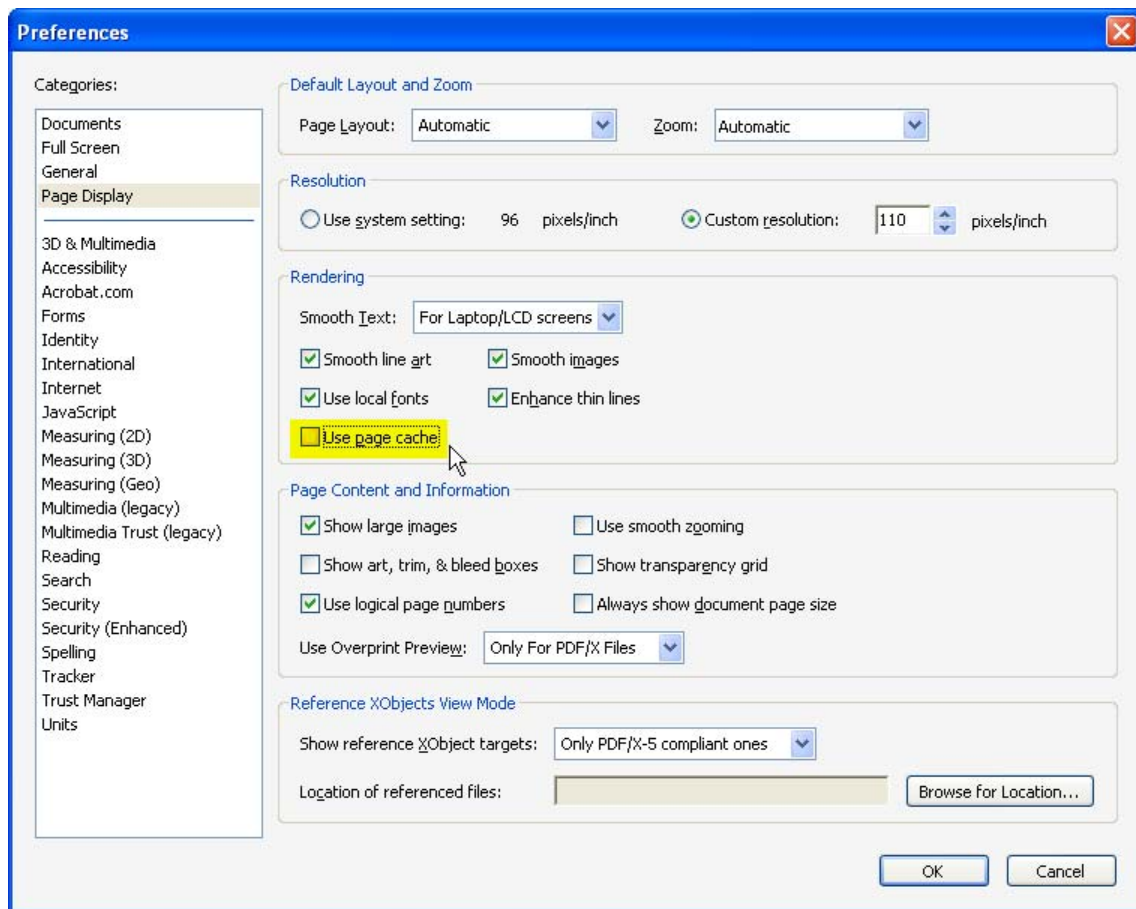
4. Deselect *Use Page Cache* to prevent Reader from storing the PDF image in a local cache.

Preventing PDF Images from Being Stored Locally by Adobe Reader 8.0 and 9.0

1. Start Adobe Reader.
2. On the menu bar, select *Edit --> Preferences --> Page Display*.
3. Deselect *Use page cache* to prevent Reader from storing the PDF image in a local cache.

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10. I am having trouble logging off the portal, what should I do?

Please check the following:

1. If you are an Internet Explorer 9 user, the portal does not yet fully support this recent update to the browser.
2. Make sure you have allowed pop-ups from the UT Administrative portal. Refer to question # 6 above for instructions on how to change this setting.

11. How do I print my Online Pay Statement?

To print the Online Pay Statement, use the Adobe Reader print icon (indicated below) instead of browser printing. The statement will not print correctly unless you use Adobe Reader printing.

The screenshot shows a web browser window displaying a pay statement. The browser's toolbar at the top includes a red circle around the Adobe Reader print icon. The pay statement content is as follows:

Name : ██████████ Personnel No : ██████████ Pay Area : Monthly Cost Center : ZTEST1-CC Period Begin : 10/01/2006 Period End : 10/31/2006		THE UNIVERSITY of TENNESSEE UT <i>Payroll Earnings / Deduction Statement</i>																																																	
Tax Marital Status : Single No. of Exemptions : 01 Additional W/H Tax :		<table border="0"> <tr> <td>Current Period:</td> <td>Gross Pay -</td> <td>Taxes -</td> <td>Deductions -</td> <td>Net Pay</td> </tr> <tr> <td></td> <td>3,000.00 -</td> <td>546.91 -</td> <td>147.05 -</td> <td>2,306.04</td> </tr> <tr> <td>Year-To-Date :</td> <td>30,000.00 -</td> <td>5,469.16 -</td> <td>1,470.50</td> <td></td> </tr> </table>		Current Period:	Gross Pay -	Taxes -	Deductions -	Net Pay		3,000.00 -	546.91 -	147.05 -	2,306.04	Year-To-Date :	30,000.00 -	5,469.16 -	1,470.50																																		
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