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. A 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:
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 plugins': Prompt or Enable
   - 'Active scripting': Enable
   - 'Navigate sub-frames across different domains': Enable
9. Click the OK button to confirm.
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 website for the log off process to work correctly since it executes within a pop-up window. If pop-ups are blocked on the website, the log off process may not complete properly and someone could come behind you and resume your session.

**Internet Explorer**

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.
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.
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/](http://get.adobe.com/reader/)
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.
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.
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.