

IT FAQs

Frequently Asked Questions

QUESTION:	ANSWER:
What versions of Microsoft Internet Explorer are supported for Employee Self-Service (ESS)?	<ul style="list-style-type: none">• Internet Explorer 9. x• Internet Explorer 10.x• Firefox 26• Safari 5.x• Chrome 32
What proxy settings are needed for ESS?	Network Administrators have been given instructions for proxy settings needed for ERP applications. The information for "Proxy Settings" appears on page 3 of this document.
Is there something I can leave with employees to assist them in clearing their cache?	Following are some examples why users have been advised to clear their cache: <ul style="list-style-type: none">• If they have multiple User IDs and are logging in with their other User ID• If new security access or a new role has been applied to their User ID• If new and/or updated software has been installed on their PC• If they encounter unusual processing errors; i.e., a function they were able to perform previously is no longer working and they receive an unexpected error message For complete instructions, please see "Clearing Cache" on page 4.
Employee Self Service often seems slow or not responding when the system is actually processing data. Employees need to watch for the screens to catch up rather than continuing to click the 'enter key' otherwise they will lock up their system.	If processes are taking some time for responses, a "Processing Request" message appears in the top right corner letting Employees know that the system is working.

BROWSER VERSIONS

The following browser information has been included in the Employee Packets:

Work Computer – If your work computer does not have one of the versions above, contact your IT Department.

Home Computer – If your home computer does not have one of the versions above, it is recommended that you upgrade to the appropriate browser version.

EPAY PROXY SETTINGS

Employees should be able to access Self-service from any PC without any special settings. If an organization provides stand-alone or kiosk type computers to accommodate those employees who do not have personal computers at their work stations or at home, those computers may have limited Internet sites for employees to access. In those cases, the following URL's should be made available:

- eapps.erp.delaware.gov
- sso.delaware.gov

ERP PROXY SETTINGS

The ERP technical support team has found that the browser settings described below are necessary for End Users to successfully work within the First State Financials (FSF) and PHRST applications. The examples below represent Internet Explorer 8.0 (IE) screen shots. If there are other browsers in use, corresponding proxy settings should be applied. The following proxy exceptions are required:

Organizations within the State Network	SSL/VPN Organizations
<ul style="list-style-type: none">• *.erp.state.de.us• https://docdir.dti.state.de.us	<ul style="list-style-type: none">• access.delaware.gov• *.erp.state.de.us

The image displays three overlapping screenshots of Internet Explorer 8.0 settings windows. The leftmost window is the 'Internet Options' dialog, showing the 'Advanced' tab with various connection and proxy settings. The middle window is the 'Local Area Network (LAN) Settings' dialog, with the 'Proxy server' section checked and 'Use a proxy server for your LAN' selected. The rightmost window is the 'Proxy Settings' dialog, showing a list of servers and an 'Exceptions' list. The exception list contains the entry '*.erp.state.de.us;https://docdir.dti.state.de.us', which is circled in red. Below the screenshots is the text 'Organizations within the State Network'.

Organizations within the State Network

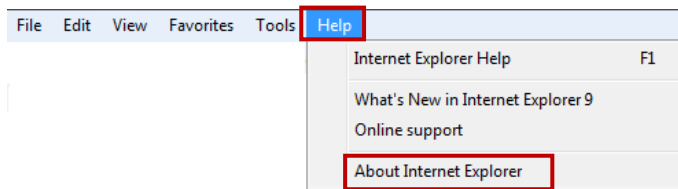
CLEARING CACHE

The first step to clearing cache is to know the type of browser you are using. Throughout the state there are several internet browsers in use: Microsoft Internet Explorer, Google Chrome, Mozilla Firefox and Safari for Apple Macs. Please use the information below for clearing cache if you are using Microsoft Internet Explorer. If you are using another browser mentioned above, please contact your technical staff for assistance.

Important Note: Please close the PHRST or FSF application before starting this process.

Determine Internet Explorer (IE) Version

1. From the internet browser click on the "Help" menu option located at the top of the page
2. Click on "About Internet Explorer"
3. An information box will appear →

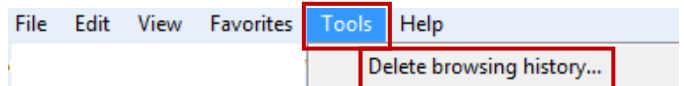


Example: IE Version 8



Clearing Cache for IE Version 7

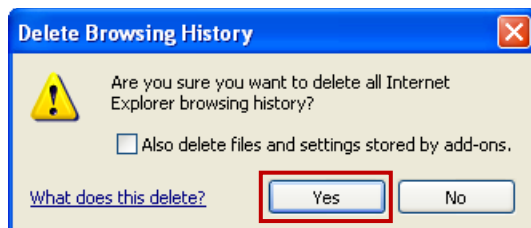
1. From your internet browser click on the "Tools" menu option located at the top of the page
2. Select "Delete browsing history..." (See Example 1)
3. Click on the "Delete all..." (See Example 2)
4. Click Yes (See Example 3)
5. Click Close (See Example 2)



Example 1



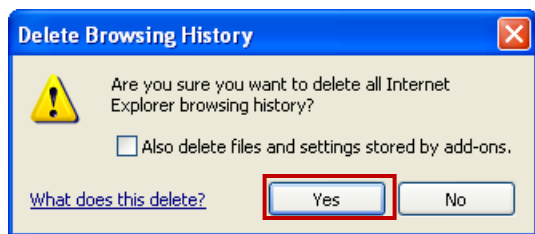
Example 2



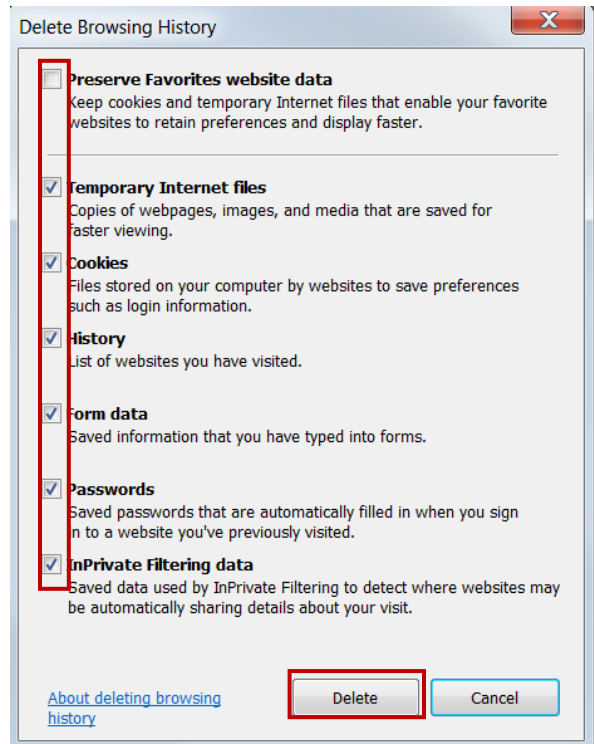
Example 3

Clearing Cache for IE Version 8

1. Repeat steps one and two above for IE7 **OR** use the keyboard shortcut **Ctrl+Shift+Delete** keys all at one time to access the Delete Browsing History window
2. UNCHECK the “Preserve Favorites website data” and CHECK the remaining options (See Example 1)
3. Click on the “Delete” button
4. Click Yes (See Example 2)



Example 2



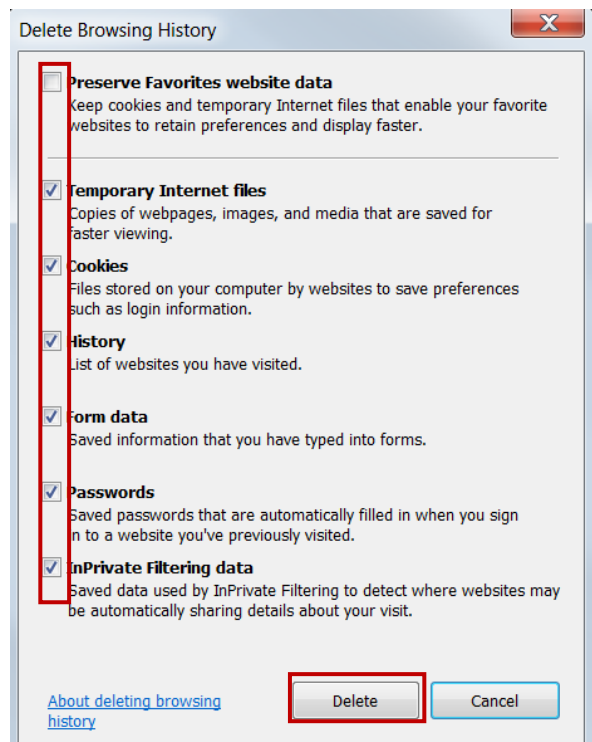
Example 1

Clearing Cache for IE Version 9

1. Repeat steps one and two above for IE7 **OR** use the keyboard shortcut **Ctrl+Shift+Delete** keys all at one time to access the Delete Browsing History window
2. UNCHECK the “Preserve Favorites website data” and CHECK the remaining options (See Example 1)
3. Click on the “Delete” button
4. A message is displayed at the bottom of screen to confirm your browsing history has been deleted (See Example 2)

Internet Explorer has finished deleting the selected browsing history

Example 2



Example 1