FAQs and Technical Requirements

1. What browser versions are supported?

1. **Google Chrome** – latest Release Cycle for both Windows and Mac OS.
2. **Mozilla Firefox** – latest Extended Support Release Cycle recommended. The latest Rapid Release Cycle is conditionally supported.
3. **Microsoft Internet Explorer** - IE 11 Desktop recommended. Earlier versions such as IE 10 and IE 9 work for most pages, but are not guaranteed to continue working.
4. **Microsoft Edge** – support for Current Branch for Business (CBB)
5. **Apple Safari** – supported on Mac OS for 3 years from version release date.

2. Will my Pop-up Blocker affect the portal?

Yes, one must allow pop-ups from the portal web site for the log off and other processes to work properly. If pop-ups are blocked from the portal web site, the log off process may not be completed. If your log off is not complete, someone could come behind you and use your session to do work as you.
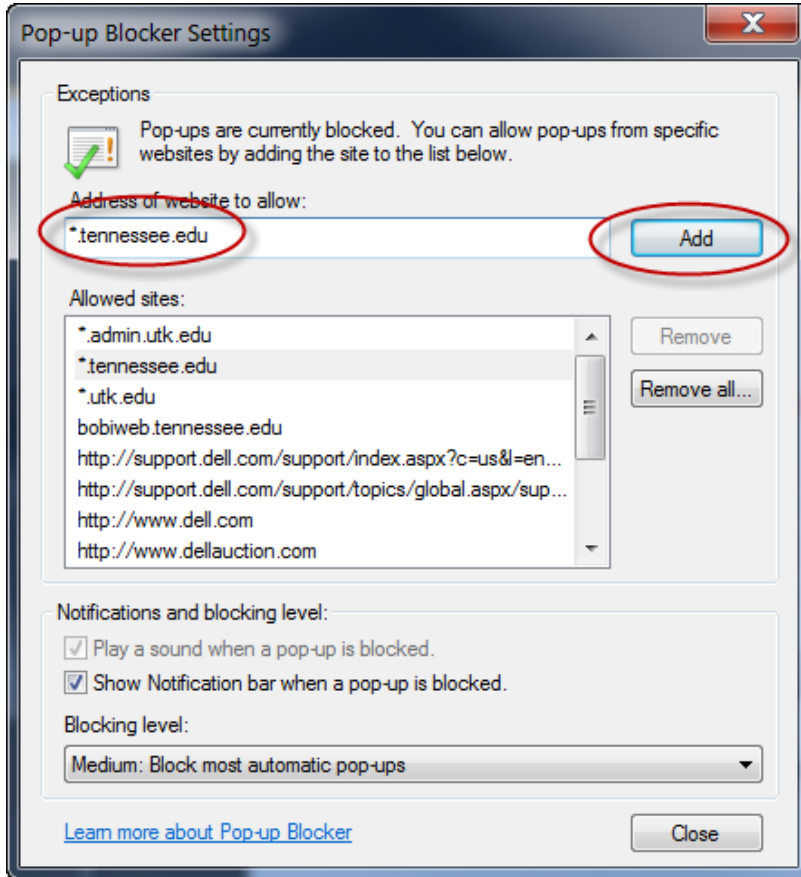
Internet Explorer

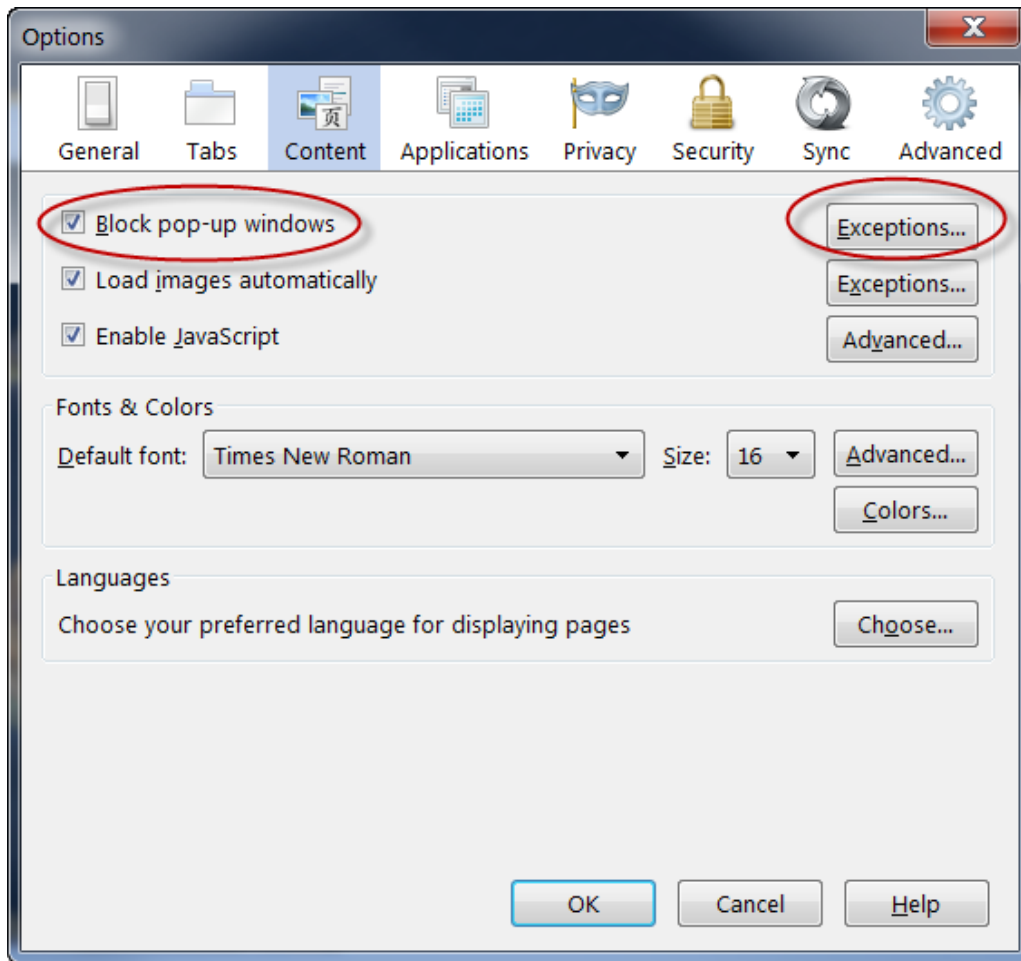Menu: Tools→Pop-up Blocker
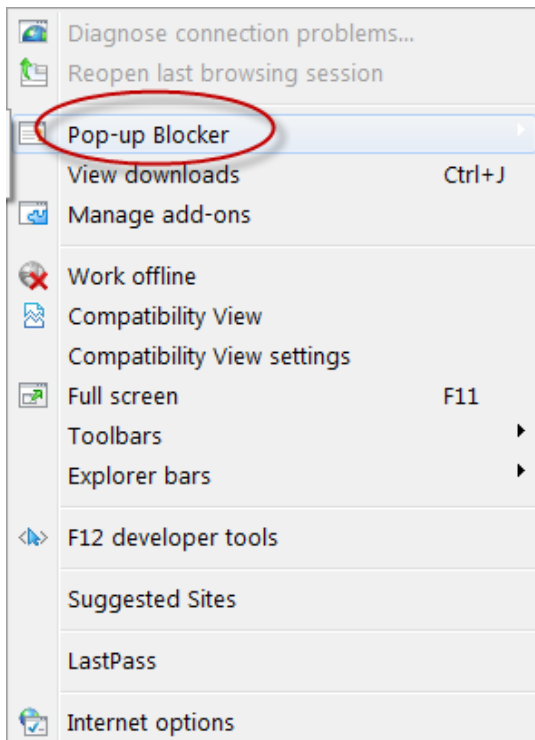
Add ***.tennessee.edu** to the Allowed sites.

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Firefox

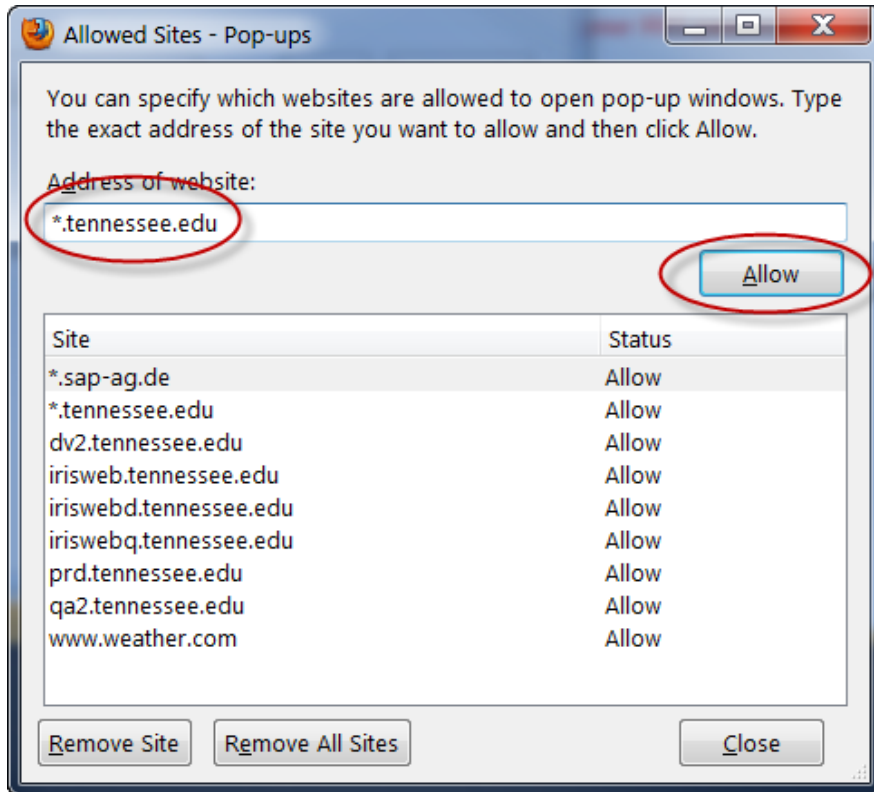Menu: Tools→Options

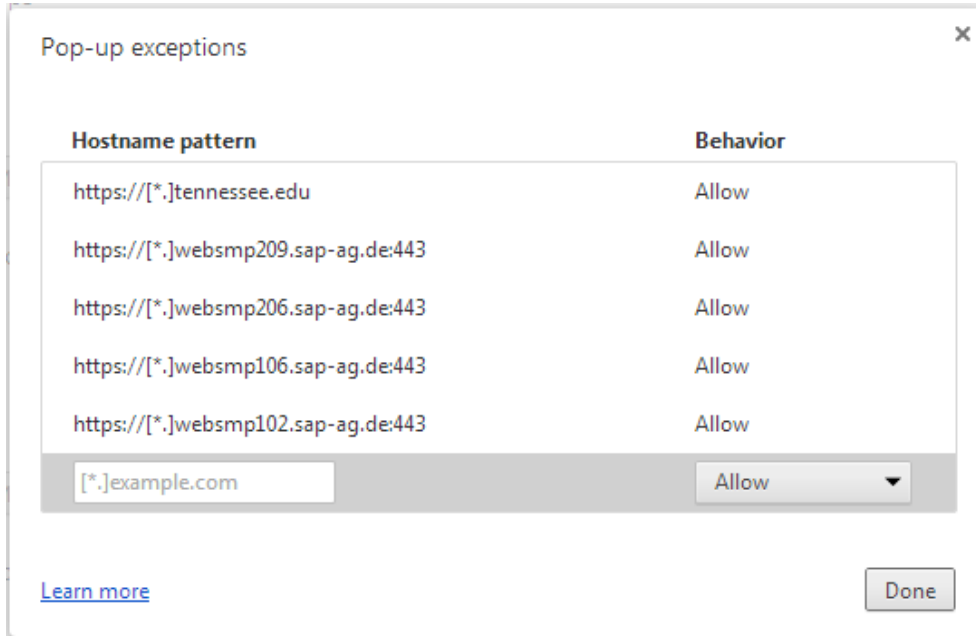Add ***.tennessee.edu** to the Allowed sites.

Chrome

To manually allow pop-ups from a site, follow the steps below:

1. Click the Chrome menu on the browser toolbar.
2. Select **Settings**.
3. Click the **Show advanced settings** link near the bottom of the screen.
4. in the "Privacy" section, click the **Content settings** button.
5. In the "Pop-ups" section, click the **Manage exceptions** button.

Add **https://[*.]tennessee.edu** to the Hostname pattern list with Behavior Allow.

3. What other browser settings are recommended?

Certain settings are recommended by SAP AG for the configuration of your browser. You can make these settings yourself, depending on the browser version used.

<u>Internet Explorer</u>

Menu: Tools→Internet Options→Security→Internet→Custom Level

- Download signed ActiveX controls: Prompt
- Run ActiveX controls and plugins: Prompt
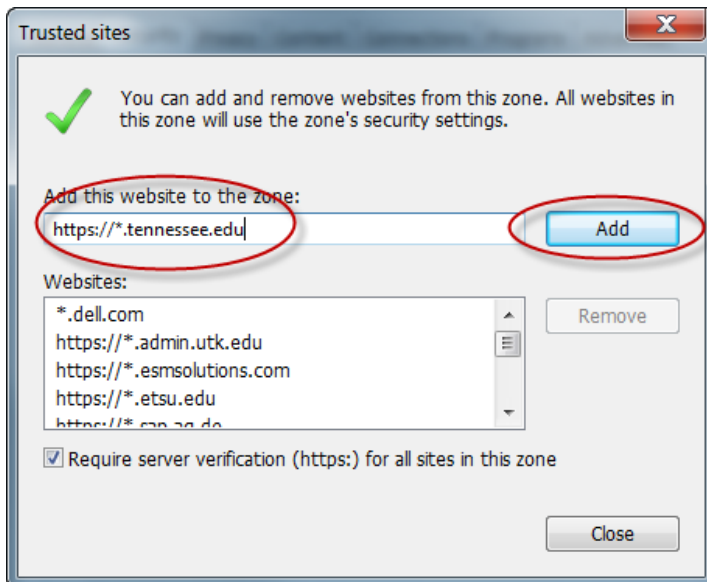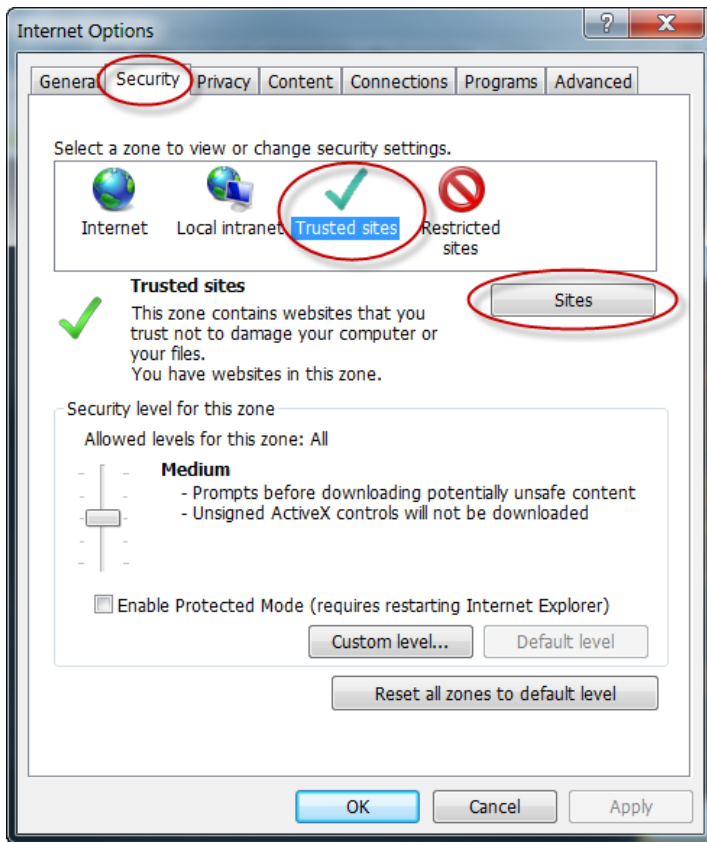- Active scripting: Enable

For the correct download of documents

- Menu: Tools→Internet Options→Advanced
- Deactivate security checkbox "Do not save encrypted pages to disk"

Add https://*.tennessee.edu to your Trusted Sites.

Choose Tools→Internet Options

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Firefox

Menu: Tools→Internet Options→Security→Internet→Custom Level. Please check the box

- "Enable Java Script"

4. What Adobe Reader settings are needed?

Refer to http://helpx.adobe.com/acrobat/using/display-pdf-browser-acrobat-xi.html

5. I am having issues displaying PDF documents in Chrome.

Refer to https://support.google.com/chrome/answer/142056?hl=en

https://support.google.com/chrome/answer/142056?hl=en&ref_topic=1678462

6. How does one navigate within the portal?

Navigation Tabs - These two rows of tabs represent the classifications and sub-classifications of the types of applications offered to you by the portal based on your security authorization. You can single-click on a tab at any time to navigate to that content area. Notice that the text of the currently selected tabs are highlighted in a bold, dark blue while the unselected tabs remain black. If you do not see a tab representing an application you need to access, Email the IRIS Helpdesk.

Detailed Navigation Area - The top-level navigation tab that you select will determine the second level navigation tab, the detailed navigation area, and the application area that appear on the screen. If you single-click on a link in the Detailed Navigation area, the corresponding page or application will appear. Notice that the text of the currently selected link is highlighted in a bold, dark blue while the text on the unselected links remains black. To change the width of the detailed navigation area or to collapse it completely out of sight, use the arrow buttons on the bar across the top of the Detailed Navigation area.

Application Area - The information displayed in this main area of the screen may be from any accessible data resource, such as an application, company files, or a Web address. The content area can show a page containing several frames or applications simultaneously, or it may show just one application in full-page view.

Help Icon - Click on this icon to access the Portal Help Area which lists the various content and applications available in the portal along with instructions on how they work.

Email Icon - Click on this icon to send an Email to the IRIS Helpdesk.

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Log Off link - Click on this link to terminate your portal session and return to the Logon page.

History - Back - Forward links - Click on these links to display a history of the pages that you have visited during the current session or to navigate backward or forward through the pages in that history.

Note: DO NOT use the browser's Back nor Forward buttons while within the portal as this can produce unpredictable results.

History link - Click on this link for a list of portal pages you have visited during the current session. You can choose to return to any page within the history with a single click.

Forward link - Click on this link to move to the next page within your session history list.

For more information, refer to the Portal Navigation document in the portal Help.

7. What is Universal Worklist (aka Inbox) and how do I use it?

Universal Worklist - This is an application within the portal that brings together work items and other forms of information from various administrative applications. Work items are tasks that you need to execute to perform functions such as approving an Employee Page Change E-form, approving a Termination E-Form or resubmitting a rejected IRIS transaction. Work items within your UWL Inbox are sorted with the most recent items at the top. The list is automatically refreshed approximately every sixty seconds.

You can **Execute** a work item in either of two ways: (1) single-click on its underlined Subject link or (2) single-click on the selection box to the left of the item in which you are interested and then click on the Open Task button found at the bottom of the task preview area.

You can also **Forward** a work item to another user or view a History of that workflow.

If you execute a work item or click on the Assign to Me button, you **Reserve** that work item and no other approvers with whom you may share approval responsibility can see that work item. Work items in this situation will have a status of In Progress. To **Replace** a work item where

other approvers can also see it, click on the Cancel Assignment button. The status will then return to New.

The **Resubmit** button removes the work item from your UWL Inbox for one week before it returns. It is recommended that you avoid using this feature.

8. What is IRIS News and Events?

Because IRIS is an important administrative system, this link is provided so you can conveniently check on announcements. When new functionality is added, system maintenance is scheduled or important information is distributed to the IRIS community, you can find it here. This is a good link to check periodically.

Further questions on access to the portal? Contact the IRIS Helpdesk
irishelpdesk@tennessee.edu