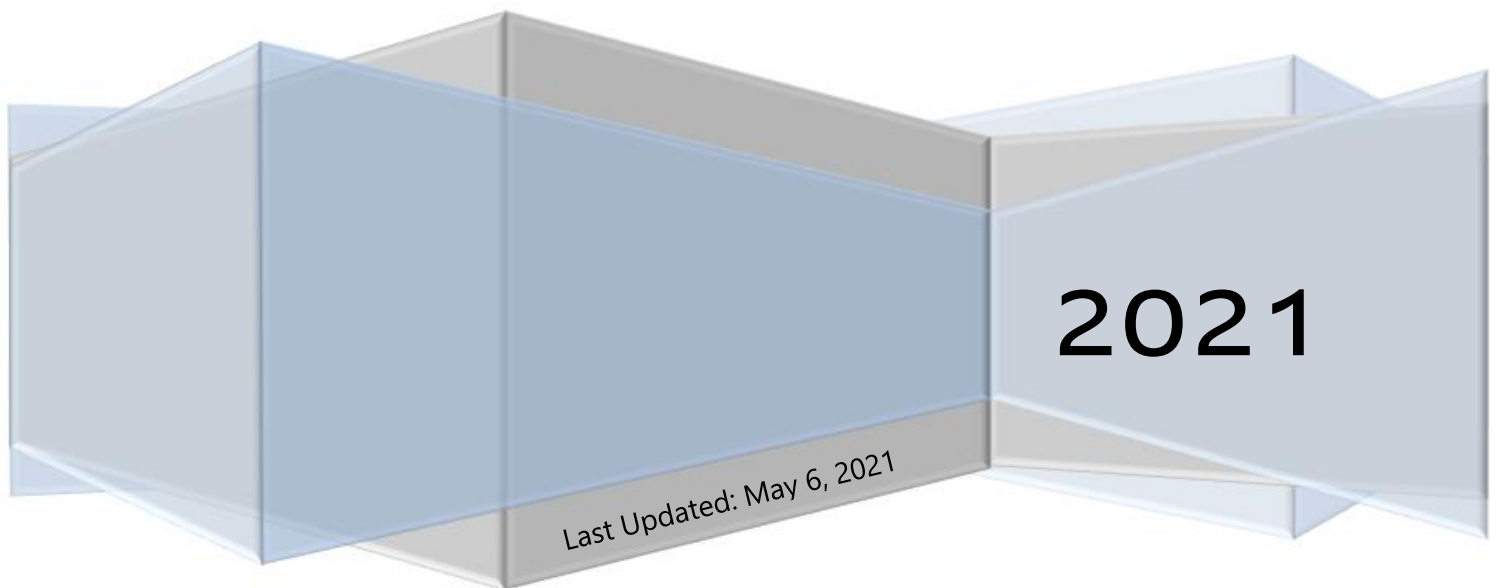


Browser Compatibility

State of Kansas Information Systems

SHARP, SMART, & Employee Self-Service

(PeopleSoft 9.2 with PeopleTools 8.58)





State of Kansas
Information Systems
SHARP, SMART, and ESS

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Background

As you work in SHARP, SMART, and ESS (all three are PeopleSoft web applications), you might notice that slight variations exist on the same transaction page, depending on the browser that you use. On occasion, some browsers cause your web application to exhibit behaviors that vary from the expected behavior. Some of these differences are very subtle and have no impact on the performance of the application, while others might alter the look and function of web pages. Anomalies in appearance and behavior can occur because the technologies that browsers use to process and present web pages vary among browsers and browser releases. Web applications are designed to be compatible with multiple browsers, despite their technological differences.

Browser settings, compatibility view, pop-up blocker and security settings can impact downloads. This document provides instructions for identifying your browser and setting compatibility view, pop-up blocker, and security settings when the user is unable to download in web applications.

Please note that due to the numerous versions of browsers available, although not exact, most of the navigation will be similar to the steps outlined.

Oracle Certified Desktop Browser List¹

SHARP, SMART, ESS:

Browser Name	Operating System (OS)	Browser Release	SHARP (PT 8.58)	SMART (PT 8.58)
Internet Explorer (Microsoft)	Windows (7,8,8.1,10) 64-bit	11.x	X	X
Edge Legacy (Microsoft)	Windows (7,8,8.1,10) 64-bit	42.18362	X	X
Edge Chromium (Microsoft)	Windows (7,8,8.1,10) 64-bit	79.x	X	X
		89.x	X	X
Firefox (Mozilla)	Windows (7,8,8.1,10) 64-bit; Google Android (6,7);	68.3 ESR	X	X
		71	X	X
		78.9 ESR	X	X
		87	X	X
Chrome (Google)	Windows (7,8,8.1,10) 64-bit	79.x	X	X
		89.x	X	X
Safari (Apple)	Apple iOS	12.x	X	X
	Apple iOS	13.x	X	X
	Apple iOS	14.x	X	X

¹ Source: [Oracle Support, PeopleTools \(PT\), April 2021](#)

How to Check Your Browser Version

This section provides general instruction for determining the version of your web browser. Web browsers can vary from version to version or what operating system it is on (Mac or PC).

You can use this information to determine if the web browser you are or will be using with SHARP or SMART is certified. (See [Oracle Certified Desktop Browser List](#) on previous page.)

This information is also very helpful to provide if you are in need of assistance or troubleshooting.

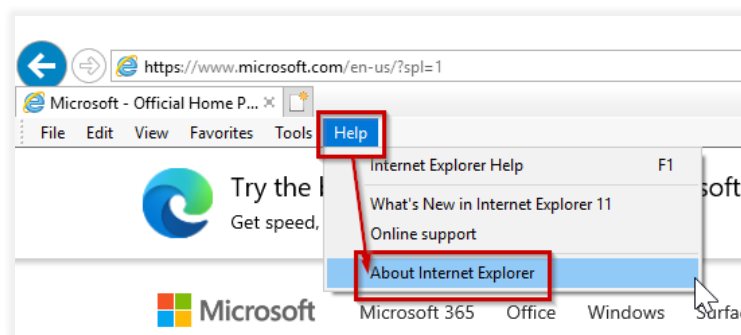
1. On your computer, open the browser that you use to access systems like Employee Self-Service, SHARP, agency web software, or the internet. Common browser icons are listed below.

Internet Explorer:		Edge Legacy:	
Edge Chromium:		Google Chrome:	
Mozilla Firefox:		Apple Safari:	

2. With your browser open, determine what browser version you are using by following the instructions for your specific browser in the following pages.

Browser Version in Internet Explorer

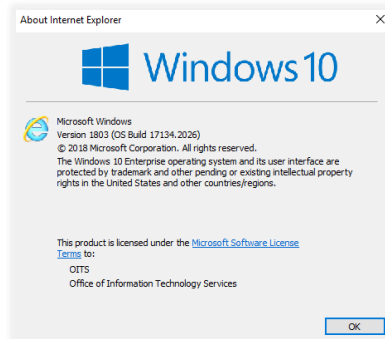
1. On the top menu bar, click **Help**, then click **About Internet Explorer**:



2. An "About Internet Explorer" window will open.
 - a. If you are using a machine with a Windows operating system prior to 10, version 1809, you will see a dialogue box showing the Internet Explorer version:

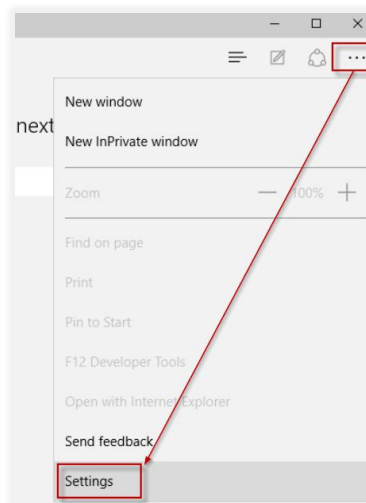


- b. If you are using a more recent version of the Windows 10 OS, you will receive an updated dialogue box. In this instance, your version of Internet Explorer is 11.x:

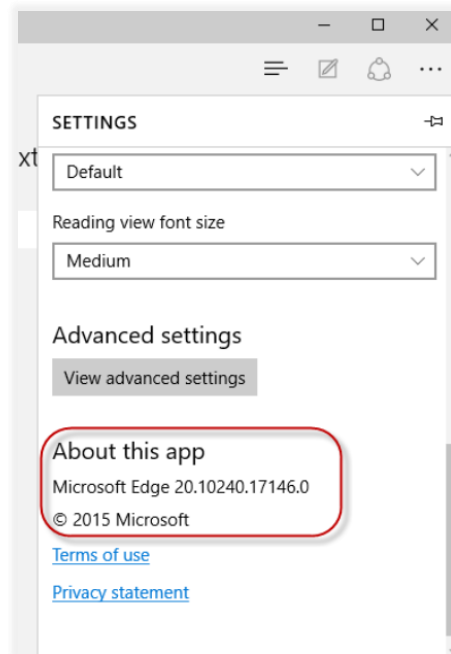


Browser Version in Edge Legacy

1. Select the **More ...** icon in the upper-right corner, and then select **Settings**:

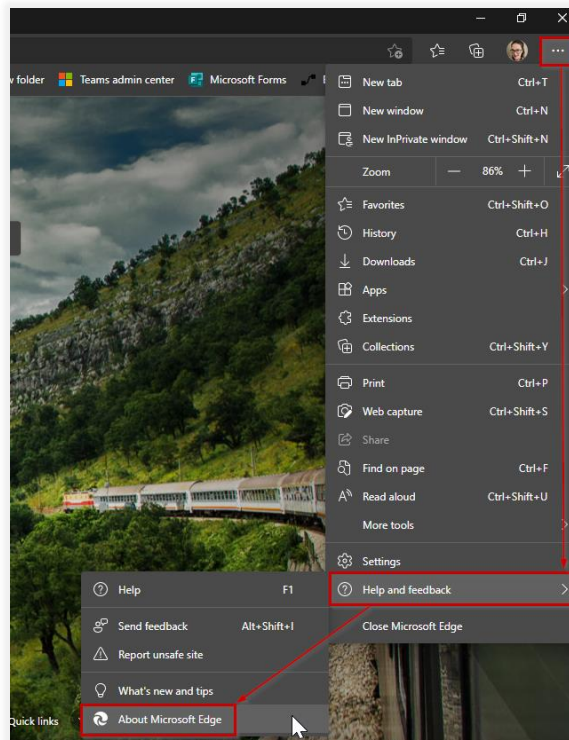


2. Scroll down and find your version under "About this app":

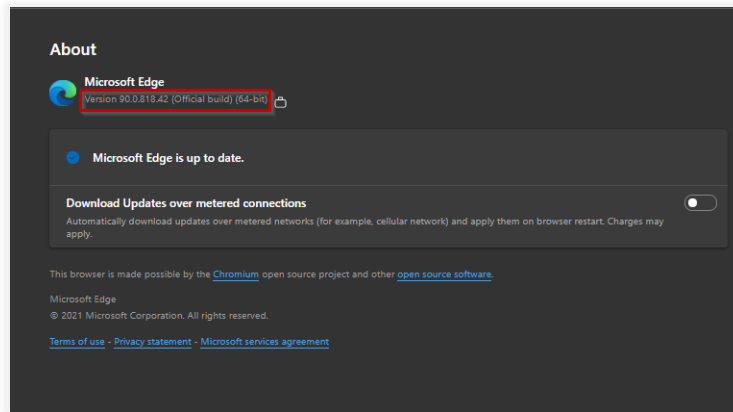


Browser Version in Edge Chromium

1. Click the **Menu ...** button in the top right, select **Help and feedback**, and then select **About Microsoft Edge**:

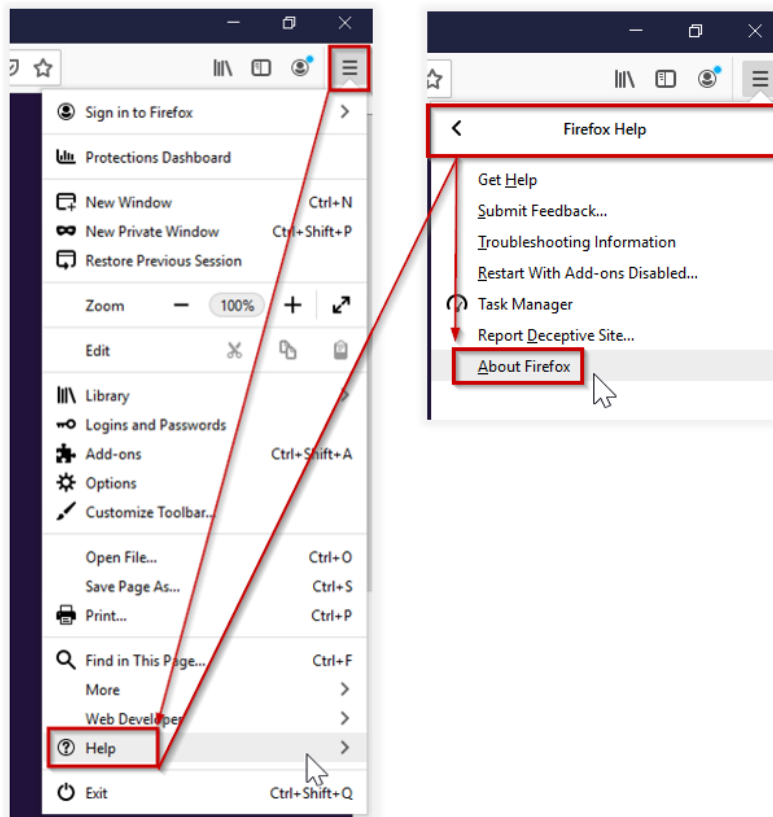


2. You will be redirected to an **About** page containing your browser version:

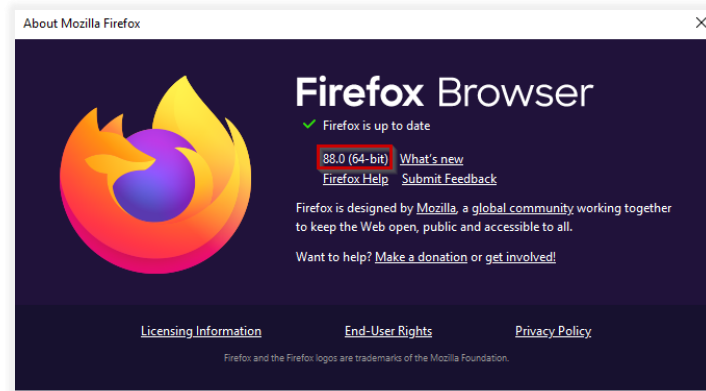


Browser Version in Firefox

1. Click the **Menu** button on the top right, select **Help**, and then select **About Firefox**:

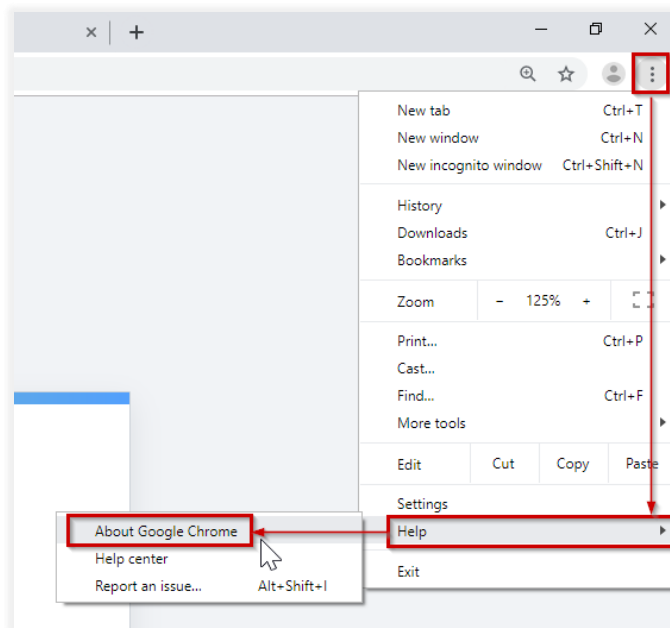


2. A dialogue box with your version information will appear:

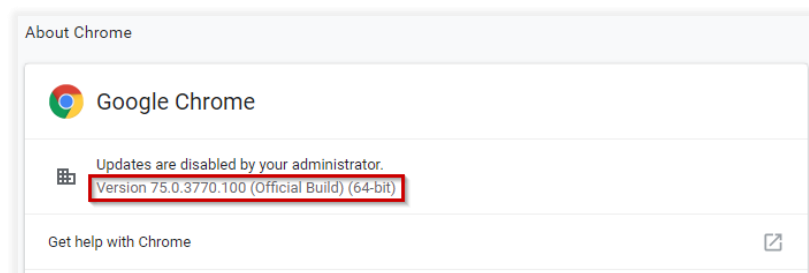


Browser Version in Chrome

1. Click the **Menu** button in the top right, hover over **Help**, and select **About Google Chrome**:

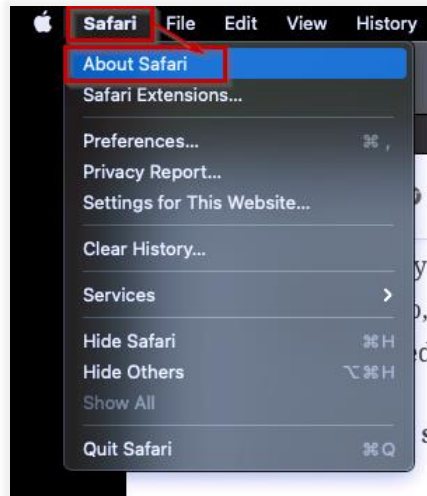


2. The page "About Chrome" will open with the version information:

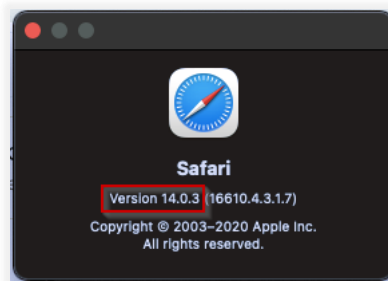


Browser Version in Safari

1. On the Mac menu bar, click **Safari**, then click **About Safari**:



2. An "About Safari" window will open with the version information. The first number outside the parenthesis is the version number:



How to Clear Your Browser Cache

This section provides general instruction for clearing the cache in browsers. Web browsers can vary from version to version and what operating system it is loaded on (Mac or PC).

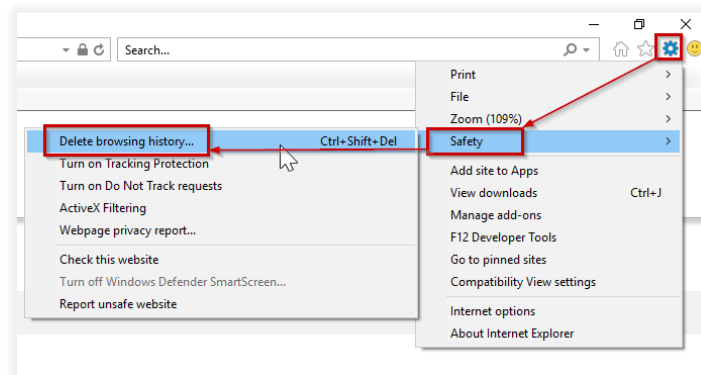
Browser cache is a temporary storage location on your computer for web page information that is downloaded when you view a web page, such as images, HTML, CSS, and JavaScript. Your browser saves this information so the next time you view the page, it will load faster. It is faster because your browser only downloads updated information instead of the whole page.

When a browser fails to download or recognize new or updated web page content, your browser may: show old content, unformatted content, stall, or act strangely. Clearing your browser cache can solve these issues.

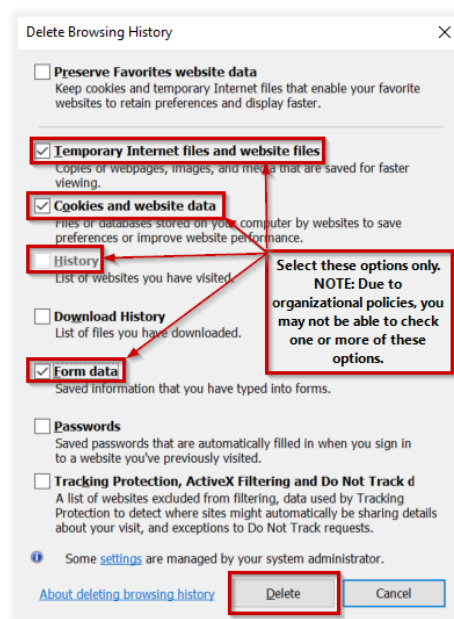
The following instructions only show an example of a single version of each browser as an example. Check with your agency technical staff if you need assistance with your specific browser.

Browser Cache in Internet Explorer

1. Open the Internet Explorer browser.
2. Press **Ctrl+Shift+Del** on your keyboard or go to the toolbar, click on the **gear icon for Tools**, hover over **Safety**, then click **Delete Browsing History**:

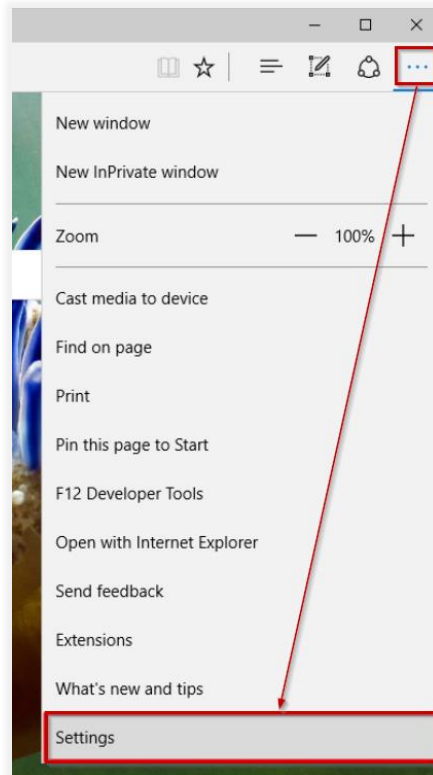


3. You will be presented with a list of options. **Very Important!** Click on only the **Temporary Internet Files, Cookies and website data, History, and Form Data** (Due to organizational policies, you may not be able to select all of these options, as in the example below). Then click **Delete**:

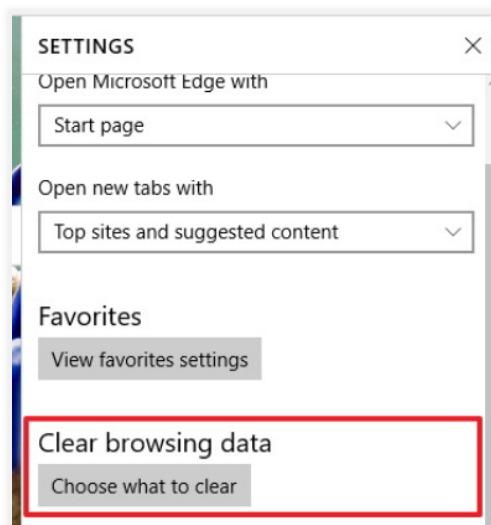


Browser Cache in Edge Legacy

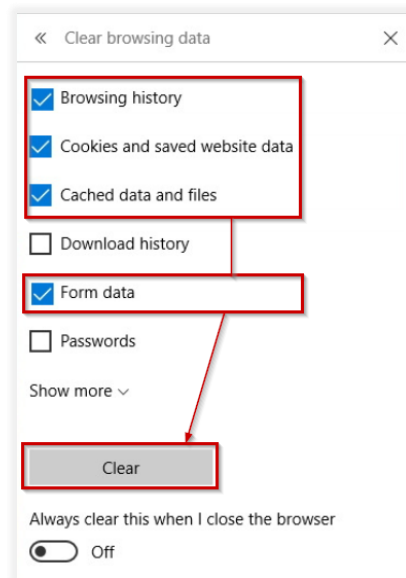
1. Open the Edge legacy browser.
2. Click on the **Menu ...** button, then click **Settings**:



3. Under "Clear browsing data" click **Choose what to clear**:

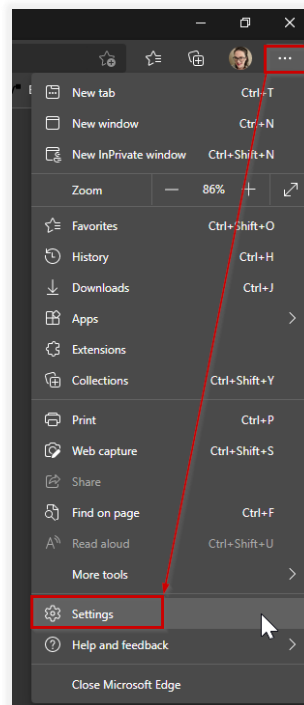


4. Select **Browsing History, Cookies and saved website data, Cached data and files, and Form Data**, then click **Clear**:

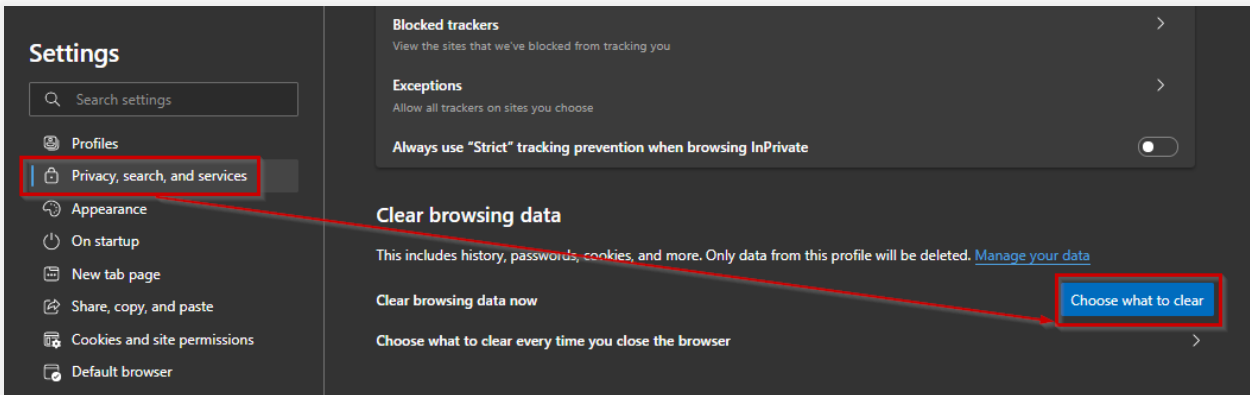


Browser Cache in Edge Chromium

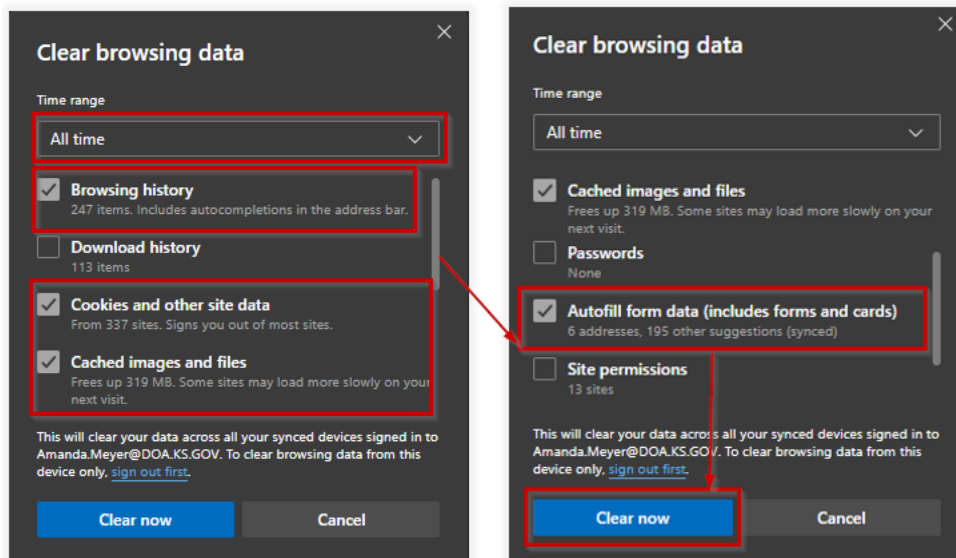
1. Open the Edge Chromium browser.
2. Click the **Menu ...** button in the top right and select **Settings**:



3. Your browser will open to a settings page. Select **Privacy, search, and services** and under the "Clear browsing data" section, click **Choose what to clear**:

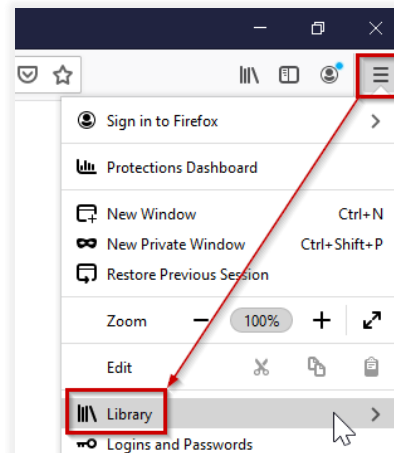


4. Select **All time** from the "Time range" drop-down. Then scroll through the options below to select **Browsing history**, **Cookies and other site data**, **Cached images and files**, and **Autofill form data (includes forms and cards)**. Then click **Clear now**.

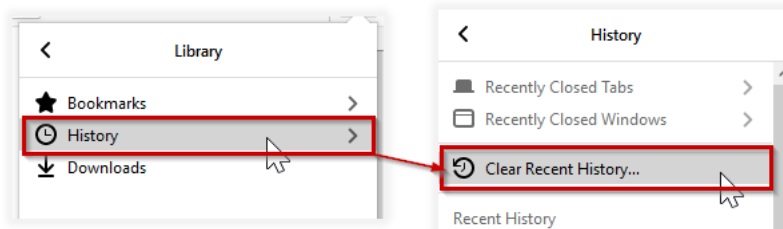


Browser Cache in Firefox

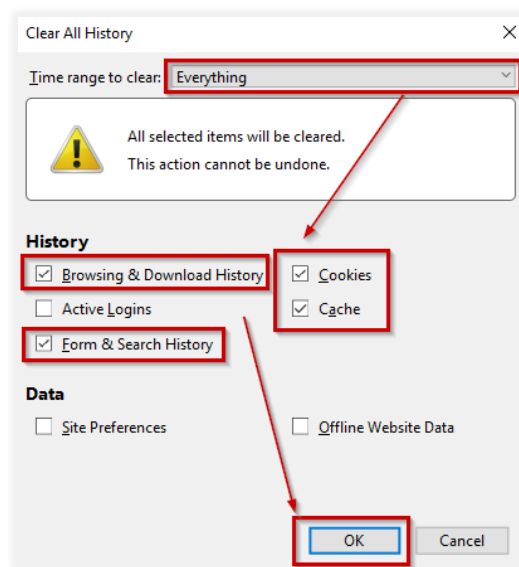
1. Open the Firefox browser.
2. Click the **Menu** button and select **Library**:



3. Click **History** and then select **Clear Recent History**:

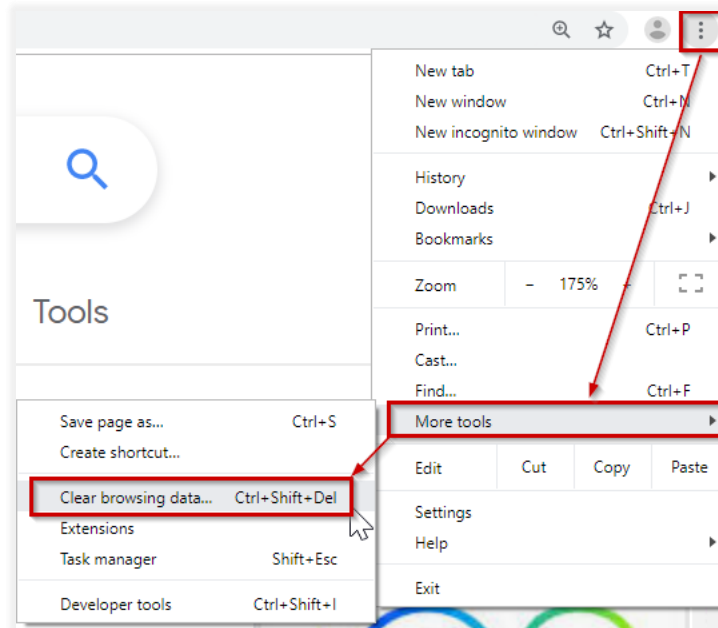


4. Select **Everything** from the "Time range to clear" drop-down, select **Browsing & Download History**, **Download History**, **Cookies**, **Cache**, and **Form & Search History**, and click **OK**:

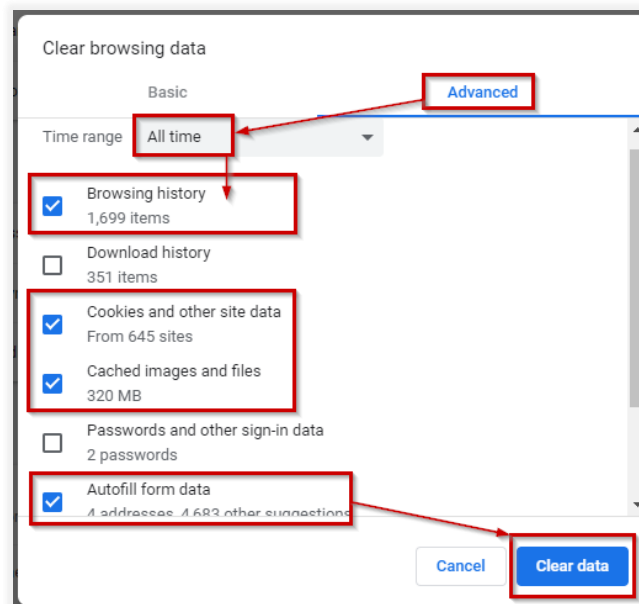


Browser Cache in Chrome

1. Open Google Chrome browser.
2. Press **Ctrl + Shift + Del** or click the **Menu** button, hover over **More** tools, and select **Clear browsing data**:

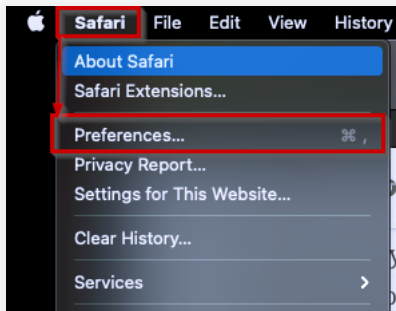


3. Select **Advanced** then select **All time** from the "Time range" drop-down. Select **Browsing history**, **Cookies and other site data**, **Cached images and files**, and **Autofill form data**, then click **Clear data**:

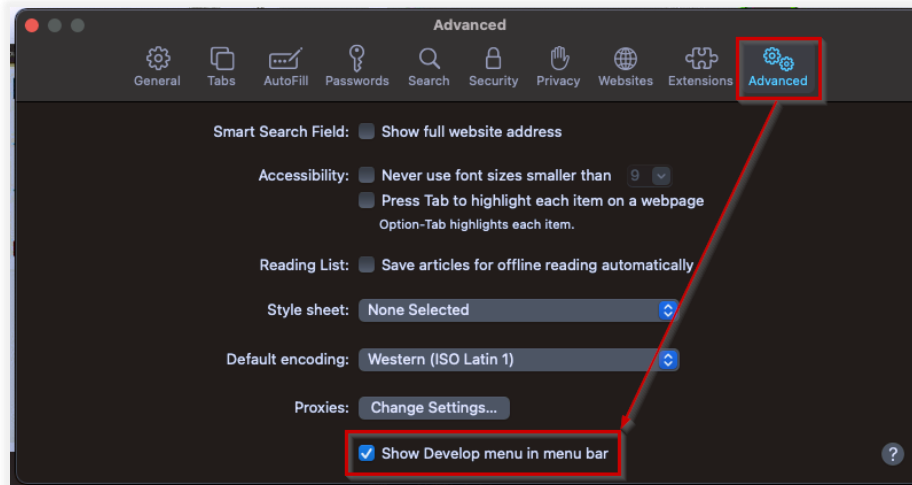


Browser Cache in Safari

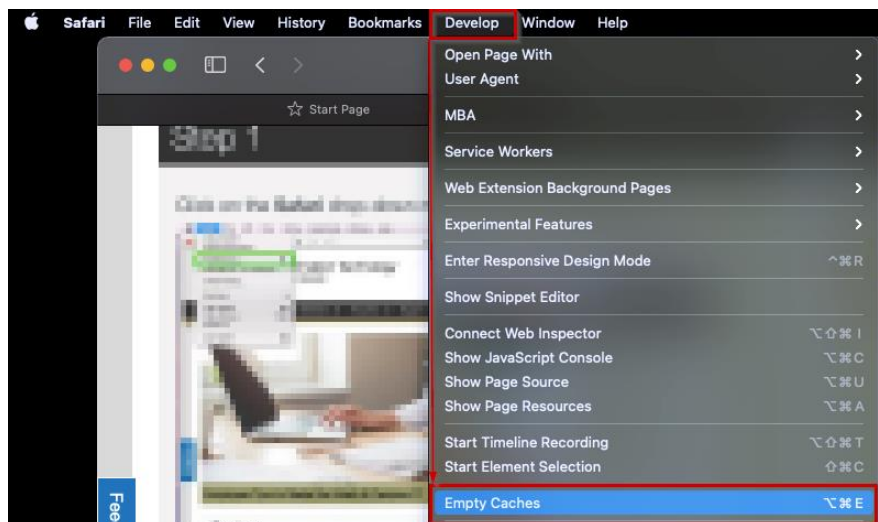
1. Open the Safari browser. On the Mac menu bar, click **Safari** then click **Preferences** (if your menu already shows a "Develop" tab, skip to step 3):



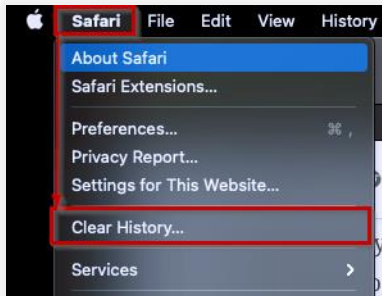
2. Select **Advanced** and check **Show Develop menu in the menu bar**:



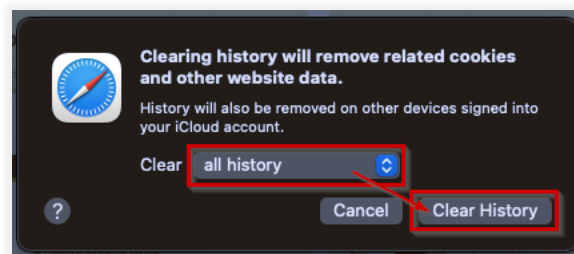
3. Click **Develop** and select **Empty Caches**:



4. Once you have cleared the cache, either click the **Safari** tab or the **History** tab and select **Clear History**:



5. Select **all history** from the "Clear" drop-down and click **Clear History**:



How to Allow Pop-Up Windows

Web applications often use pop-up windows to display information that is requested. If the browser is set to block pop-up windows - and most are set that way as a default – these PeopleSoft applications will not function as intended.

If you click on a button or a link and nothing happens, you may need to adjust your pop-up blocker settings.

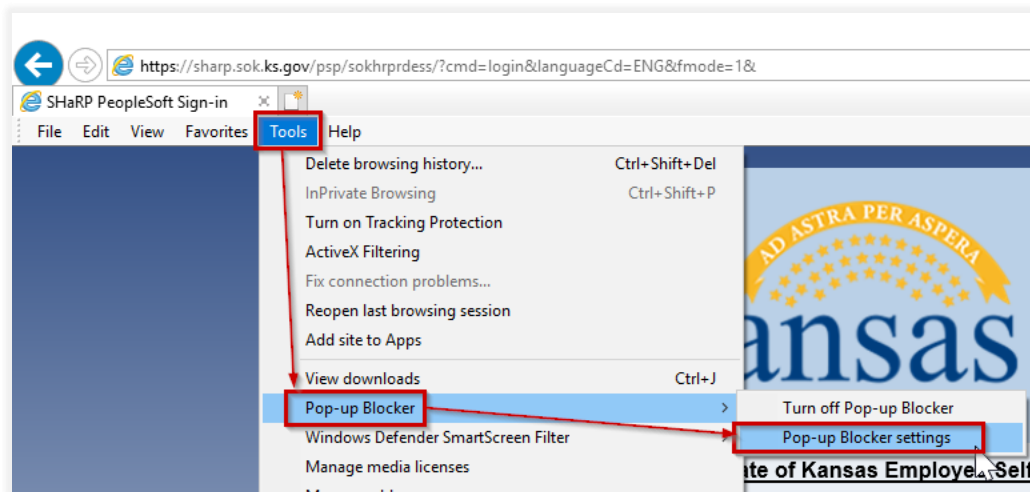
As with clearing your cache, each browser will have its own method for making changes to the pop-up blocker settings. This step-by-step guide will show you how to leave your pop-up blocker turned on (to protect you from intrusions and potential threats from other websites), while adjusting it allow the necessary pop-up windows in SHARP, SMART, and ESS.

*Note that the SHARP and SMART web sites changed in 2015. **If you added these sites to your browsers before 2015, you will need to re-add them** when a new web address is given:

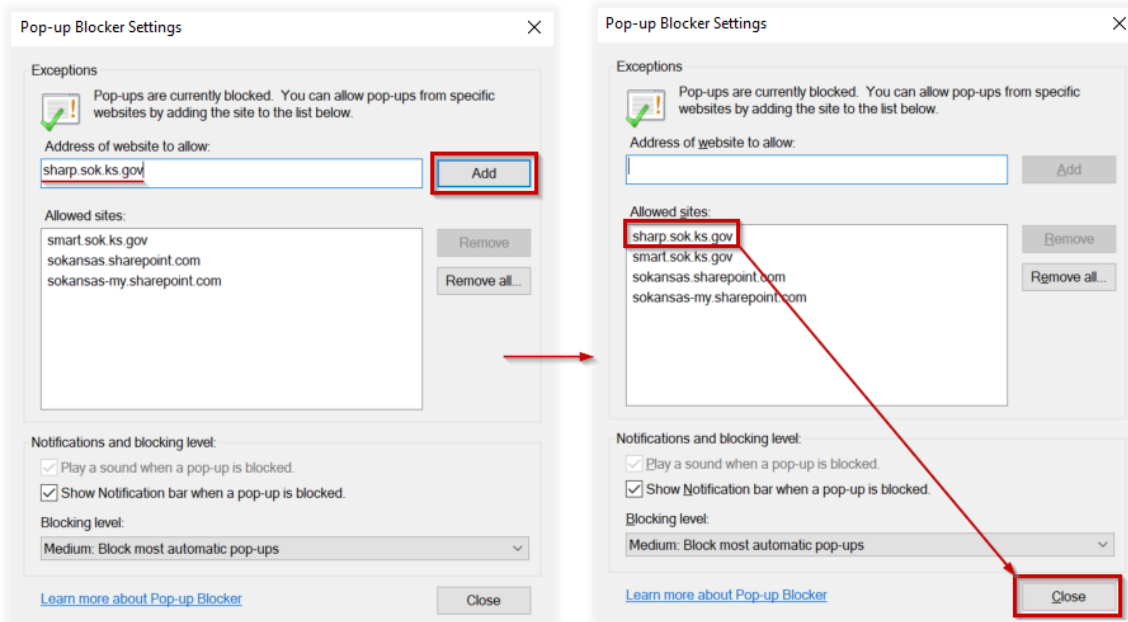
New	Old
sharp.sok.ks.gov	sharp.ks.gov
smart.sok.ks.gov	smart.ks.gov

Allowing Pop-Up Windows Using Internet Explorer

1. Open Internet Explorer and log in to SMART, SHARP, or ESS.
2. If you have a Pop-Up Blocker button on your browser toolbar (default configuration), just to the right of the Bookmarks button, click on the **Pop-Up Blocker button** to always allow pop-ups for that specific site.
3. If you do not see the Pop-Up Blocker button, click on the **Tools** button on the browser toolbar. Click **Pop-Up Blocker**, and then click on **Pop-Up Blocker Settings**.

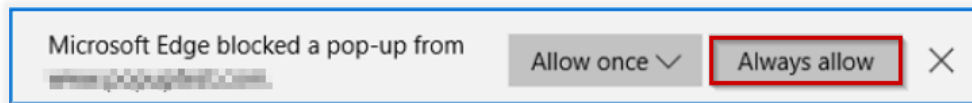


4. In the box marked "Address of web site to allow," type **sharp.sok.ks.gov** or **smart.sok.ks.gov** and click Add. Click Close.



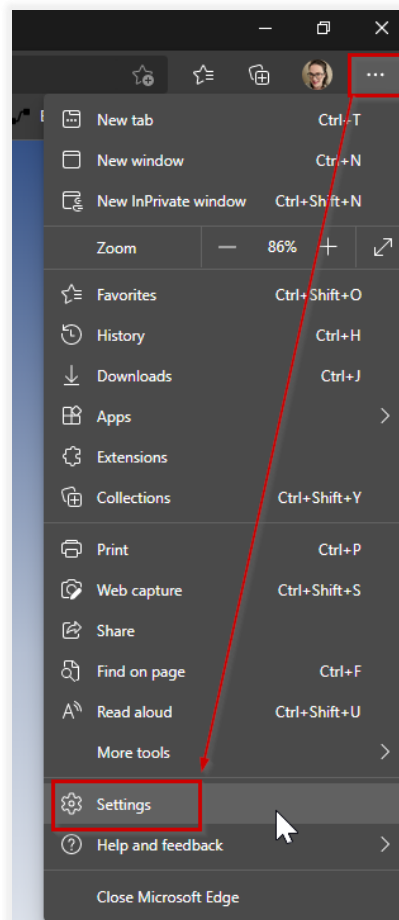
Allowing Pop-Up Windows Using Edge Legacy

1. Open Microsoft Edge Legacy and log in to SMART, SHARP, or ESS.
2. If you receive a Pop-Up Blocker dialogue box across the bottom of your window, click **Always allow**:

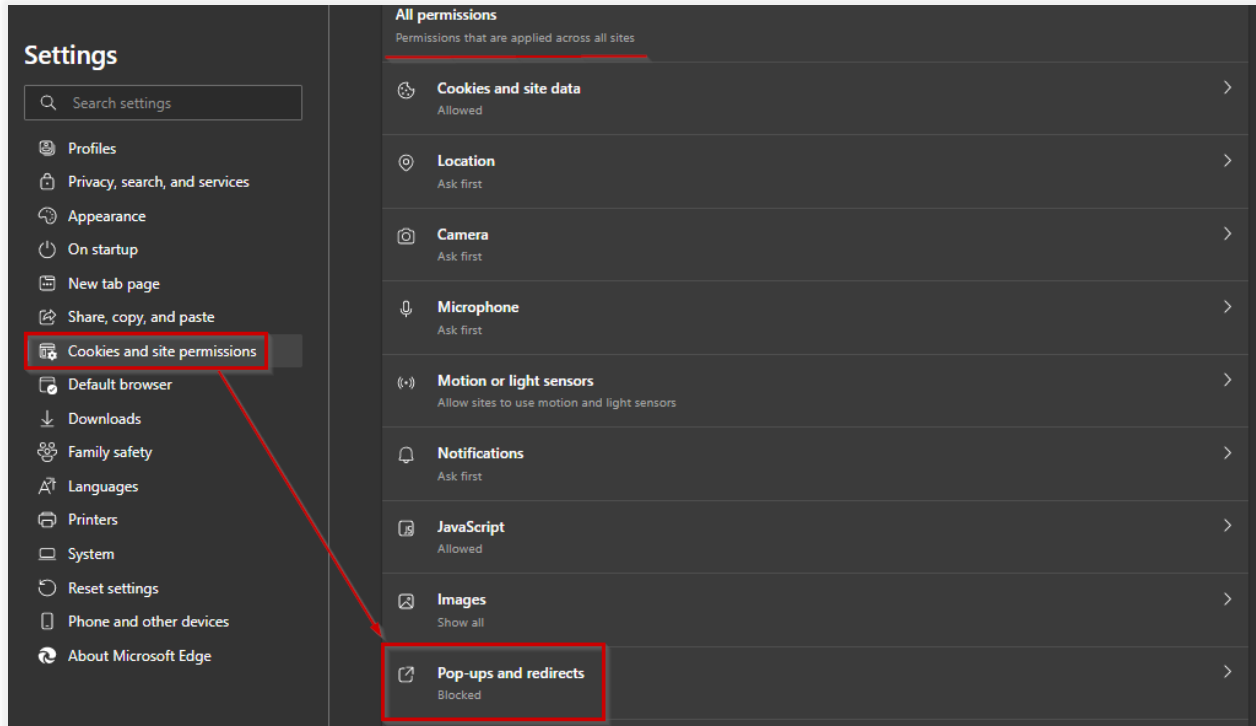


Allowing Pop-Up Windows Using Edge Chromium

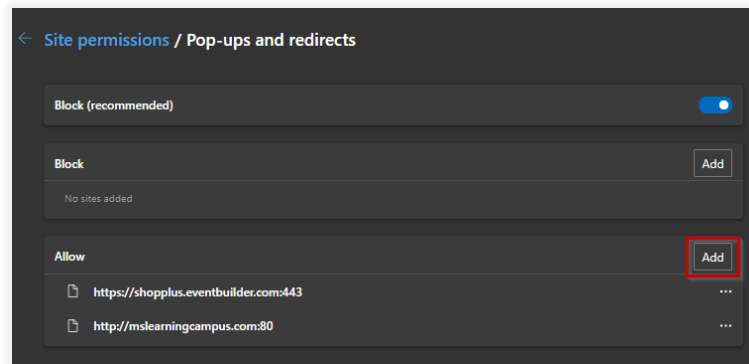
1. Open Microsoft Edge Chromium and log into SMART, SHARP, or ESS.
2. Click the **Menu** button and select **Settings**:



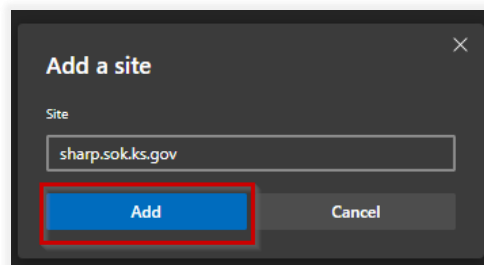
3. Select the **Cookies and site permissions** tab and click **Pop-ups and redirects** under the “All permissions” section:



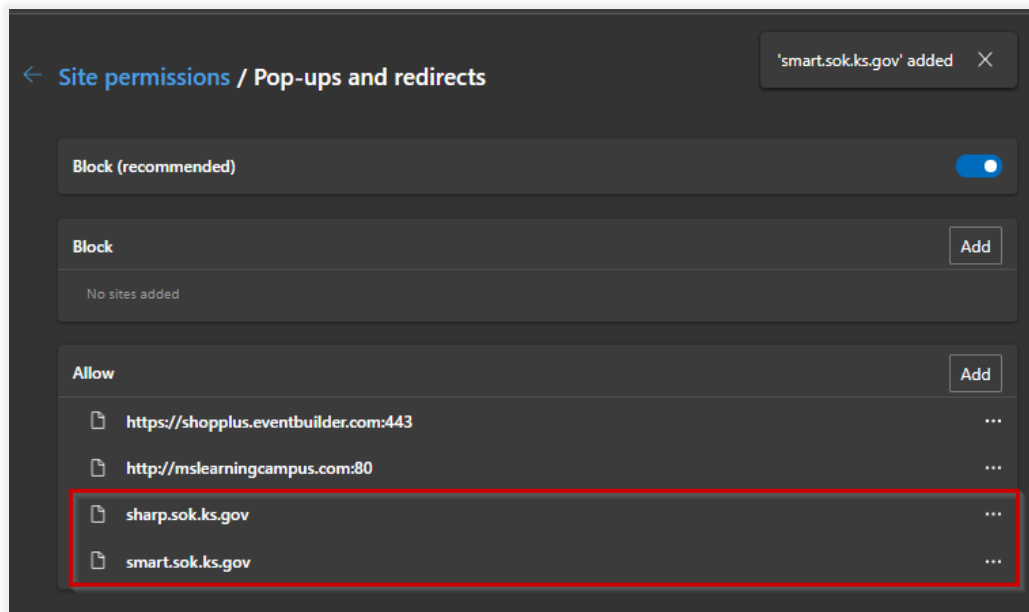
4. Click the **Add** button in the “Allow” section:



5. Type in either **sharp.sok.ks.gov** or **smart.sok.ks.gov**, and click **Add**:

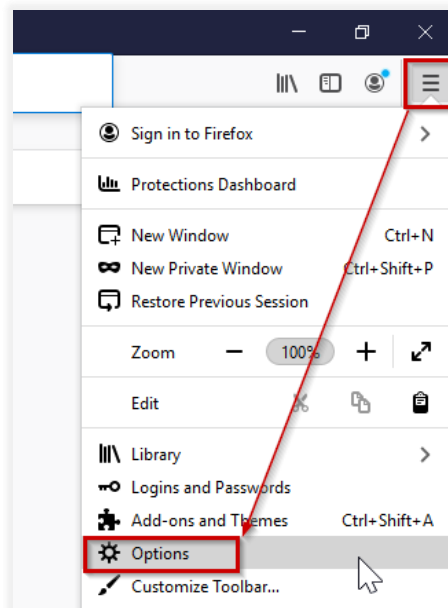


6. The sites will then appear in the "Allow" section:

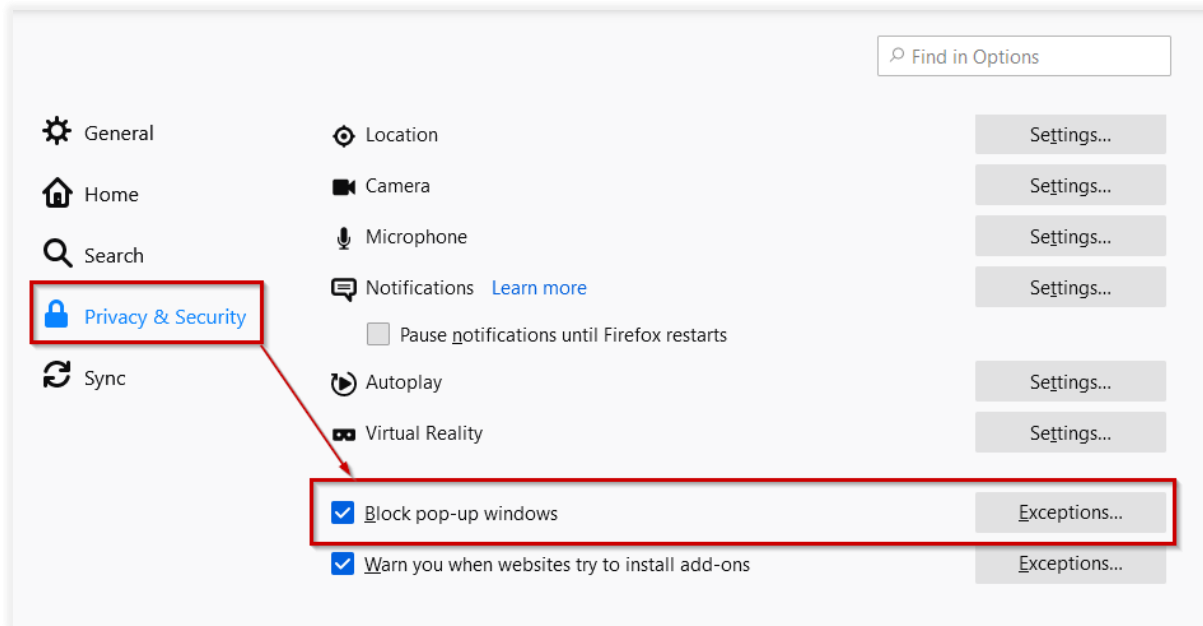


Allowing Pop-Up Windows Using Firefox

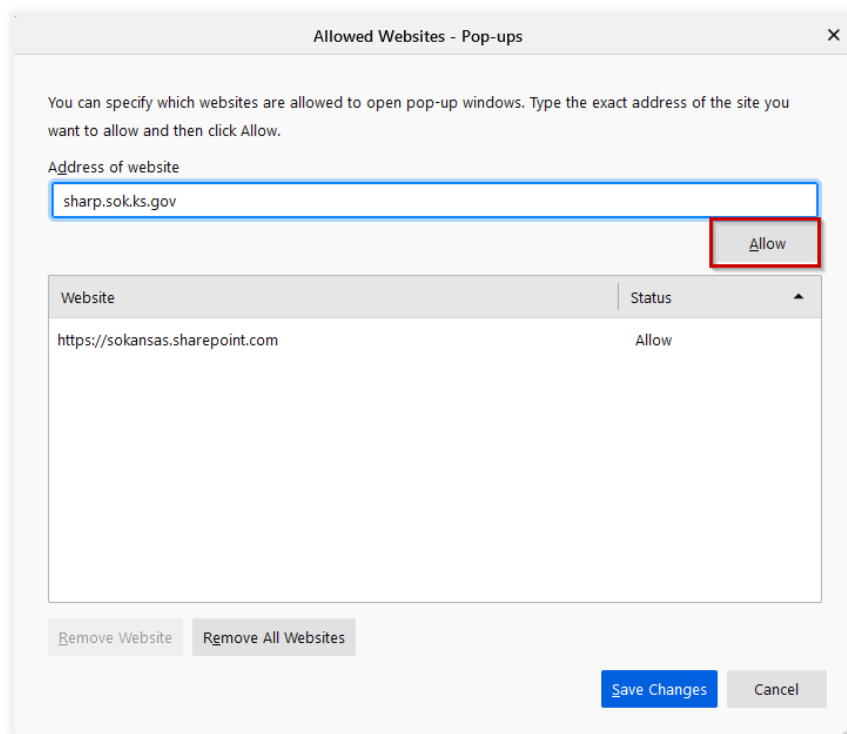
1. Open Firefox and log in to SMART, SHARP, or ESS.
2. Click on the **Menu** button and select **Options** from the drop-down menu:



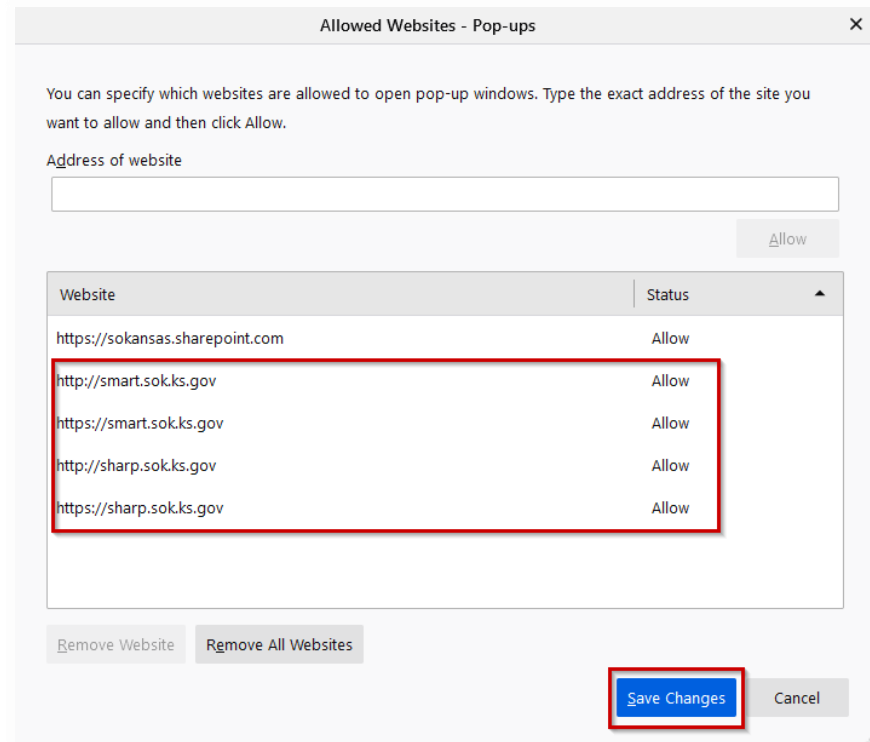
3. Select **Privacy & Security** and select **Exceptions** in the "Block pop-up windows" option (make sure "Block pop-up windows" is checked):



4. In the "Address of website" field, type **sharp.sok.ks.gov** or **smart.sok.ks.gov**. Click the **Allow** button to allow pop-ups on the SHARP or SMART website(s):

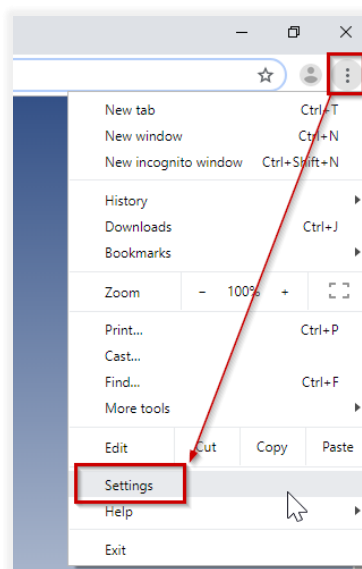


5. When you have added the site(s) you need, click **Save Changes**. Note that you will see two entries for each site: one http and one https:

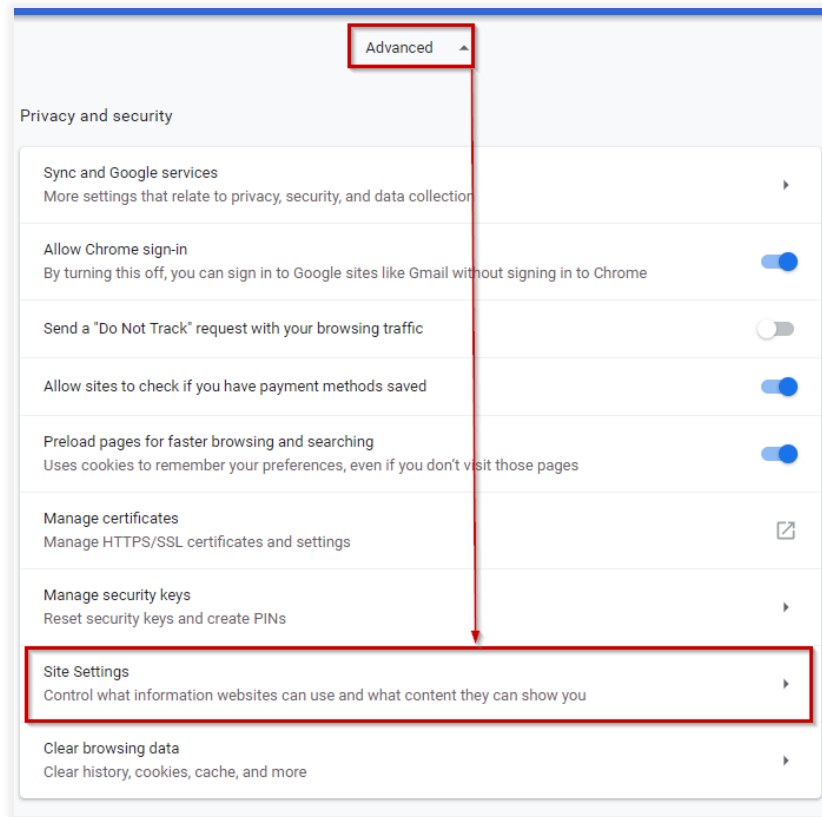


Allowing Pop-Up Windows in Chrome

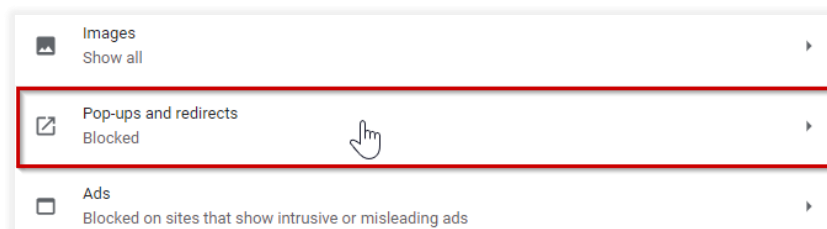
1. Open Chrome and log in to SMART, SHARP, or ESS.
2. Click on the **Menu** button and select **Options**:



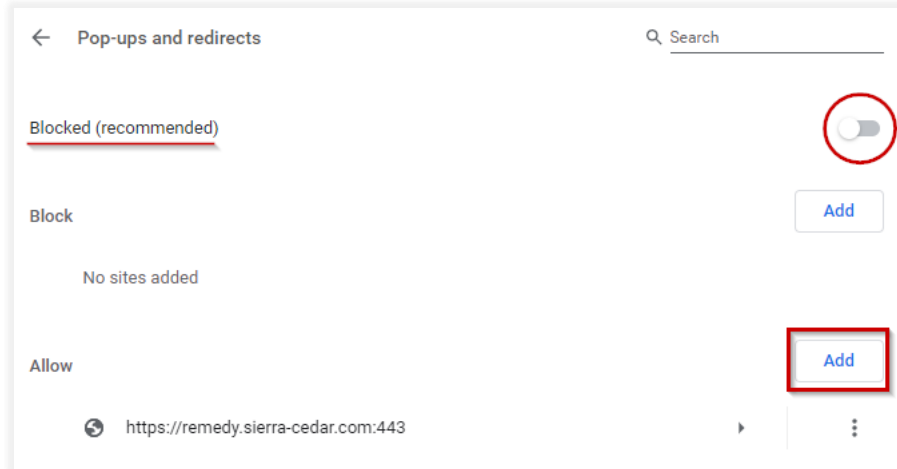
3. Scroll down and expand **Advanced** and select **Site Settings**:



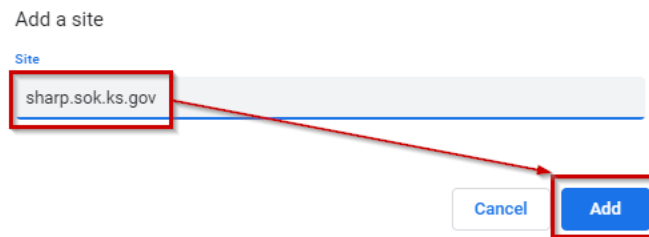
4. Scroll down and select **Pop-ups and redirects**:



5. Ensure that you see **Blocked (recommended)**; the toggle to the right will show as grey. Under the **Allow** section, click **Add**:

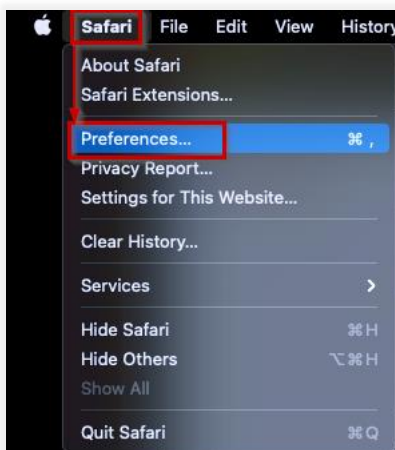


6. Type **sharp.sok.ks.gov** or **smart.sok.ks.gov** and click **Add** (repeat as necessary):

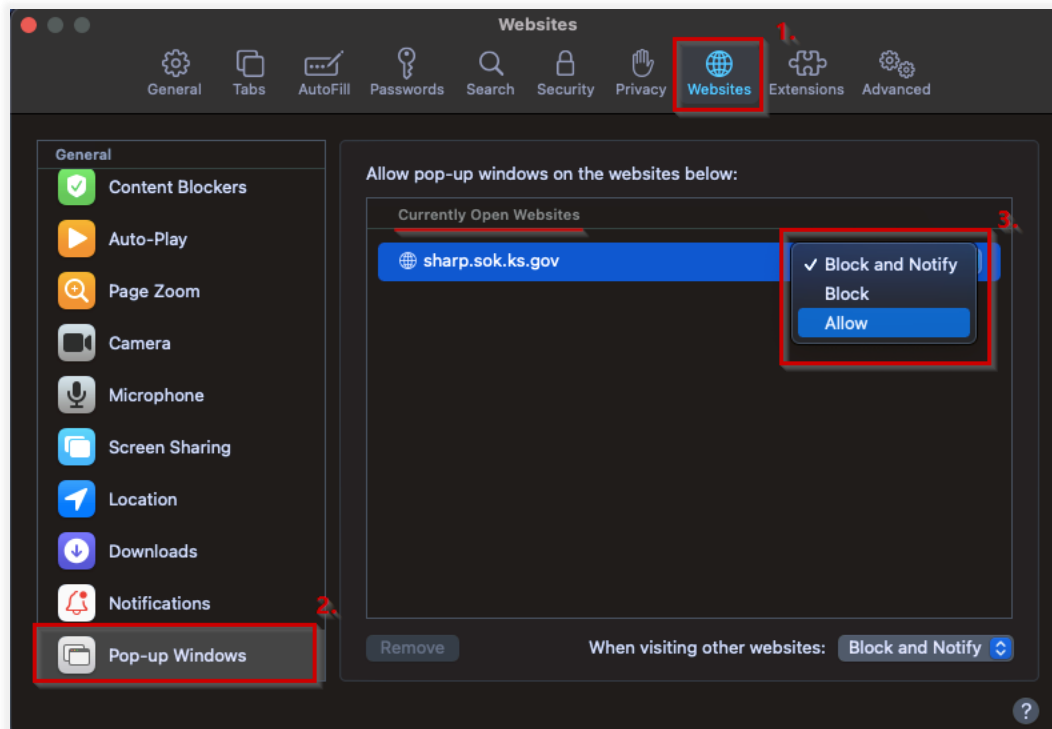


Allowing Pop-Up Windows in Safari

1. Open Safari and log in to SMART, SHARP, or ESS.
2. Click **Safari** and click **Preferences**:



3. Select **Websites** from the top menu, then scroll down to select **Pop-up Windows** from the left-hand menu. Click the drop-down menu next to the website you have open and select "Allow." Make this change with both SMART and SHARP websites open if you need access to both:



View My Paycheck in Employee Self-Service (Pop-Ups & Downloads)

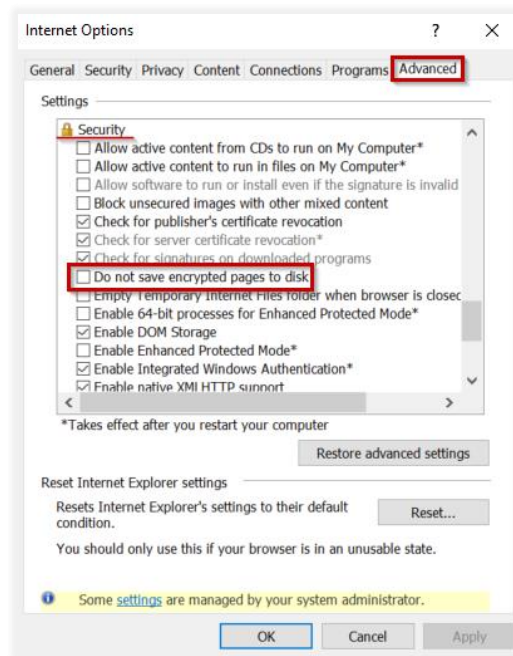
Mozilla Firefox, with default settings and pop-up blocking exceptions added for SMART and SHARP sites, will prompt you at the top of the browser to allow pop-ups. Click on the Options button and allow pop-ups for ESS.

Internet Explorer - Some agencies have reported employees receiving "Error 404" when trying to access their PDF pay advice using Employee Self-Service (with older versions of IE). The issue seems to be caused by the browser's inability to open the PDF pay advice in a new window. The window is opening, but the PDF download of the information into the new window is being blocked.

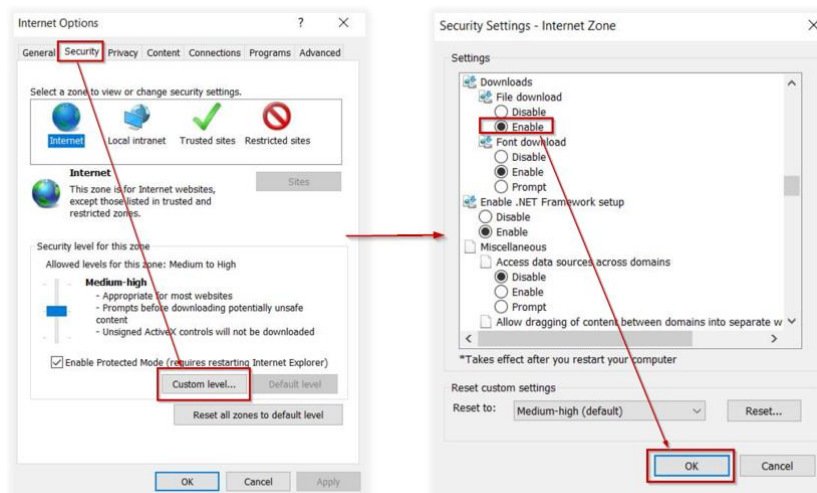
Agency Human Resources/Payroll staff may need to work with the agency's IT department to change this setting. If you have questions or problems, please call the Kansas Service Desk at 785-368-8000.

Areas to check (2 and 3 are specific to Internet Explorer):

1. **Make sure pop-ups for ESS are not being blocked.** See the prior section "[How to Allow Pop-up Windows](#)" for instructions on how to allow pop-ups for a particular website.
2. Ensure that "Do not save encrypted pages to disk" is **unchecked**. Go to **Tools > Internet Options > Advanced tab** to make the change.



3. Enable file downloads. Go to **Tools > Internet Options > Security tab > Custom Level button** and click on the 'Enable' radio button for Downloads/File download. Click **OK**. (Check with your IT staff if these settings are managed for you).



Multi-Tabbed Browsing

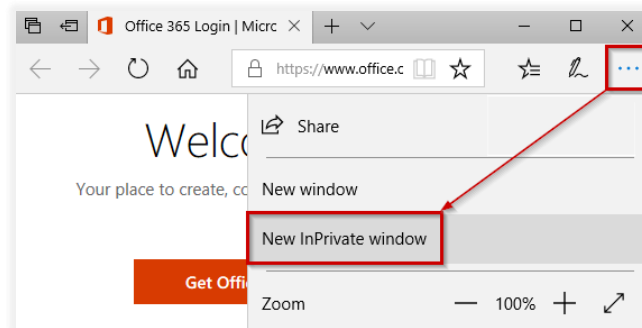


SHARP, SMART, and ESS applications **DO NOT** support tabbed browsing. Specifically, if you sign out of a PeopleSoft application in one tab, you will lose functionality in other PeopleSoft applications that are open in any other tab in that browser session.

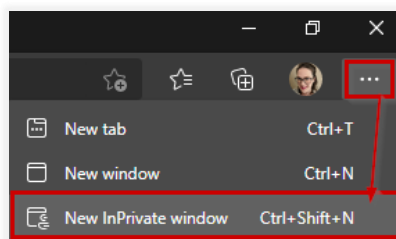
Example: You are signed into SMART in one window. You open another tab and sign into SHARP or ESS. You now have 2 PeopleSoft applications open in one browser which will cause loss in functionality or sign you out.

If you wish to do work in both SHARP and SMART **at the same time** you have two options:

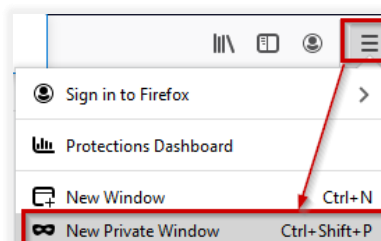
1. You can log in with two different browsers (*Example: log into SMART in Chrome and SHARP in Firefox*).
2. Log into one system, then open a new “private” window to open your second system (this will not be an option in Internet Explorer):
 - In Edge Legacy, click the **Menu** button and select **New InPrivate window**:



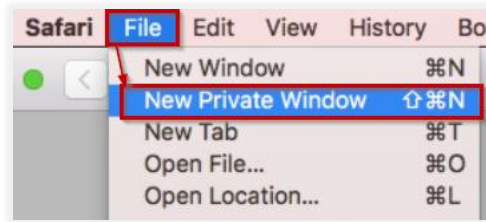
- In Edge Chromium, click the **Menu** button and select **New InPrivate window**:



- In Firefox, click the **Menu** button and select **New Private Window**:

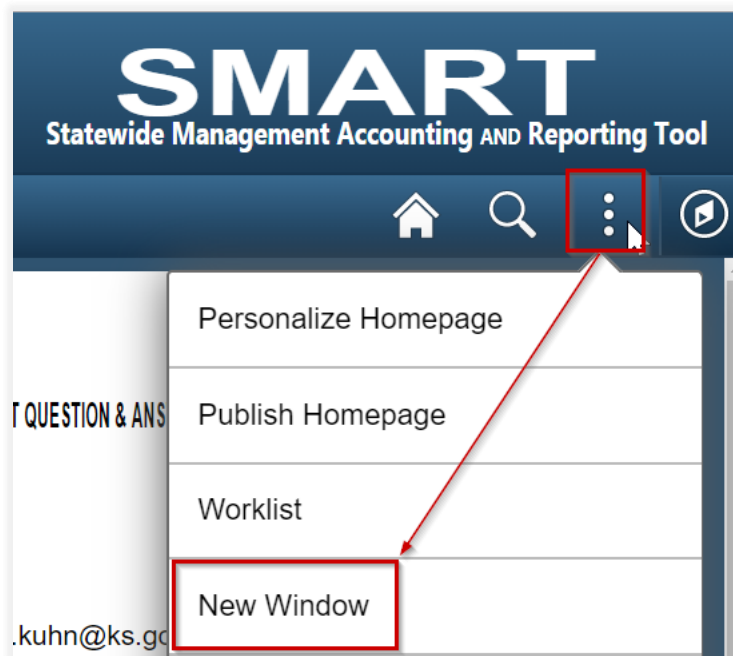


- In Safari click **File** and select **New Private Window**:



If you want to work in **multiple areas** of a **single system** like **SHARP** (or **SMART**) without using two separate browsers, you can do so with multiple tabs/windows open using the **New Window** option:

1. Log into SHARP (or SMART).
2. Click the **Menu** button and select **New Window**:



The new window/tab will open in the same browser as the window you were using, but you can use the navigation menu to move within the system.

- Note: Signing out of one window/tab will sign you out of the other tab as well.



Required Software/Plugin to View PDF files

In order to view PDF files, you must either have a PDF viewer plugin installed with your browser or Adobe Reader installed on your PC. Many browsers come with PDF viewing setup by default.

Problems you could encounter are: a blank page in the web browser, a red X icon, a broken link indicator, or an Error message when trying to view a PDF file.

If you experience any of these issues, have your technical staff check the following:

- Check for Adobe Reader updates.
- Check Adobe Reader's Web Browsing Options are set to open PDFs in a browser
- Check that your browser option or plug-in is enabled to show PDFs.
- Check that someone else who is able to open PDF's can open this PDF successfully. If not, report the file to the PDF file owner.

Frequently Asked Questions

Why would I clear my browser cache, and how do I do that?

When working on the Internet, your browser keeps a cached copy of the pages you visit so it can load them to your computer more quickly the next time you visit them. You should clear your cache regularly for two reasons. First, having a page in cache can sometimes cause a conflict with a page that you are trying to view. Secondly, having many files in your cache will slow down your browser and take up space on your hard drive. See the [How to Clear Your Browser Cache](#) section in this document for help clearing your browser cache.

Does PeopleSoft have any special requirements regarding pop-up windows?

PeopleSoft often uses pop-up windows to display information you request. If your browser is set to block pop-up windows—and most are set that way by default—then PeopleSoft will not work properly. If you click on a button or a link and nothing happens, you probably need to adjust your pop-up blocker settings. It is possible to leave your pop-up blocker turned on (to protect you from annoying intrusions from other websites), while adjusting it to allow pop-up windows when you are in PeopleSoft pages. See [How to Allow Pop-up Windows](#) section in this document for help adjusting your pop-up settings.



State of Kansas Information Systems SHARP, SMART, and ESS

Why isn't my page printing the way I'd like it to—and what can I do about it?

You may need to adjust your printer settings. Typically you can do that via the Properties tab in the window that opens when you press 'Print'.

Are the latest releases of Mozilla Firefox supported?

At this time, only Firefox 38 and 42 are supported by PeopleSoft. This does not mean that a newer version will not work, but this does mean that if you encounter problems you will not be provided support or a fix for it. This document will be updated as newer versions are added.

Check with your agency technical staff about download and installation policies if this is on a work computer. See this link <https://support.mozilla.org/en-US/kb/install-older-version-of-firefox> to install a previous version of Mozilla Firefox. **WARNING: Using old versions of Firefox can pose a significant security risk. Proceed with caution.**

What should I do when I want to stay in one part of the program (SMART for example) but I want to open a second browser window?

To open more than one PeopleSoft window at a time, click the "New Window" link located in the top right hand corner of your PeopleSoft screen. See [Multi-tabbed browsing](#) section in this document for help with multiple tabs in PeopleSoft.

What should I do if I want to work in more than one PeopleSoft environment (SMART and SHARP)?

If you wish to do work in both SHARP and SMART at the same time and you are a user of both systems, there is a link in the Main Menu within SHARP that points to SMART and also a link within SMART that points to SHARP. You can also sign in to the systems using 2 different types of browsers (Example: Firefox and Edge). See [Multi-tabbed browsing](#) section in this document for help with multiple tabs in PeopleSoft.

Glossary

- **Browser:** A program with a graphical user interface for displaying pages on the web or internet. Also referred to as web browser. Browsers have tabs that allow the user to view more than one web page at a time.
- **Browser cache:** Temporary storage location on your computer for web page information that is downloaded when you view a web page.



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- **Browser version:** The numeric version of the browser program.
- **ESS:** Employee Self-Service. PeopleSoft web application.
- **Plug-in:** Software that is added on to a browser for additional functionality. It may allow a browser to display additional content it was not originally designed to display.
- **SHARP:** 'Statewide Human Resources and Payroll' system. PeopleSoft web application.
- **SMART:** 'Statewide Management, Accounting, & Reporting Tool' system. PeopleSoft web application.
- **Web application:** A software application that is run in a browser. Also referred to as a web app.