## **SSC/IDT Website Configuration**

## \*\*PLEASE NOTE\*\*

## This document provides step by step instructions for configuring your browser in the most optimal way to run the software. Please check with your onsite or third party IT specialists prior to making changes to your browser settings.

**Internet Explorer 9** and higher, as well as the version 51 of **Firefox or earlier** are the only browsers compatible with StaffScheduleCare and IDT. Google Chrome and Microsoft Edge will not work. Skip to the



To add a shortcut which takes you directly to Internet Explorer, right click on Internet Explorer while it is

🐻 Start InF	Private Browsi ew tab	ing		
teopen 🖞	last session	1		
Jnternet	Explorer	1		
-🛏 Pin this program to taskbar				
Close window				

open on the taskbar and click **Pin this program to taskbar**.

## Internet Explorer configuration for all editions of Windows

To ensure IE is configured in the most optimal way for compatibility please review the following settings:

• Press **ALT** to bring down the menu bar in Internet Explorer. If it is not already visible, go to **Internet Options**.

Delete browsing history Ctrl+Shift+Del nPrivate Browsing Ctrl+Shift+P Tracking Protection ActiveX Filtering Fix connection problems Reopen last browsing session Add site to Start Screen
View downloads Ctrl+J Manage add-ons Compatibility View Compatibility View settings
Subscribe to this feed Feed discovery Nindows Update

• Click the **Security tab** and add <u>https://\*.staffschedulecare.com</u> for SSC clients or <u>https://\*.idttime.com</u> for IDT clients to the **Trusted Sites**.

Internet Options         ?         X           General         Security         Privacy         Content         Connections         Programs         Advanced	t
Select a zone to view or change security settings.	A1 mit
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone. Security level for this zone Allowed levels for this zone: All	~ 0
Trusted sites           You can add and remove websites from this zone. All websites it this zone will use the zone's security settings.	×
Add this website to the zone: Add Websites: Remove Remove	]
Require server verification (https:) for all sites in this zone	
Close	

Click the Privacy tab. If Turn on Pop up Blocker is ticked, for SSC clients ensure
 \*.staffschedulecare.com is added to the list as shown, for IDT clients use \*.idttime.com

	In	ternet	Options		?	x			00	883	
General Security	Privacy	Content	Connections	Programs	Advan	nced	t L ×		UU 72		
Settings Select a setting for the Internet zone. Medium - Blocks third-party cookies that do not have a compact privacy policy		TE** te that will begin as it will be offlin	at 9:00 PM E e for mainten	ST ance.							
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent - Restricts first-party cookies that save information that				Pop-up B	Blocker S	Settings					
Sites	] Impo	ort equest yo	Advanced	De	fault Ir Sites		Address of website	re currently block y adding the site to allow:	ed. You c to the list b	an allow po elow.	p-ups from specific
physical locati	ion					-	Allowed sites:				
Turn on Pop-u	up Blocker			Set	ttings		stanscheduleca	re.com			Remove
Disable toolba	ars and exte	nsions wh	nen InPrivate	Browsing star	ts						
		OK	(	Cancel	Appl	ly	Notifications and blo	ocking level: hen a pop-up is bl	locked.		
	_	Ok		Cancel	Appl	lγ · Logi	Notifications and blo Play a sound wi Show Notification Blocking level:	ocking level: nen a pop-up is bl on bar when a pop	locked. p-up is bloo	sked.	
		Ok		Cancel	Appl nember	ly • Logi	Notifications and blo Play a sound wi Show Notification Blocking level: Medium: Block mod	ocking level: nen a pop-up is bl on bar when a pop st automatic pop-	locked. p-up is bloo -ups	sked.	°¥

Click OK and exit the Internet Options menu. Go back to Tools and Compatibility View Settings



• For SSC clients add staffschedulecare.com. For IDT clients add idttime.com.

Compatibility View Settin	gs 🛛 🗙
You can add and remove websites to be dis Compatibility View.	played in
Add this website:	
	Add
Websites you've added to Compatibility View:	
staffschedulecare.com	Remove
<ul> <li>□ Display all websites in Compatibility View</li> <li>☑ Display intranet sites in Compatibility View</li> <li>☑ Download updated compatibility lists from Micross Learn more by reading the <u>Internet Explorer priv</u></li> </ul>	oft acy statement Close

• In the Tools menu check to make sure Active X Filtering is off (no checkmark)

1	ools	<u>H</u> elp	
	D	elete browsing history Private Browsing	Ctrl+Shift+Del Ctrl+Shift+P
	Т	racking Protection	
	A	ctiveX Filtering	
	Fi Ri A	x connection problems eopen last browsing session dd site to Start Screen	
t	Vi Pi Si	iew downloads op-up Blocker martScreen Filter lanage add-ons	Ctrl+J ►
ie	C C	ompatibility View ompatibility View settings	
8	Si Fe	ubscribe to this feed eed discovery <b>/indows Update</b>	*
	F	12 developer tools	
19	In	ternet options	

If you are still experiencing issues after performing the prior instructions the next step would be to clear the cache of the browser and set it to check for new versions of the website on every visit, to do this please see the following instructions:

- Go back into Internet Options click Delete...
- Ensure only **Temporary Internet files and website files** are selected. Click **delete**.
- Click Settings, and select Every time I visit the webpage and click OK, and then OK again.

Internet Options	Delete Browsing History
General         Security         Privacy         Content         Connections         Programs         Advanced           Home page	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
https://staffschedulecare.com/secure/	Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Use current Use default Use new tab	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
<ul> <li>Start with tabs from the last session</li> <li>Start with home page</li> </ul>	History List of websites you have visited.
Tabs Change how webpages are displayed in tabs. Tabs	Download History List of files you have downloaded.
Browsing history	Form data Saved information that you have typed into forms.
form information.	Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Appearance Colors Languages Fonts Accessibility	ActiveX Filtering and Tracking Protection data A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.
OK Cancel Apply	About deleting browsing history Delete Cancel

Internet Options ? ×	
General Security Privacy Content Connections Programs Advanced	
Home page	
To create home page tabs, type each address on its own line.	
	Website Data Settings ? ×
Lise current Lise default Lise new tab	Temporary Internet Files History Caches and databases
Startup	Internet Explorer stores copies of webpages, images, and media for faster viewing later.
◯ Start with tabs from the last session	Check for newer versions of stored pages:
Start with home page	Every time I visit the webpage
Tabs	O Every time I start Internet Explorer
Change how webpages are displayed in tabs. Tabs	○ Automatically
Browsing history	○ Never
Delete temporary files, history, cookies, saved passwords, and web form information.	Disk space to use (8-1024MB) (Recommended: 50-250MB)
Delete browsing history on exit	Current location:
Delete Settings	C:\Users\nbales\AppData\Local\Microsoft\Windows\Temporary Internet Files\
Appearance Colors Languages Fonts Accessibility	Move folder View objects View files
OK Cancel Apply	OK Cancel

If you are using Windows 10 build 19041.804 or above, there is a setting in the Microsoft Edge browser that must be changed to prevent Internet Explorer from automatically opening webpages in Microsoft Edge.

- Open the Microsoft Edge web browser.
- Click on the three dots at the top right corner of the screen to access the settings and more options.
- Click the settings option.

Close Microsoft Edge

- In the new tab click the default browser setting
- Ensure the 'Let Internet Explorer open sites in Microsoft Edge' setting is set to 'Never'.

