
INTERNAL PROCEDURE

HR INTERNAL PROCEDURE FOR: THINGS TO CHECK IF EMPLOYEE CONTINUES TO HAVE DIFFICULTIES LOGGING INTO ULTI PRO

PROCESS OWNER: HR HELP DESK / HR STAFF

BUSINESS OWNER: DOYON, LIMITED HRSC

PURPOSE: TROUBLE SHOOTING USER ACCOUNTS IN ULTI PRO

PROCEDURES:

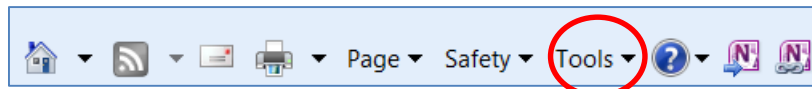
1. Verify that the user is using a browser that is compatible and supported by UltiPro:

Microsoft Windows & Mac					
Internet Explorer			Mozilla Firefox		Google Chrome
Internet Explorer 8.0	Internet Explorer 9.0	Internet Explorer 10.0	Mozilla Firefox 22.0	Mozilla Firefox 23.0	Google Chrome 28.0

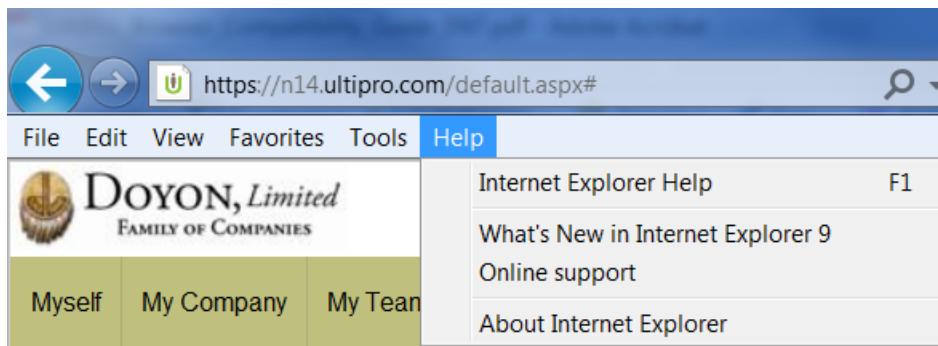
At this time, Internet Explorer 10.0 is the browser most compatible with all UltiPro product features. Please refer to *UltiPro Browser Compatibility Guide Fall 2013 Release* to view browser compatibility for UltiPro features.

How to check browser information:

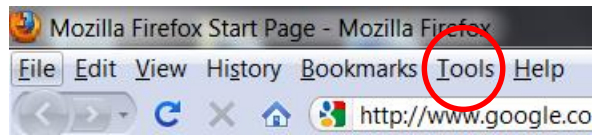
- ❖ **Internet Explorer** (depending on which version): click the question mark button on the top navigation bar and click "About Internet Explorer" or go to Help>About Internet Explorer



Or

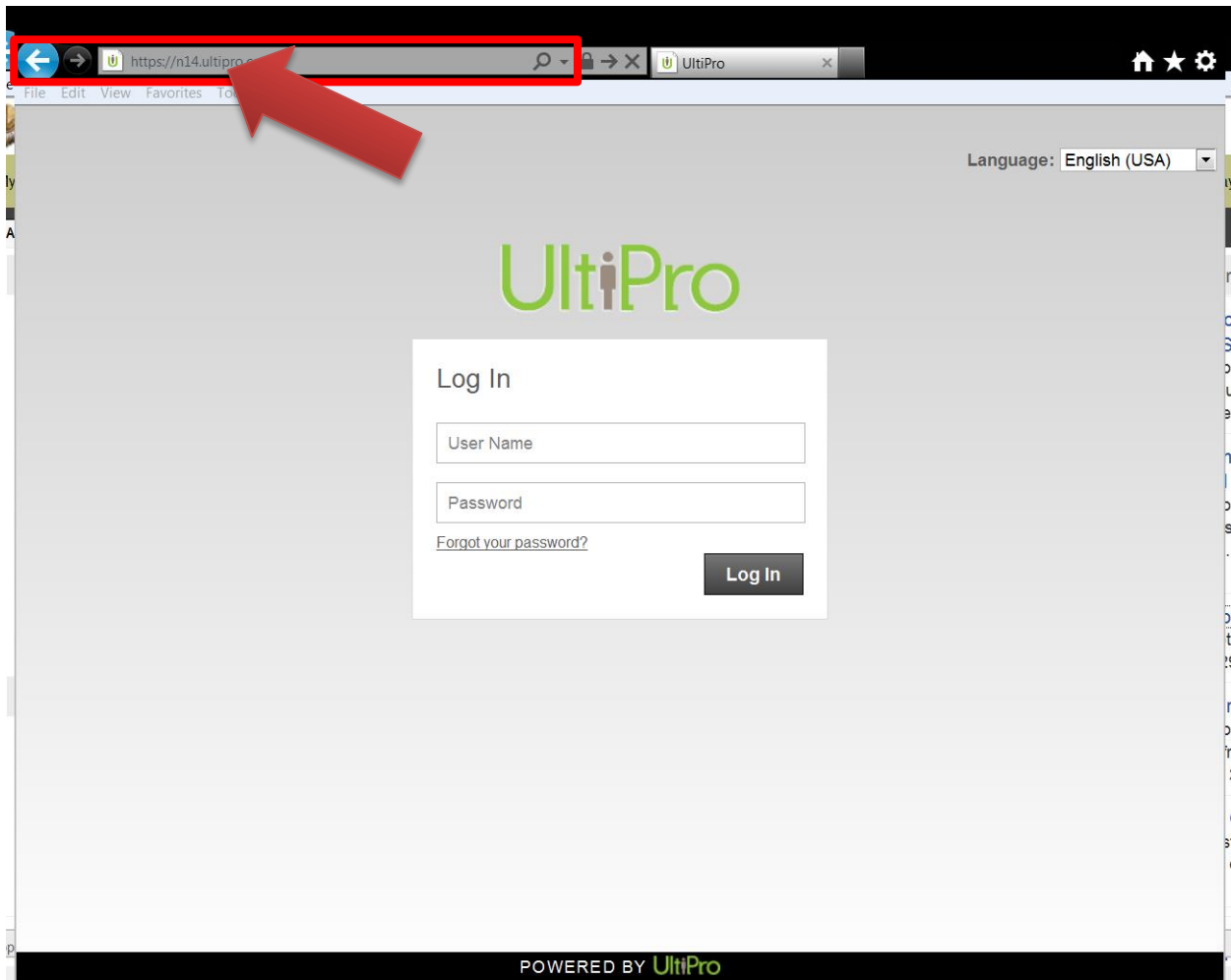


❖ **Mozilla Firefox:** go to Help>About Mozilla Firefox

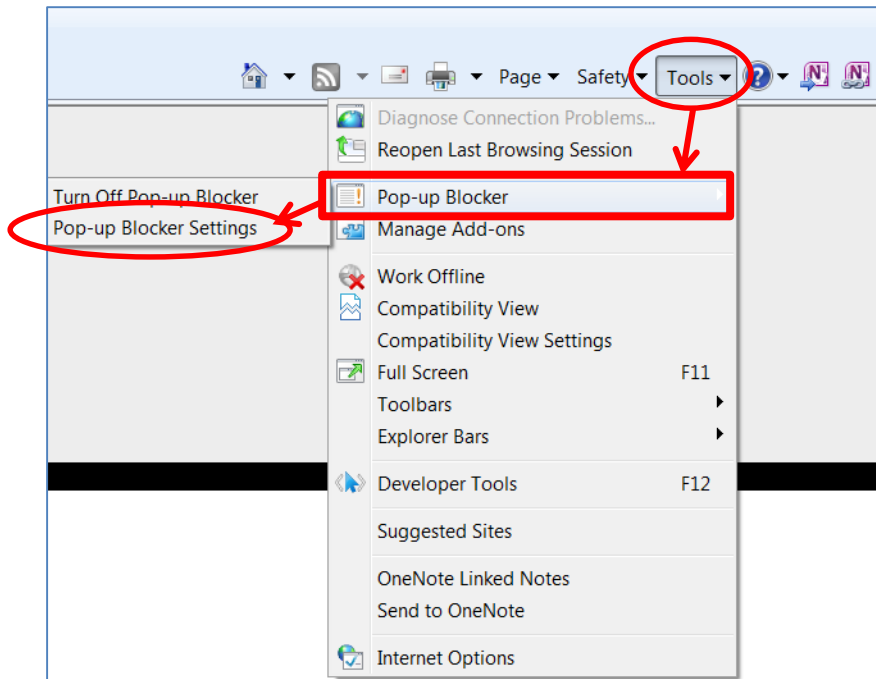


2. Verify that the user is navigating to the correct UltiPro website by directly typing in the URL “<https://N14.UltiPro.com>” in the website address field.

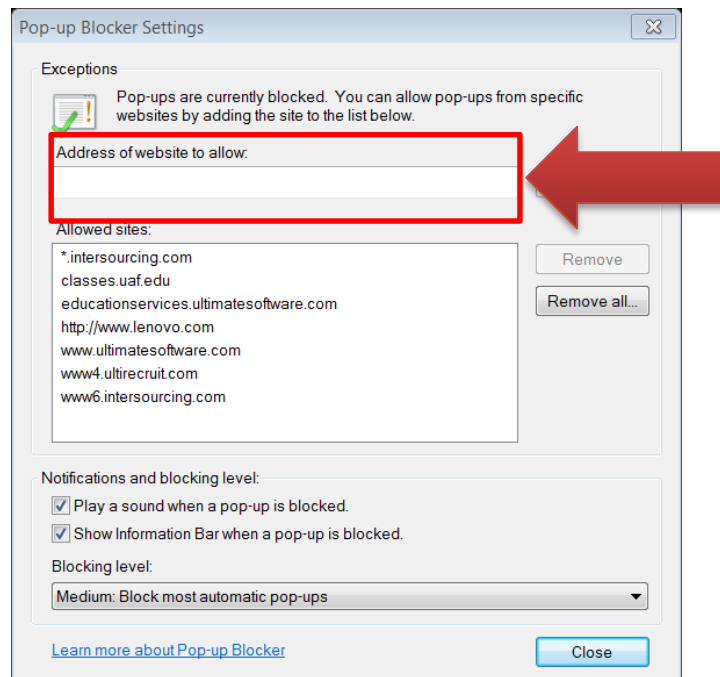
Note: some users mistake search fields for the web address field

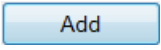
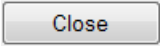


3. Verify that the user has changed their privacy settings to allow pop-ups from the website:
a) Click **Tools> Pop-Up Blocker > Pop-Up Blocker Settings**. A new window will open.



- b) Type in UltiPro's website address into the "Address of website to allow:" field.
Note: the user may have to contact their IT Department for authorization.

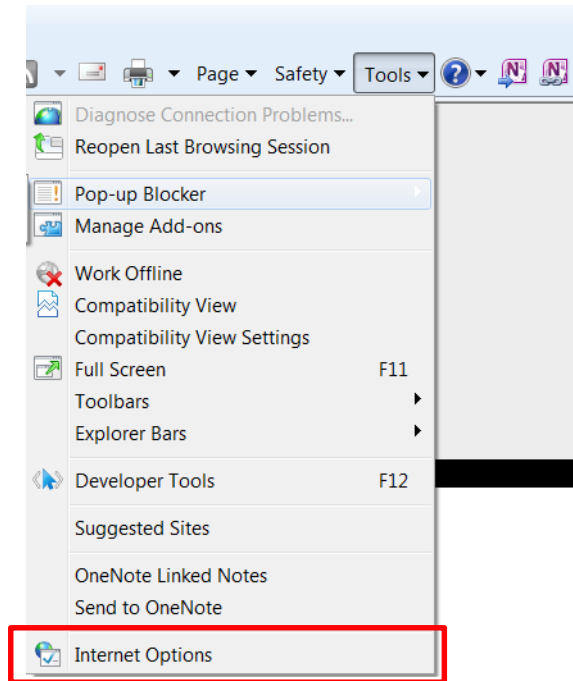


- c) Click .
d) Click .

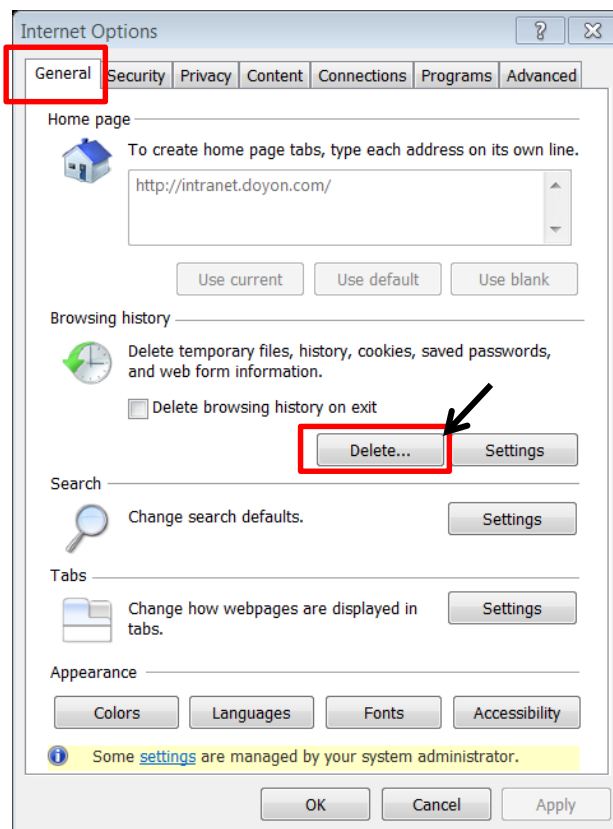
4. Have the user clear internet browser cookies, browsing history, temporary files, saved passwords, and web form information

Internet Explorer:

- a) On the browser navigation bar click **Tools> Internet Options**. A new window will open.

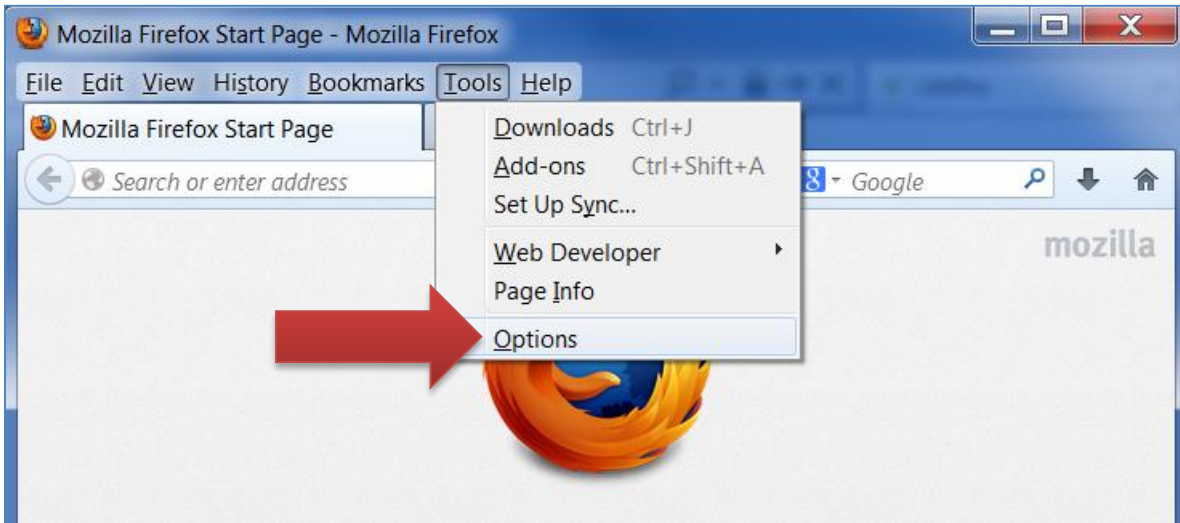


- b) Click the **General** tab> click **Delete** under the browsing history section.

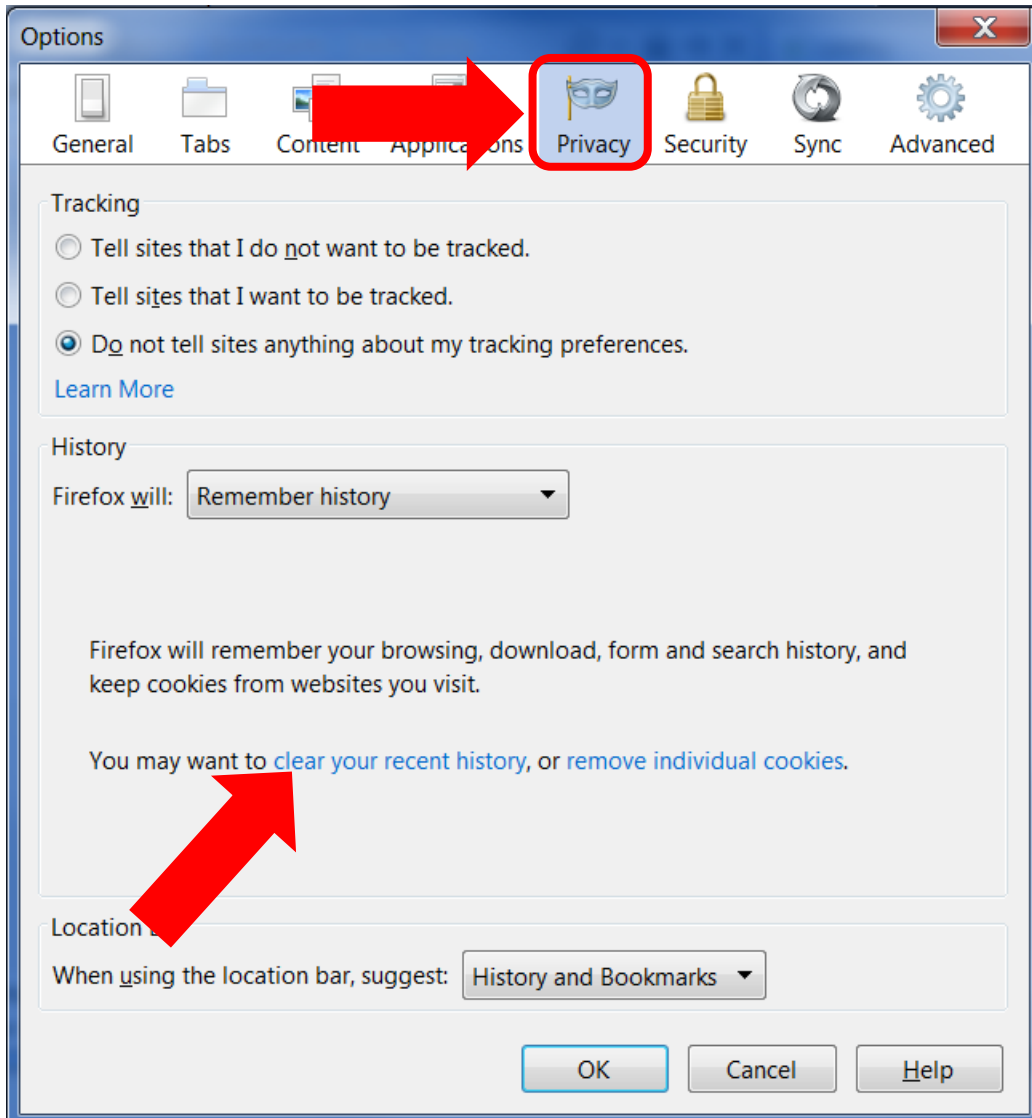


Mozilla Firefox:

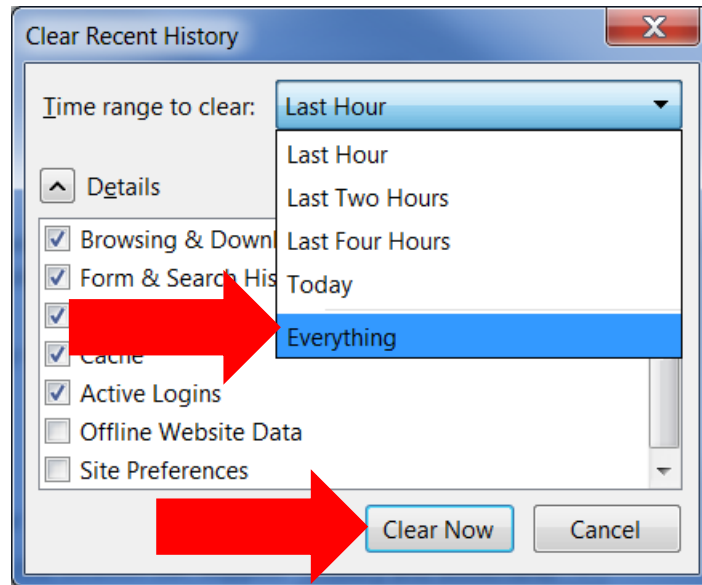
a) Click Tools>Options



b) Go to Privacy>click "clear your recent history"



c) Select "Everything" from the drop-down menu and click Clear Now

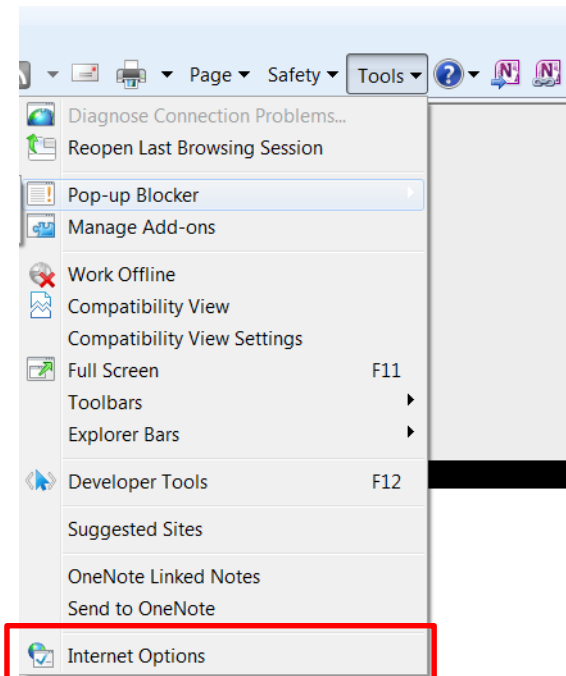


5. Verify that the user's UltiPro username is correct by making sure their social security number is entered correctly in their UltiPro record. If the SSN is incorrect, correct it and contact the HR Help Desk to have their username reset.

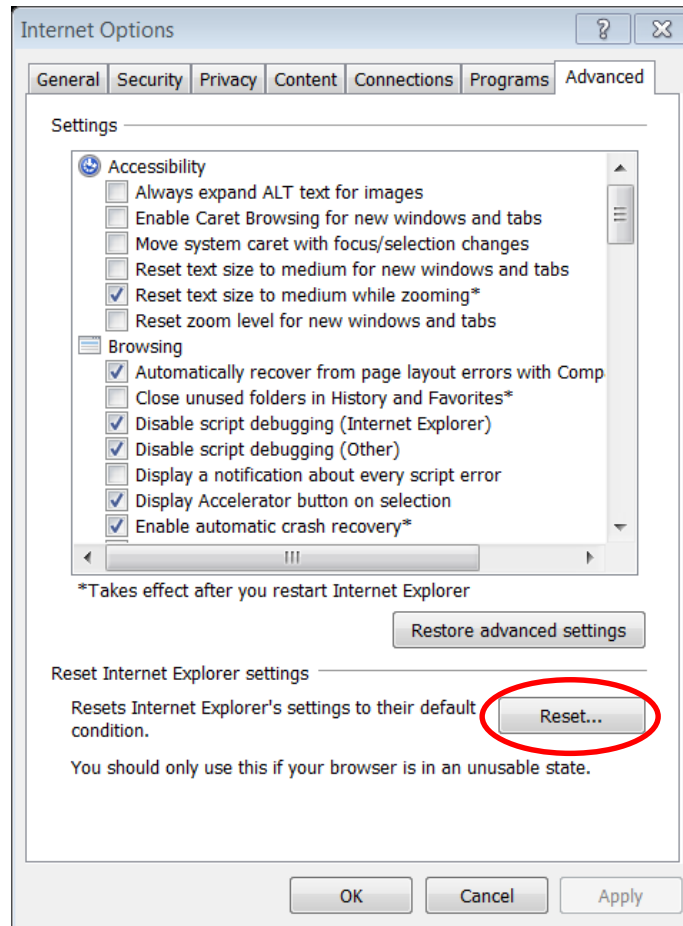
6. For Internet Explorer: As a last resort, you may have the user reset their internet settings to the browser's default settings.


Note: any passwords/bookmarks saved will be removed once the settings have been reset.

a) On the browser navigation bar click **Tools> Internet Options**. A new window will open.



b) In **Internet Options>** click the **Advanced tab**.



c) Click .

d) Click .