PeopleSoft Access & Internet Browser Troubleshooting

User Guide
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Document Overview
This document contains steps for accessing PeopleSoft from work and using Multi-Factor Authentication (MFA) to connect to PeopleSoft from home. It also contains troubleshooting steps you should take if you are encountering Internet browser issues while using Baptist Health South Florida’s Oracle PeopleSoft.

Steps for PeopleSoft access

1. Click the PeopleSoft icon on the Intranet (Sun Page) to access PeopleSoft from work.
2. Register with MFA to access PeopleSoft from home.
3. If you have any issues connecting to PeopleSoft, please contact your CTT.

Steps for Troubleshooting your Internet Browser

1. Determine if your Internet browser version is supported.
2. If your Internet browser version is supported, determine if there is a documented work-around or explanation for your issue.
3. If your issue does not have a documented work-around, please contact your CTT.
PeopleSoft Access
Accessing PeopleSoft at Work

To access PeopleSoft at work, visit the Intranet (Sun Page) and look for the PeopleSoft Employee and Manager Self Service icon.
After clicking on the Employee Self-Service icon from the Sun page, you will be transferred to the PeopleSoft login page. You must use your AD (network) username and password to login. You are now logged into PeopleSoft.
Accessing PeopleSoft at Home

To access PeopleSoft from home, you will first need to register for Multi-Factor Authentication (MFA). Once you have registered for MFA, you can login to PeopleSoft directly. If you use the Cisco AnyConnect Secure Mobility Client to connect to the network, you can continue to use it. Once you have logged in with the Cisco AnyConnect tool, you can access the Sun page and login to PeopleSoft.

What is MFA?
MFA is the latest technology for system safety and security. It uses multiple factors to identify you and ensure secure access to PeopleSoft data when outside of the Baptist Health network. For more information about Multi-Factor Authentication visit www.baptisthealth.net/MFAInfo

MFA Registration
To complete your account configuration and start using Multi-Factor Authentication, simply log in to the Multi-Factor Authentication User Portal at https://mfa.baptisthealth.net/portal. You must use your AD username and password to login. During the registration process you’ll select one of the three available authentication methods (the MFA mobile app, an automated phone call, or an automated text message). **Note: You will only need to complete MFA Registration one time.**
Accessing PeopleSoft Directly
After you have registered with MFA, you are ready to log in to PeopleSoft. Begin by going directly to the PeopleSoft page:

https://pspaprd.baptisthealth.net/psp/PAPRD/?cmd=login&languageCd=ENG

You will be transferred to the PeopleSoft login page. You must use your AD username and password to login. This is the same information that you use to log into computers on the Baptist Health network. After you click the Sign In button, your MFA registration will be activated and you will receive a passcode based on the registration option that you selected. You will get an automated text, MFA mobile App notification, or an automated phone call. Follow the instructions given to you from the text, notification, or phone call.

If you follow the MFA instructions successfully, you will be automatically logged in to PeopleSoft and transferred to the PeopleSoft home page.
Accessing PeopleSoft with Cisco AnyConnect Secure Mobility Client

PeopleSoft access is also available by connecting to the Baptist network from home. To connect to the Baptist network, you will need to use the Cisco AnyConnect Secure Mobility Client. It should be available from your Windows Start Menu by going to All Programs > Cisco > Cisco AnyConnect Secure Mobility Client.

Once you are ready to connect, please enter ‘connect.baptisthealth.net’ in the Connect prompt and click the Connect button.

You will be prompted for your AD username and password, then click OK. Note: The label is ‘Passcode’ but please enter your AD password in this field.

Once you click OK, Cisco AnyConnect will activate your MFA registration and will send a passcode based on the registration option that you selected. You will get an automated text, MFA mobile App notification, or an automated phone call. Follow the instructions given to you from the text, notification, or phone call. If you follow the instructions successfully, Cisco AnyConnect will continue logging you in to the Baptist network.
Once you have successfully logged in with Cisco AnyConnect, you now have access to the Baptist Health network and can access the Intranet (Sun Page). To log in to PeopleSoft, follow the same steps when accessing from home (page 4).

Visit the Intranet (Sun Page) and look for the PeopleSoft Employee and Manager Self Service icon. After clicking on the Employee Self-Service icon from the Sun page, you will be transferred to the PeopleSoft login page. AD username and password are required for log in.

Once you have finished working in PeopleSoft and you are ready to disconnect from the Baptist Health network, right-click on the Cisco AnyConnect icon from your system tray and click Quit.
Internet Browser Troubleshooting
Determine if your Operating System version is supported

If you are having issues with your Internet browser, it is possible the version of your Operating System is not supported by Baptist Health South Florida’s Oracle PeopleSoft product (or system).

Microsoft Windows XP is not supported by PeopleSoft as it is no longer being supported by Microsoft. If you try to login to PeopleSoft and get the following message on your Internet Browser, you may have Microsoft Windows XP. If you are accessing PeopleSoft from your home computer, it is recommended to upgrade your home computer as you will not be able to login to PeopleSoft.
Determine if your Internet Browser version is supported

If you are having issues with your Internet browser, it is possible the version of your Internet browser is not supported by Baptist Health South Florida’s Oracle PeopleSoft product (or system).

The following browsers are supported:

<table>
<thead>
<tr>
<th>Internet Browsers</th>
<th>Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Safari</td>
<td>7, 6, 5</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>24</td>
</tr>
<tr>
<td>Microsoft Internet Explorer</td>
<td>11, 10, 9, 8</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>17</td>
</tr>
</tbody>
</table>

To find your Internet browser version:

<table>
<thead>
<tr>
<th>Browser</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer</td>
<td>If you are using Internet Explorer, it is located in the Help menu. Click 'About Internet Explorer'.</td>
</tr>
<tr>
<td>Firefox</td>
<td>If you are using Firefox, click the Menu button, then the Help menu.</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>If you are using Google Chrome, click on the Customize button with the 3 horizontal lines , and click 'About Google Chrome'.</td>
</tr>
<tr>
<td>Other Browsers</td>
<td>For other browsers, click either the Menu or Tools button, typically located in the top right corner of the browser. It is usually under the About or Help section.</td>
</tr>
</tbody>
</table>
Steps for Clearing Your Internet Browser Cache

Before starting your Internet Browser session for access to PeopleSoft, it is recommended to clear your Internet Browser memory known as cache. This is not required to do every time you login, but it may be helpful in fixing several issues with your Internet Browser. After clearing your Internet Browser cache, please close your Internet Browser and reopen it to start a new Internet browsing session.

Clearing Internet Browser Cache for Internet Explorer
From your Internet Browser Command toolbar, click on the Safety dropdown and select the option for ‘Delete Browsing History’.
Make sure the first option for ‘Preserve Favorites website data’ is unchecked and the remaining options checked, as shown below, and click the ‘Delete’ button.
Clearing Internet Browser Cache for Firefox

From your Internet Browser toolbar, click the Menu button ☰ and click on the Options button Options. Select the ‘Advanced’ panel, click on the ‘Network’ tab, and in the ‘Cached Web Content’ section, click ‘Clear Now’.
Clearing Internet Browser Cache for Google Chrome

From your Internet Browser toolbar, click on the ‘Customize and Control’ button , click on ‘More Tools’, and select ‘Clear browsing data...’.
Select ‘the beginning of time’ option from the dropdown, check ‘Browsing history’, ‘Cookies and other site and plug-in data’, ‘Cached images and files’, and ‘Hosted app data’ options, and click ‘Clear browsing data’.
Troubleshooting Issues for Microsoft Internet Explorer

The issues below have been identified as common to all versions of Internet Explorer.

*PeopleSoft will not run on WindowsXP*

### Closing the Internet browser window does not delete the browser cache

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>EXPLANATION</th>
<th>WORK AROUND</th>
</tr>
</thead>
</table>
| Closing the browser window does not delete the browser cache.       | This occurs when the browser setting ‘Days to keep pages in history’ is set to greater than 0. For security reasons, set ‘Days to keep pages in history’ to 0.                                                   | 1. In the browser menu, select ‘Tools’, ‘Internet Options’  
2. In the ‘Browsing History’ section:  
   a. Check the ‘Delete browsing history on exit’ checkbox  
   b. Click the ‘Settings’ button and in the History section, set the ‘Days to keep pages in history’ option to 0 and click OK  
   c. Click the ‘Delete’ button, check the following, then click ‘Delete’: |
### Viewing attachments causes a ‘download has been blocked’ pop-up window

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>EXPLANATION OR WORK-AROUND</th>
</tr>
</thead>
</table>
| - When viewing attachments, a new window appears.  
- A pop-up contains the message: “If IE indicates your download has been blocked, permit the download by clicking the Information Bar and selecting ‘Download File...’ Please close this window after download has completed.” | Work Around (IE 8.X):  
- Close the window  
- This is a known Internet Explorer bug |

### Unable to use multiple tabs

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>EXPLANATION OR WORK-AROUND</th>
</tr>
</thead>
</table>
| - Multiple tabs are not supported | Explanation:  
  - Multiple tabs are not supported  
Work Around (IE 8.X):  
  - Use the ‘New Window’ link to open new window |

### Cannot upload a file

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>EXPLANATION OR WORK-AROUND</th>
</tr>
</thead>
</table>
| - After typing in a file location, the file upload box exhibits unexpected behaviors | Explanation:  
  - You cannot type in the file path field  
Work Around (IE 8.X):  
  - Click the ‘Browse’ button to find the file’s location |
Troubleshooting Issues for Safari for OS X

The issues below have been identified as common to all versions of Safari for OS X.

Elements or fields are skipped when tabbing through a page

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>EXPLANATION OR WORK-AROUND</th>
</tr>
</thead>
</table>
| • Some page elements are skipped when you tab through a page | **Explanation:**  
  • By default, Safari skips certain items when you tab through a page  
  **Work Around:**  
  You can set your preferences to stop at each item:  
  1. Select ‘Safari’, ‘Preferences’, and click the ‘Advanced’ icon  
  2. Check the ‘Press Tab to highlight each item on a webpage’ check box, and close the dialog box |

Mouse wheel will not scroll

<table>
<thead>
<tr>
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<th>EXPLANATION OR WORK-AROUND</th>
</tr>
</thead>
</table>
| • On PeopleSoft pages or search drop-down menus, you cannot scroll using the mouse wheel | **Explanation:**  
  • This issue occurs with OS X Lion (10.7)  
  **Work Around:**  
  • Use the vertical scroll bars on the browser window |

Help icon requires multiple clicks

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>EXPLANATION OR WORK-AROUND</th>
</tr>
</thead>
</table>
| • The embedded help pop-up window does not appear on first click of the embedded help icon | **Explanation:**  
  • Multiple clicks are required  
  **Work Around:**  
  • No work-around exists at this time |