

Overview

Introduction

There's been a change to the supported browser for CalPlanning, Internet Explorer. Microsoft is discontinuing security updates for Internet Explorer versions older than Internet Explorer 11 (IE 11). Because of this, campus desktop support will be available for IE 11 browsers but is being discontinued for older versions.

If you are using Citrix, your browser is managed behind the scenes and you can ignore this update.

If you are using a "campus managed" computer (a computer supported by CSS IT), this update will likely have been made for you automatically and you won't have to take any action. You can just keep signing in to CalPlanning as usual.

If you previously used IE 9 or 10 to connect to CalPlanning on a campus managed desktop, you should be able to automatically use IE 11 in Enterprise Mode. Enterprise Mode is a compatibility mode for IE 11 that lets you run IE11 on older versions of Windows.

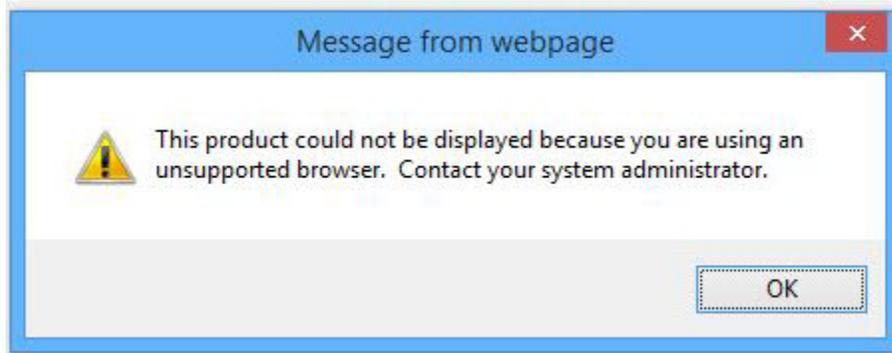
If you are logging in to CalPlanning with a "campus managed" computer and you run into an error message about an unsupported browser, you likely need to add the CalPlanning URL to your Internet Explorer trusted sites. This job aid will walk you through the steps to do this.

Questions

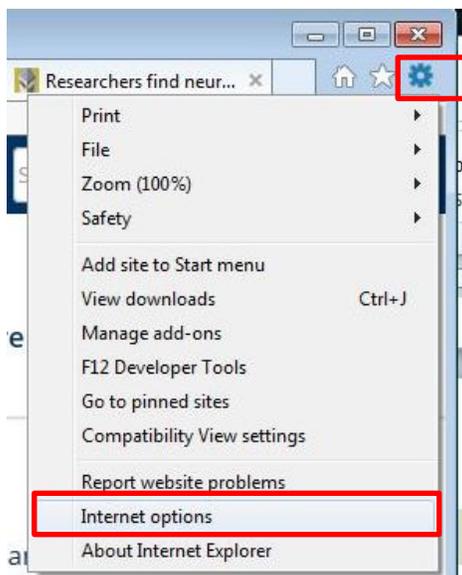
If you have any questions, please email calplanhelp@berkeley.edu.

Troubleshooting Unsupported Browser Error

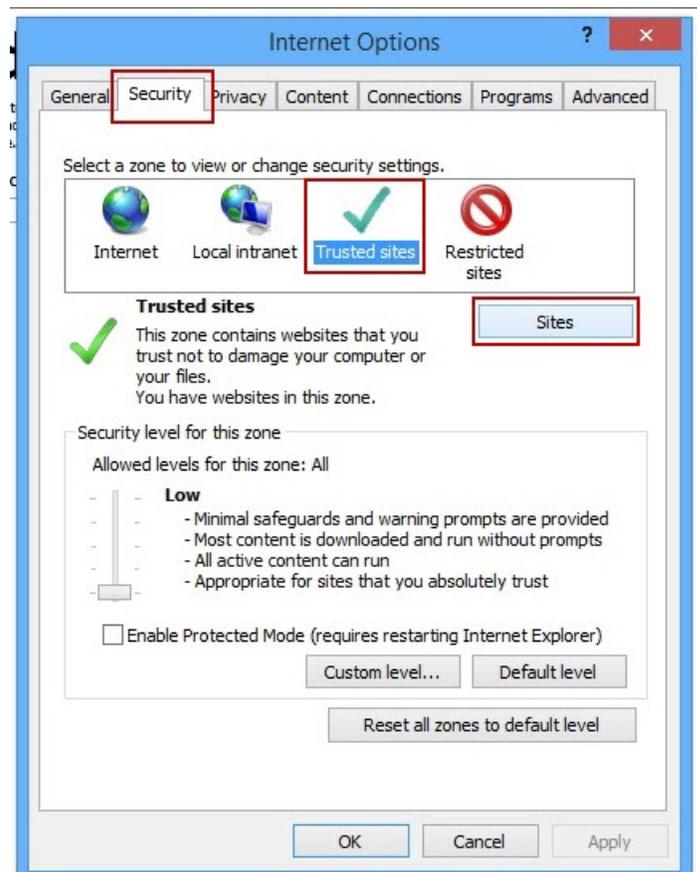
If you run into the error shown below about an unsupported browser, you'll need to add the CalPlanning URL to your Internet Explorer trusted sites.



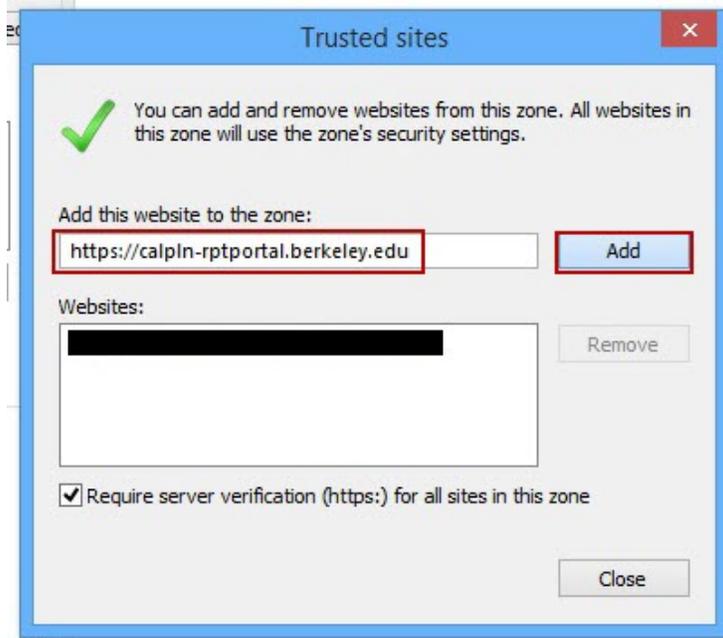
1. Go to the **gear icon** on the top-right of your Internet Explorer screen, and click on **Internet Options**.



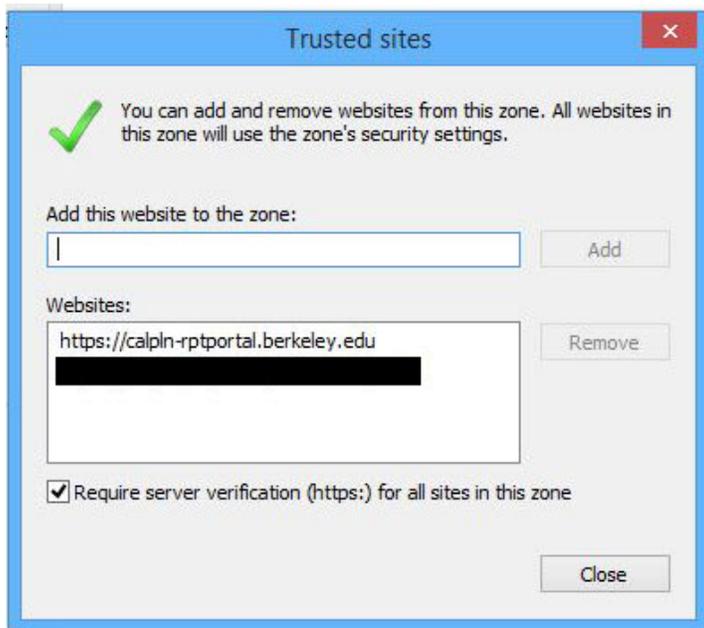
2. Click on the **Security** tab and then select **Trusted sites**.
3. Click on the **Sites** button.



4. In the **Trusted sites** window, **copy and paste** the following address into the space where it says “**Add this website to the zone:**” `https://calpln-rptportal.berkeley.edu`
5. Click on the **Add** button.



6. You'll see the address added to the trusted websites. Click on the **Close** button, then **select OK**, to get back to your browser screen. You may need to quit your browser for the change to take effect.



If that doesn't resolve the error, contact your [IT Help Desk](#).