CalPlanning | Job Aid

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 <u>calplanhelp@berkeley.edu</u>.



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.

F	lesearchers find neur 🗙 🔰 🕠) 🖾 🛱
	Print	+
	File	•
5	Zoom (100%)	×.
	Safety	•
	Add site to Start menu	
	View downloads	Ctrl+J
	Manage add-ons	
	F12 Developer Tools	
	Go to pinned sites	
	Compatibility View settings	
	Report website problems	
	Internet options	
	About Internet Explorer	

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

		Internet	Options		
General Se	curity Privac	y Content	Connections	Programs	Advanced
Select a zo	ne to view or c	hange secu	rity settings.	0	
Interne	et Local intr	ranet Trus	ted sites Res	stricted sites	
Т	rusted sites			Site	20
	his zone contai ust not to dam our files. ou have websit	ns websites lage your co tes in this zo	that you mputer or ne.		
Security	evel for this zo	ne			
Allowed	levels for this	zone: All			
	Low - Minimal s - Most cor - All active - Appropri	safeguards a ntent is down e content ca iate for sites	and warning pro nloaded and rur n run s that you absol	mpts are pro n without pro utely trust	ovided ompts
En	able Protected	Mode (requ	ires restarting I	nternet Exp	lorer)
		Cus	tom level	Default	level
			Reset all zone	s to default	level



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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.

dd this website	e to the zone:		
https://calpin	-rptportal.berkeley.edu	1	Add
ebsites:			
			Remove

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.

udd this website to the zone :	
	Add
Vebsites:	
https://calpin-rptportal.berkeley.edu	Remove
Require server verification (https:) for all sites	s in this zone

If that doesn't resolve the error, contact your <u>IT Help Desk</u>.

