

Browser Issues

For accessing MI HR Self-Service and related sites

NOTE: Downloading software and changing software settings on personal computer is done at your own risk. Consult DTMB's Client Service Center (1-800-968-2644) or your agency IT staff to download software or change settings on state-owned computers.

Self-Service only works with Internet Explorer

- Self-Service is designed for Microsoft Internet Explorer (IE)
 - IE 8 is the preferred version (IE 6 or 7 will work)
 - Free download is available: www.microsoft.com
 - Apple or Mac computers can not run Internet Explorer
- Firefox, Netscape, Safari and Web TV **can not access** Self-Service.
 - Some users report that Earnings Statements can be viewed on other browsers

Browser “trusted sites” settings can block access

State computers should already have these trusted sites. Home computers may want to add:

https://*.michigan.gov	to access the State Internet
https://sso.state.mi.us	to access Self-Service pages
https://web1mdcs.state.mi.us	to access Password pages

Add trusted sites by selecting the IE Tools menu on the gray browser toolbar, then select Internet Options, Security tab, Trusted Sites icon, and Sites button. Type in each address exactly as shown above, then click the add button. Please note that if using IE8, you will be required to contact DTMB's Client Service Center or your agency IT staff to add trusted sites to a state owned PC.

Session Cookies are necessary inside your account

When you log in to Self-Service, session cookies ‘remember’ who you are as you go from page to page. When you log out, the session cookies disappear. Make sure session cookies are enabled by selecting the IE Tools menu on the gray browser toolbar, then select Internet Options, Privacy tab, Settings window, Advanced button.

Pop-Up blockers can block parts of Self-Service

Make sure your IE pop-up blocker is turned off by selecting the IE Tools menu on the gray browser toolbar, then select Internet Options, Privacy tab, and un-check the Block Pop-ups box.

Special tool bars like Google, MSN, Yahoo etc. have built in pop-up blockers. The next page has detailed instructions for turning those pop-up blockers off. You can always turn pop-up blockers back on after your Self-Service session.

Who do I contact if I still need help?

Call the MI HR Service Center weekdays between 7:00 AM and 6:00 PM toll free at 1-877-766-6447 (TDD:1-517-241-8046), or email Self-Serv-Support@michigan.gov and include your name, daytime phone number, and a brief description of your issue.

Note: Cleaning out old cookies and temporary Internet files can significantly increase how well your browser functions!

Pop-Up Blockers

I don't recall downloading a 'pop-up blocker', where did this come from?

Pop-up blockers often come on specialty toolbars, which are easy to download by mistake and may not cause problems in general. Toolbars will usually be located at the top of the internet browser window just below the standard gray address bar. Other pop-up blockers may be part of your internet service package or a built-in function if you use a dial-up web accelerator.

If I have a pop-up blocker, what should I do?

If you are having problems accessing all the functions in Self-Service, you can turn the pop-up blocker off before logging into Self-Service. You can then turn the blocker back on when you are finished. Each blocker has its own control features. The next section details how to disable the most common of these blocker programs, listed in alphabetical order. Keep in mind that it is possible to have more than one pop-up blocker at a time.

AOL Toolbar



Click the **Blocked** button to turn this feature on or off.



Earthlink Toolbar



Click the **Pop-Up Blocker** icon to turn this feature on or off.

Google.com Toolbar



When the pop-up blocker intercepts an incoming ad, your cursor changes briefly to look like this: . The pop-up blocker button displays this icon:  along with a count of the number of pop-ups blocked since the last Toolbar installation. **To let a pop-up through on a one-time basis**, press and hold the CTRL key as you click on the link that caused the pop-up. **To completely disable the pop-up blocker**, open the Toolbar Options window and clear the checkbox next to pop-up blocker in the Accessories section. (The pop-up blocker is available only for Internet Explorer version 5.5 and later.)

MSN Toolbar



To allow pop-up windows on the current website: On the Pop-up Guard menu, click **Allow Pop-ups for this Site**.

To allow pop-up windows on specific websites or intranet sites:

1. On the MSN Toolbar, click the down arrow to the right of the Pop-up Guard button, and then click **Pop-up Guard Settings....**
2. Click the **Allow List** tab.
3. In the text box, type the web address (URL) of the website where you want to allow pop-up windows, and then click **Add**.

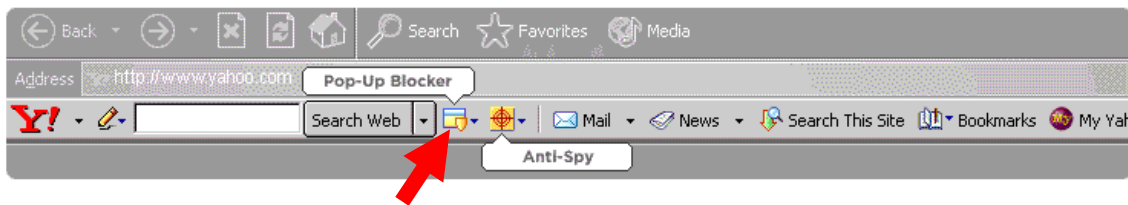
Star Ware Toolbar (Ad Zapper)




To turn off, click the **Ad Zapper** button and select the disable option.

To uninstall Starware, go to your Start Menu>Control Panel>Add/Remove Programs. When you have the Add/Remove Control Panel open, scroll down the list of installed programs until you see "Starware." Select it and click "Change/Remove". A custom window appears. Uncheck all the products. The uninstaller will remove the software from your computer automatically.

Yahoo.com Toolbar



When a window is blocked, the Pop-Up Blocker icon will animate  (from a shield to an explosion icon) and play a sound. If Pop-Up Blocker is blocking something you want to see:

- Turn off Pop-Up Blocker by clicking the Pop-Up Blocker button and un-checking **Enable Pop-Up Blocker**.
 - Or, add the source of the pop-up window to your Allowed List by clicking the Pop-Up Blocker menu and selecting **Always Allow Pop-Ups From....** Then select the site from the **Sources of Recently Blocked Pop-Ups** list and click **Allow**.
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