

Information about Internet Browsers

Useful Tips about MI HR Self-Service and Internet Explorer 6.0

This User Guide is for information purposes only. Downloading software and changing software settings on state-owned computers should be done in consultation with the Department of Information Technology Client Service Center (1-800-968-2644) or your agency IT staff. Downloading software and changing software settings on your own personal computer is done at your risk.

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About Browsers


An Internet browser is a program that lets you “see” documents and pictures across the Internet. The Self-Service system is designed to work with the state’s standard browser: Microsoft Internet Explorer (IE), version 6.0, service pack 2 (SP2). Many home users also report that IE version 7.0 also works, and it is available for free download at Microsoft.com. The following browser DO NOT Work with self-service: Firefox, Netscape, Safari, and Web TV. Currently, self-service is not available from Apple or Mac computers.

What browser am I using?

To figure out which browser you are currently using, open the Internet just like you usually do. Look at the title bar located in the upper left-hand corner of your screen.

If you are using Internet Explorer, you will see a picture of a blue “e” with a piece of paper behind it. The “e” will look just like the one shown:



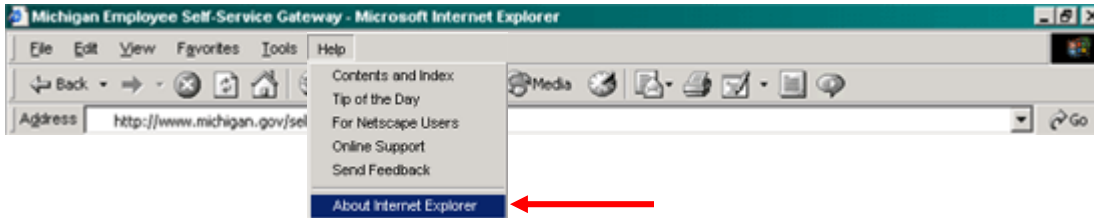
Next to the “e” will be the title of the web page you are on, then the name of your browser. For example, the title bar of the screen print above shows,  MI HR Gateway – Microsoft Internet Explorer.



America Online (AOL): AOL uses its own brand browser. If you experience a problem that seems to be browser related, please call AOL directly at 1-800-392-5180

Which version of Internet Explorer am I using?

Open your Internet Explorer browser. From the gray browser toolbar, click Help, and then select About Internet Explorer from the drop-down menu.



A new window appears with information about your Internet Explorer browser.



The first line of text shows your browser version. The second line shows your Cipher Strength. This should be 128-bit encryption. Finally, the fourth line shows which update version you have. For Internet Explorer 6.0 you should have SP2 (Service Pack 2) listed on this line. Any additional upgrades (“patches”) may also be listed here.

If you have a version lower than 6.0, you will need an upgrade to use self-service. Free IE Browser upgrades are available from Microsoft’s web site at www.microsoft.com.

PLEASE NOTE: If you are using a State of Michigan owned computer you are required

to contact the Department of Information Technology Client Service Center (1-800-968-2644) or your agency IT staff to request any upgrades or other downloads described in this user guide.

Encryption is a way of making data unreadable to everyone except the receiver, and it is a common way of sending sensitive data, like credit card numbers, over the Internet when conducting online transactions. There are several levels of encryption—the higher the number, the more secure the communication. Browsers that support 128-bit encryption offer the best protection.

If you do not have 128-bit encryption on your work computer, you will need to contact your Information Technology resource people, or the person that usually fixes your computer. They will need to upgrade your browser to 128-bit encryption. For your home computer, an encryption download is available, for free, from Microsoft’s web site at www.microsoft.com. Search for “Internet Explorer High Encryption Pack” and carefully read the related information before installation.

Trouble Shooting

“I have Internet Explorer 6.0, Service Pack 2 with 128 bit encryption, so why am I still having trouble viewing or using some MI HR Self-Service web pages?”

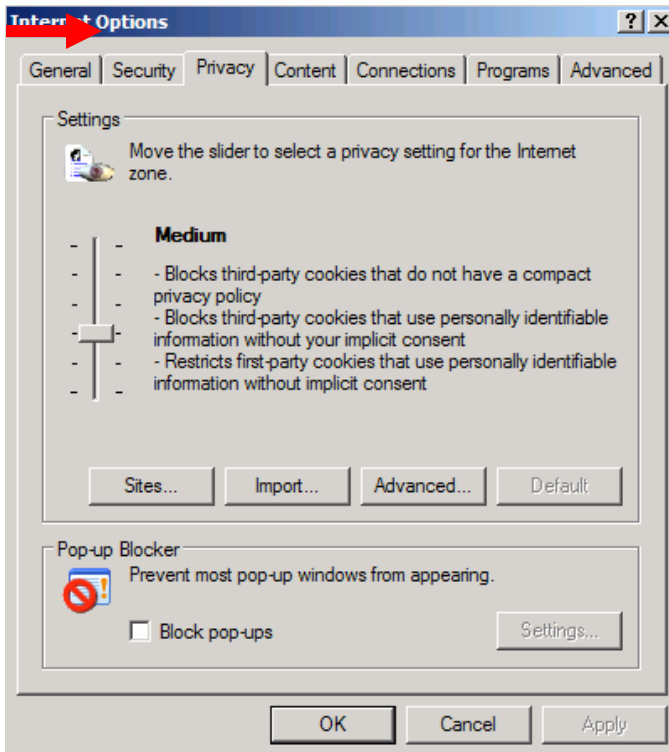
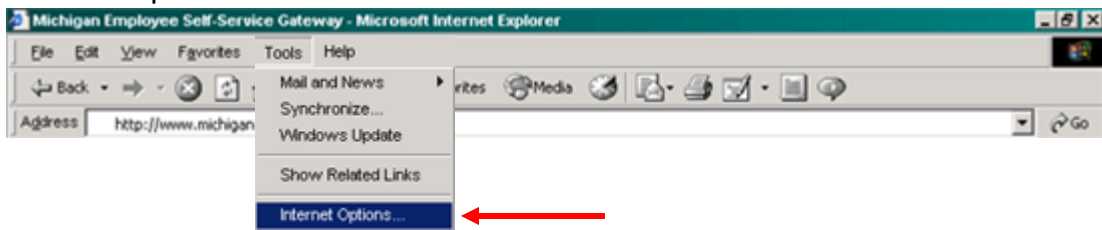
There are four additional things you may want to check:

1. **Is my computer blocking necessary cookies?**
2. **Are old cookies and temporary Internet files interfering?**
3. **Are my browser settings blocking self-service functions?**
4. **Do I have Pop-Up Blockers blocking self-service functions?**

1. Is my computer blocking necessary cookies?

Cookies got their name from the fact that most web sites you visit leave a "crumb" of data on your computer so that the web site can "remember" who you are. MI HR Self-Service sets session cookies on your computer so that as you go from page to page, it still knows it's you. In order to use MI HR Self-Service, your browser needs to accept session cookies.

To check your cookie settings from your gray browser toolbar, click Tools, then select Internet Options from the drop down menu.

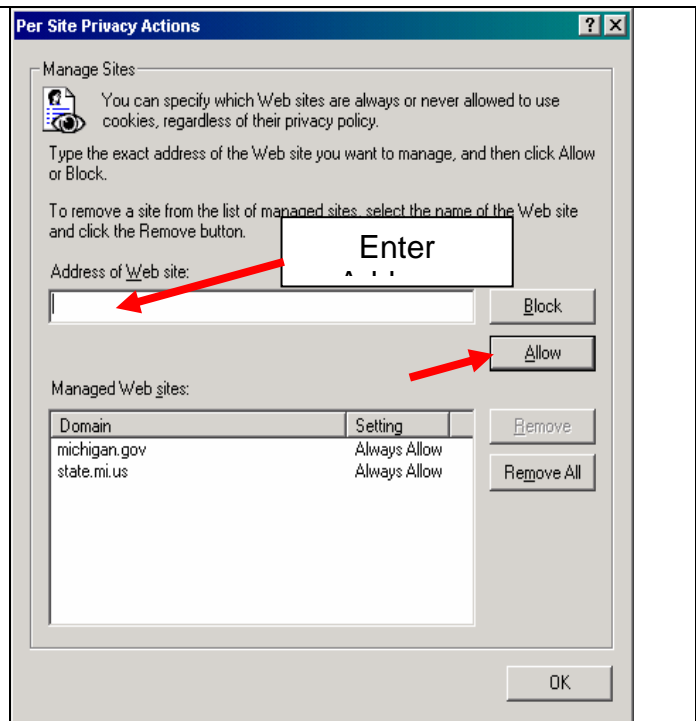


When the Internet Options screen appears, click the Privacy tab (top of window), and then the Sites... button

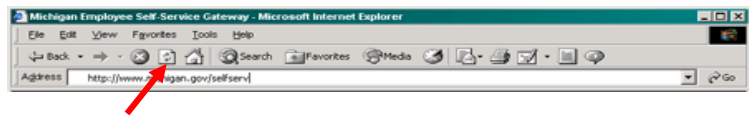
In the Address of Web site box, enter the MI HR Self-Service Internet log in address: <https://sso.state.mi.us> and click the Allow button. State.mi.gov will appear in the Domain column under Managed Web sites.

Repeat the process for the MI HR Self-Service Gateway page address: www.michigan.gov/selfserv. Michigan.gov will appear in the Domain column under Managed Web sites.

Finally, click OK to close the Per Site Privacy Actions screen and then OK again to close the Internet Options screen.



Click the refresh button on your browser toolbar or hit the F5 key on your keyboard. You are now ready to log into Self-Service.



2. Are old cookies and temporary Internet files interfering?

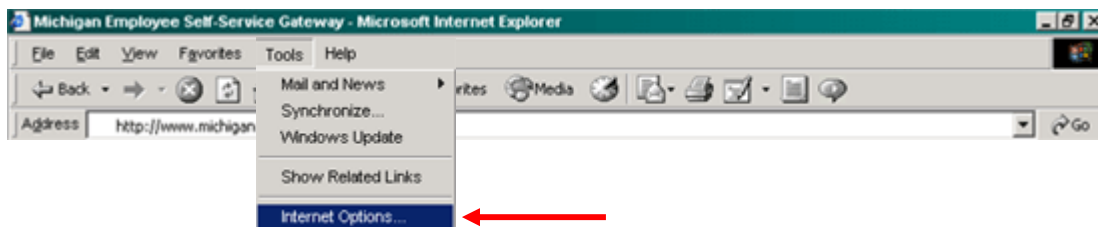
Warning: If you remove cookies and temporary files, you may lose preferences you have set for some of your favorite web sites.

Cookies leave a "crumb" of data on your computer so that a given web site can "remember" who you are. For example, MI HR Self-Service uses session cookies on your computer so that as you go from page to page, it still knows it's you. After time, old cookies can build up and slow your computer down significantly.

Temporary Internet files are automatically stored or cached on your computer when you visit web pages so when you hit your back arrow or revisit a page, your computer has less information to download in order to display the page. In the short run, this makes your web viewing faster. Over time these temporary files can also build up and slow your system down significantly.

To Clear Temporary Internet Files and Delete Old Cookies:

From your gray browser toolbar, click Tools, then select Internet Options from the drop down menu.

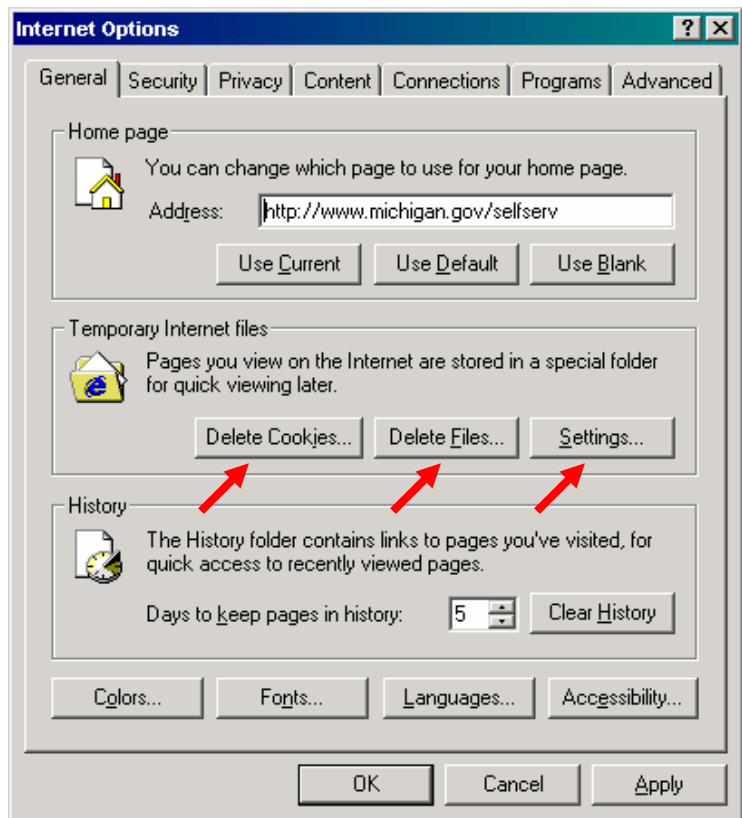


The Internet Options screen appears.

From the General tab, under the section labeled “Temporary Internet Files,” click the Delete Cookies button and select OK from the pop-up screen that appears. This may take a few moments to complete depending on the number of files stored in your temporary Internet folder.

Next, click the Delete Files button and check the Delete all offline content box on the pop-up screen that appears. Click OK. This may also take a few moments to complete.

Finally, click the Settings button.



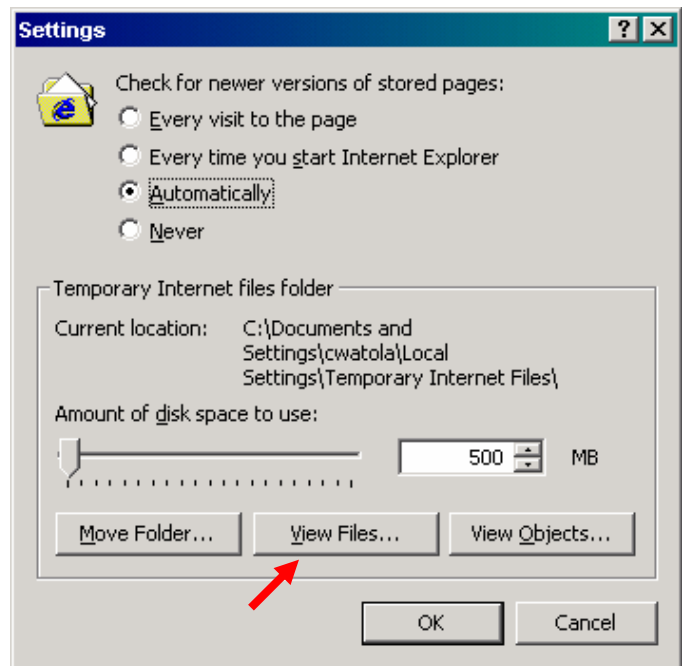
The Settings screen appears.

Most users select “Automatically” under the “Check for newer versions of stored pages.”

To verify that all temporary Internet files have been deleted, click the View Files button. This screen should be blank. If you show a list of files on this screen you will need to delete them. To select the files, click Edit, then Select All from the drop down menu.

Finally, hit the Delete button on your keyboard to delete the selected files.

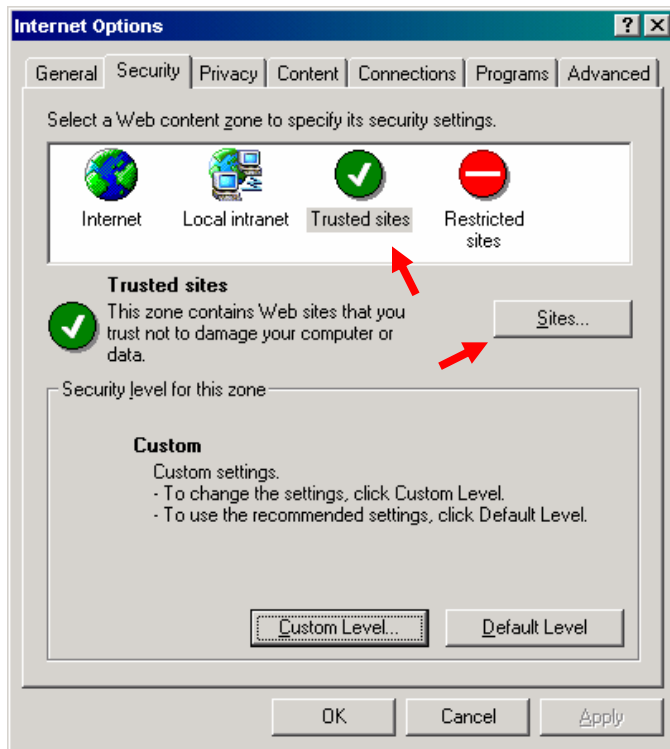
Click OK to return to the Internet Options screen.



Once you have adjusted your browser settings, click the refresh button on your browser toolbar or hit the F5 key on your keyboard. You are now ready to log into your Self-Service account.



3. Are my browser settings blocking self-service functions?



Checking Browser Settings:

From the Internet Options screen, click the Security tab. The Trusted sites icon in the white box should be selected. Then click the Sites button.

Note: Work Computers set to the M1 state standards will already have trusted sites populated for you.

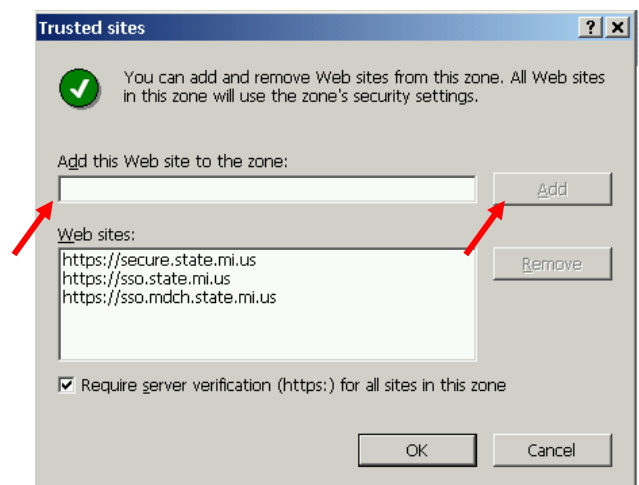
The Trusted sites screen appears. In the 'Add this Web site to the zone' box, enter the MI HR Self-Service Internet log in address: <https://sso.state.mi.us> and click the Add button.

The address appears in the Web sites box.

Repeat this process for the following web addresses:

1. MI HR Self-Service intranet log in:
<https://sso.mdch.state.mi.us>
2. MI HR Self-Service password reset:
<https://web1mdcs.state.mi.us>

These addresses also appear in the 'Web sites' box.



Finally, click OK to close the Trusted sites screen and then OK again to close the Internet Options screen. Click the refresh button on your browser toolbar or hit the F5 key on your keyboard.



You are now ready to log into your Self-Service account.

Pop-Up Blockers

4. Do I have other software that is blocking self-service functions?

If you use IE 6 for Windows XP Service Pack 2 or have added software to your computer that is designed to block pop-up windows (like unwelcome ads), it may also block efforts to log into self-service or update records in parts of self-service. Some users have experienced this issue when trying to add or change Direct Deposits, use some functions in Performance Management, add or change beneficiaries and/or complete an MI 360 survey.

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 don't cause problems per se. Toolbars will usually be located at the top of the internet browser window just below the standard 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 with self-service. 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



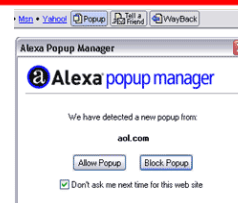
Click the **Blocked** button to turn this feature on or off.

Alexa Toolbar (by Amazon.com)



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

The user will get a popup manager message whenever a popup is being blocked.





Earthlink Toolbar



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

Google.com Toolbar



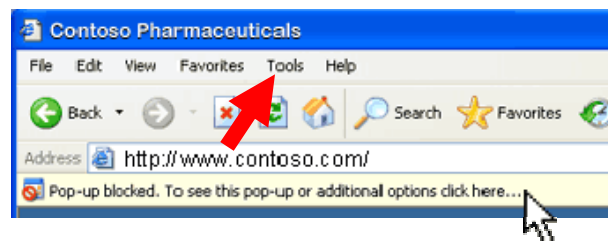
When the pop-up blocker intercepts an incoming ad, your cursor changes briefly to look like this: . The pop-up blocker button displays this icon:  along with a count of the number of pop-ups blocked since the last Toolbar installation. **To let a pop-up through on a one-time basis**, press and hold the 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.)

Microsoft Pop-up Blocker for Internet Explorer XP SP2 Users

When you install SP2, Pop-up Blocker is turned on in Internet Explorer and set to the medium setting, which means it will block most automatic pop-ups. When you see a message in the Information Bar, click the message to see more information or to take action.

To change Pop-up Blocker settings

1. Open Internet Explorer.
2. On the Tools menu, point to Pop-up Blocker, and then click Pop-up Blocker Settings.



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**.

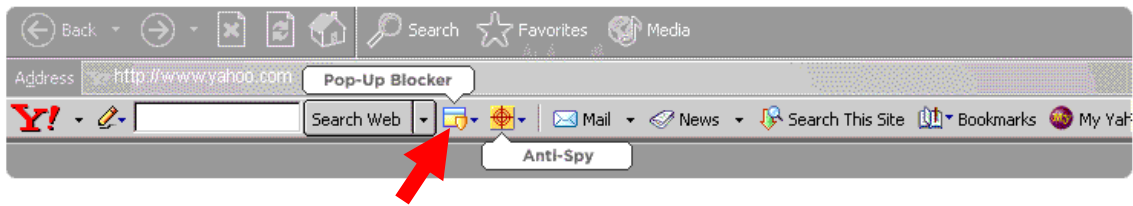
Star Ware Toolbar (Ad Zapper)




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**.

Who do I contact if I still need help?

If you still have problems logging into your Self-Service account, you can 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). You can also email Self-Serv-Support@michigan.gov. Please include your name and a daytime phone number so we may contact you.

If you are experiencing computer-related problems at work, please contact the DIT Client Service Center at (800) 968-2644 or (517) 241-9700, or your agency IT staff.