

# SUPPORT GUIDES



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# Web Browser

# Turning the Pop-Up Blocker On or Off

This article contains links to instructions on how to enable or disable the pop-up blocker in Firefox, Chrome, Internet Explorer, Microsoft Edge, and Safari which may resolve issues with logging in or bringing up websites.

When the pop-up blocker is enabled/on, the browser will block pop-up windows.

When the pop-up blocker is disabled/off, the browser will allow all pop-up windows.



Some of these instructions are geared towards turning ON the pop-up blocker. Typically you will want to turn OFF the pop-up blocker if it is causing issues with accessing a website.

If you do not want to completely disable the pop-up blocker, you can also explore the instructions to find out how to turn off the pop-up blocker just for the specific website(s) you are trying to access.

## 1. Select your browser to view instructions on how to disable the pop-up blocker.

### Mozilla Firefox

[View Mozilla Firefox instructions for turning the pop-up blocker on or off.](#)

### Google Chrome

[View Google Chrome instructions for turning the pop-up blocker on or off.](#)

## Safari

[View Safari instructions for turning the pop-up blocker on or off.](#)

## Internet Explorer

[View Internet Explorer 11 instructions for turning the pop-up blocker on or off.](#)  
(select the Pop-Up Blocker section)

## Microsoft Edge



Note that currently there is no option in Microsoft Edge to turn off the pop-up blocker for specific websites; you must either have the pop-up blocker enabled for all sites or disabled.

[View Microsoft Edge instructions for turning the pop-up blocker on or off.](#)

## Need More Help?

Faculty and Staff should contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777 for additional assistance.

Students should contact the Student IT Help Desk at [StudentITHelpDesk@fullerton.edu](mailto:StudentITHelpDesk@fullerton.edu) or 657-278-8888 for additional assistance.

# Clearing Browser History, Cache, and Cookies

This article will cover how to clear browser history, cache, and cookies which may resolve issues with logging in or bringing up websites.

## What are browser history, cache, and cookies?

- **Browser History** is the list of sites that you have visited using this specific browser.
- **Cache** stores temporary files, such as web pages and other online media, that the browser downloaded from the Internet to speed up loading of pages and sites that you've already visited.
- **Cookies** store information about websites you visit, such as site preferences or login status. This includes preferences stored by the Adobe Flash plug-in. Cookies can also be used by third parties to track you across sites.

## 1. Select your browser to view instructions on how to clear the history, cache, and cookies.



If a technical support staff has asked you to try these steps, be sure to ask which type of data you need to clear: history, cache, or cookies (or all three). This will help you decide which options to select when clearing information.

### Mozilla Firefox

[View Mozilla Firefox instructions for clearing history, cache, and cookies.](#)

### Google Chrome

[View Google Chrome instructions for clearing history, cache, and cookies.](#)

## Safari

[View Safari instructions for clearing history.](#)

[View Safari instructions for clearing cookies and cache \(website data\)](#)

## Internet Explorer

[View Internet Explorer instructions for clearing history, cache, and cookies.](#)

## Microsoft Edge

[View Microsoft Edge instructions for clearing history, cache, and cookies.](#)

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# Allowing Cookies in Your Web Browser

This article covers how users can allow cookies in their web browser. This is required for some applications, including saving your Duo authentication if you check the "Remember me for 5 days" option.

## Choose your browser for specific instructions on enabling cookies.

### Google Chrome

[Please follow these instructions to enable cookies for Google Chrome.](#)



In Cookies, next to "Blocked," turn on the switch.

### Mozilla Firefox

[Please follow these instructions to enable cookies for Mozilla Firefox.](#)



Under Enhanced Security Protections, choose either **Standard** or uncheck the **Cookies** option in the Custom settings.

### Safari

[Please follow these instructions to enable cookies for Safari.](#)



 Deselect **Block all cookies**.

Safari 13.1 and later: You must also disable the **Prevent cross-site tracking** option.

## Microsoft Edge

[Please follow these instructions to enable cookies for Microsoft Edge.](#)

## Internet Explorer

[Please follow these instructions to enable cookies for Internet Explorer.](#)

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# Changing Compatibility View in Internet Explorer

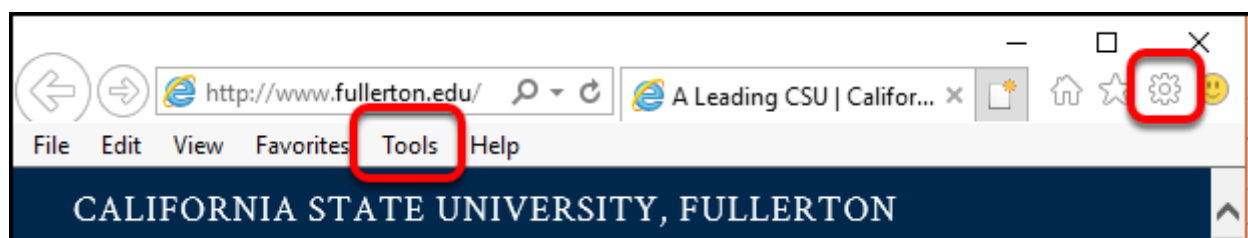
This article covers how users can modify the compatibility view settings in Internet Explorer. Changing these settings (either to enable or disable compatibility view) can often solve issues users have in accessing a particular website.

💡 These instructions show Internet Explorer 11.

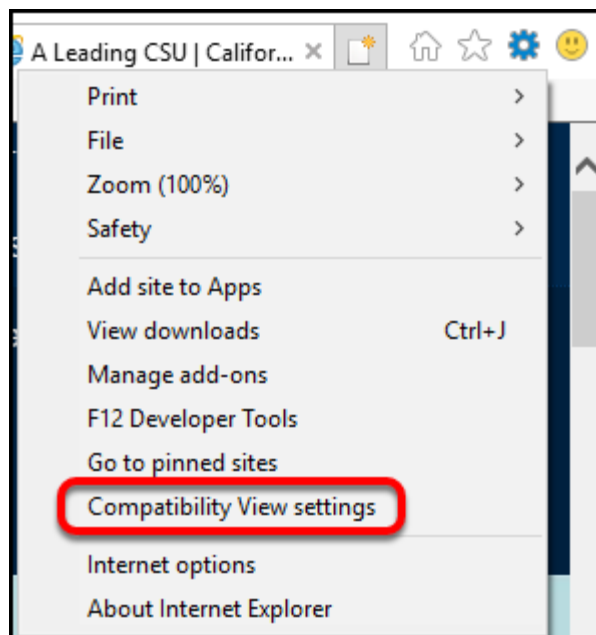
View [Internet Explorer help on the Microsoft website](#) to find information on other versions of Internet Explorer.

[Which version of Internet Explorer am I using?](#)

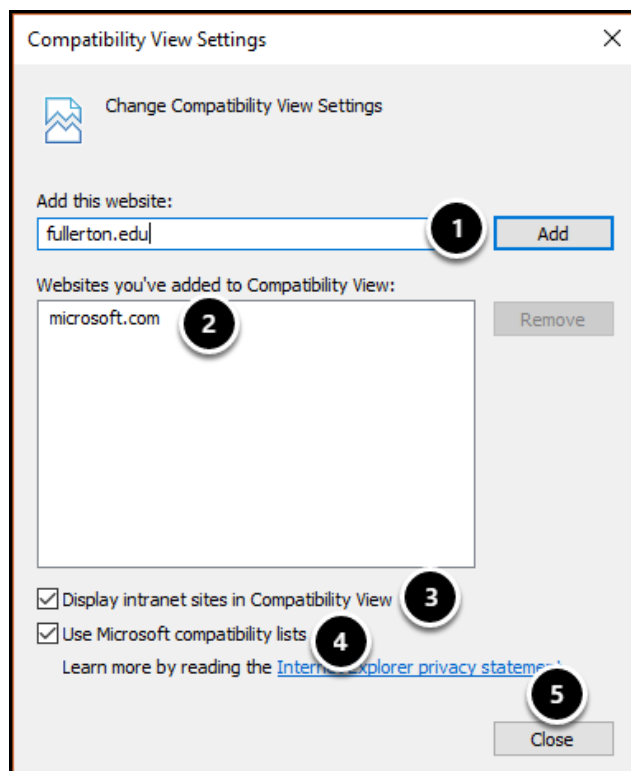
## 1. Select the Tools drop-down menu or the gear icon in Internet Explorer.




## 2. Select Compatibility View settings.



### 3. Modify the settings either to enable Compatibility View for a site or to disable Compatibility View. Click Close when you have finished making changes.



 In general, CSUF users should only need to have Display intranet sites in Compatibility View and Use Microsoft compatibility lists checked.

However, you may find that the specific website (even a campus website or web application) requires you to change this option.

Some websites need Compatibility View enabled in order for them to work well. Other websites need Compatibility View turned off in order to work well. You may have to try turning different features on and off to see which settings are needed for the specific website you are trying to access.

1. Add a website to compatibility view by entering the URL and then clicking **Add**.
2. Remove a website from compatibility view by selecting it and then clicking **Remove**.

3. Check or uncheck the *Display intranet sites in Compatibility View* to see which option works well with the website you're trying to access.
4. Check or uncheck *Use Microsoft compatibility lists* to see which option works well with the website you're trying to access.
5. Click **Close** when you are done making changes.

## 4. You're done!

You may need to restart Internet Explorer for your settings to work.

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# How to Find the File I Downloaded in My Browser?

This article contains links to instructions on how to find downloaded files in Firefox, Chrome, Internet Explorer, Microsoft Edge, and Safari.

In some browsers the downloaded file can be **Run** directly from the download but in other browsers the file must be saved and then opened.

## 1. Select your browser to view instructions on how to find downloaded files.

[Mozilla Firefox instructions](#)

[Google Chrome instructions](#)

[Internet Explorer instructions](#)

[Microsoft Edge instructions](#) (covers how to change your download folder for Edge; view Internet Explorer link above for more details about how to download files)

[Safari instructions](#)

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# Web Browser Help & Support

This article covers additional help and support resources for web browser issues.

## Vendor Support

[Mozilla Firefox support](#)

[Google Chrome support](#)

[Safari support](#)

[Internet Explorer support](#)

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# Titan Online Troubleshooting



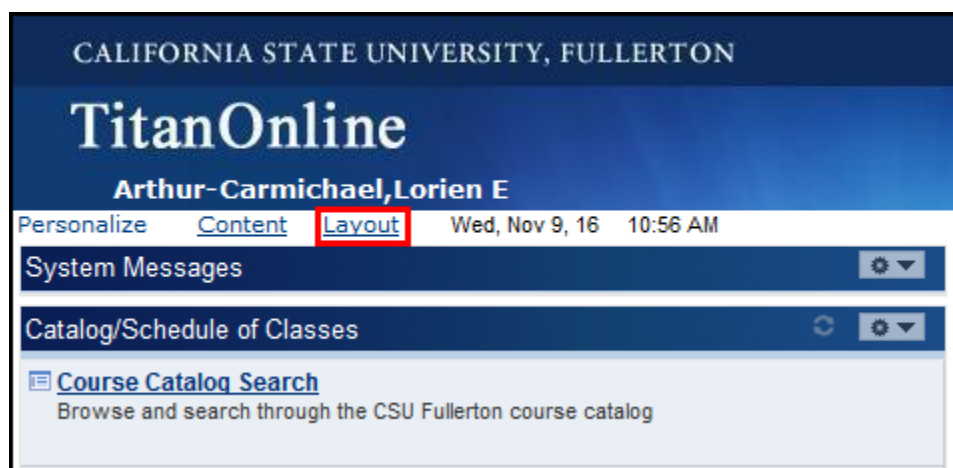
# Refreshing Titan Online to View Newly Added Sections

This article covers how faculty, staff, and student workers can refresh their Titan Online in order for newly added sections/functionality to show.

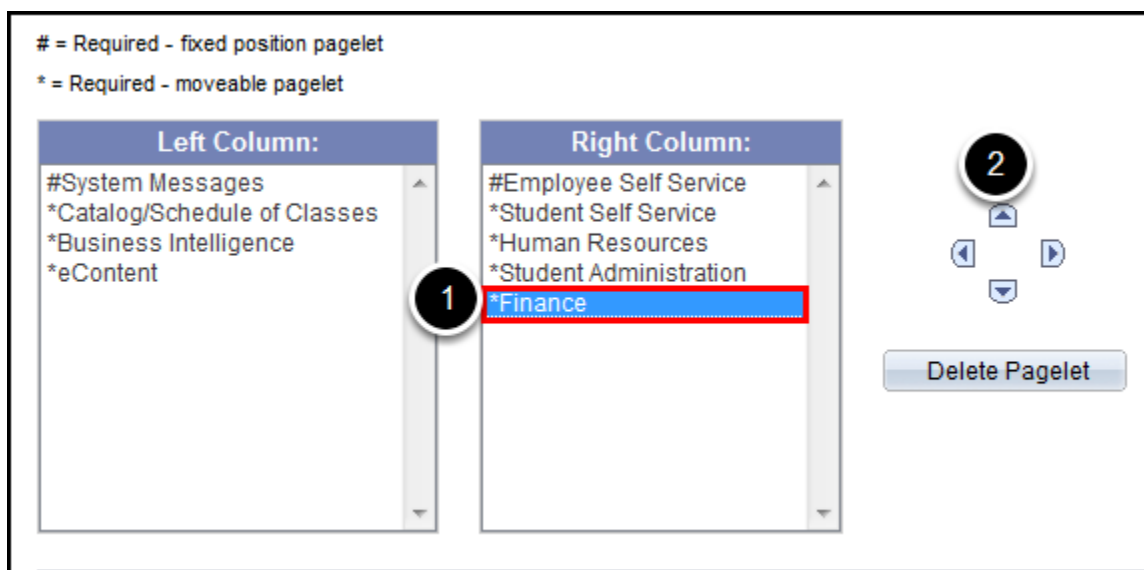
## *What can this fix?*

This fix can help if you are not able to see a particular section on your Titan Online (such as Finance, Human Resources, Business Intelligence, etc.) even though you have requested and been granted access to that section.

## 1. Click on Layout at the top right of your Titan Online.



## 2. Click on the section that you are having trouble viewing and then click on one of the navigation arrows on the right.



1. Click on the section you are having trouble viewing.
2. Use the navigation arrows on the right to move the section (you can move it up, down, left, or right).

### 2.1. Don't see the section that you want to view? You may not have access.

If you do not see the section that you are trying to view, you may not have been granted access to it. Most of these sections require you to [fill out an Access Request Form](#) to request and receive access. Other sections are assigned based on your campus role(s). For example, Student Self Service is only viewable to students and Employee Self Service is only viewable to state-funded employees who are active in the CMS HR system.

For access to Student Self Service, [contact Admissions & Records](#).

For access to Employee Self Service, contact [Payroll, Benefits and Retirement Services](#).

If you are an ASI or ASC/Foundation employee and need to get access to Titan Online, please [contact CMS Security](#).

If you submitted an Access Request Form and want to check on the status, please [contact IT Training & Support](#).


### 3. Click Save.

Click arrows to move pagelets up and down or into neighboring columns. Click "Delete Pagelet" to remove the selected pagelet from your portal home page. Remember to click "Save" when done.

**Add Pagelets:**      Go to      [Personalize Content](#)

# = Required - fixed position pagelet  
\* = Required - moveable pagelet

Left Column:	Right Column:
#System Messages	#Employee Self Service
*Catalog/Schedule of Classes	*Student Self Service
*Business Intelligence	*Human Resources
*eContent	*Finance
	*Student Administration



[Delete Pagelet](#)

**Save**      Cancel

### Need More Help?

If these instructions did not work, please try [clearing your browser's history](#).

If you still need help, please contact IT Training & Support at 657-278-5647 or [ittraining@fullerton.edu](mailto:ittraining@fullerton.edu) to track down the status of your request for that access.

Created by LAC

# Fixing Missing Launch/Complete Button on IT Access Request Forms


This article covers the steps to fix an issue in which users open a form in My Workplace (FileNet) and are unable to launch the form or see the button to Launch or Complete the form in Internet Explorer. This includes the IT Access Request Forms used to request access to PeopleSoft.

## 1. First, try changing your compatibility view settings for Internet Explorer.


Changing your compatibility view settings is often the solution for this issue, especially if you are using a personal computer/laptop.

[View instructions on changing your compatibility view settings in Internet Explorer.](#)

## 2. Did Step 1 not work? If you are using a campus computer/laptop, exit Internet Explorer if you have it open.

 Using a personal computer or laptop? You'll need to contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777 for additional assistance.

## 3. Click either the Start menu icon or the Search icon in the taskbar at the bottom left of the screen.

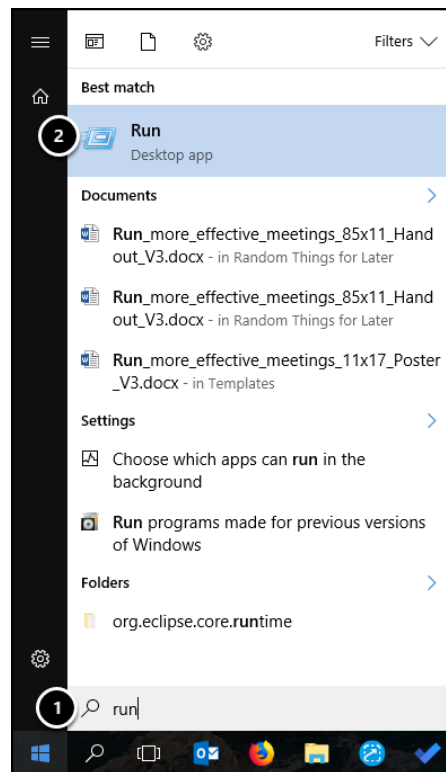
 You must have administrator rights to your computer to follow these instructions. If you find you are not able to follow them, please reach out to

the IT group within your department/college/division for assistance. You can also reach out to the IT Help Desk for assistance.



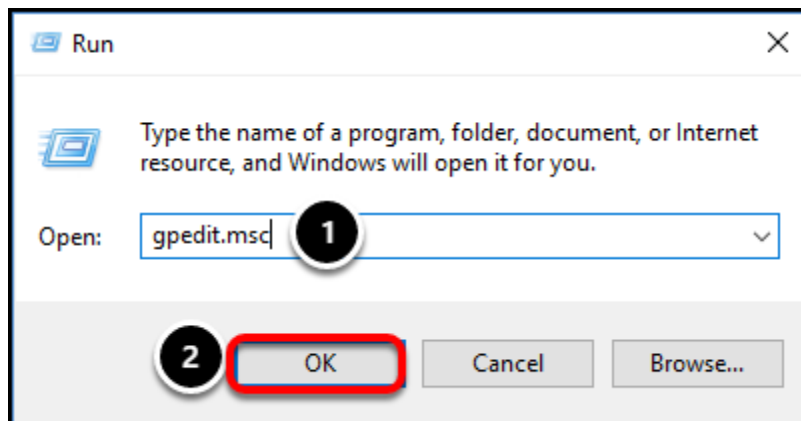
1. Click the Start menu icon.
2. Or click on the Search icon if you see it.

#### 4. In the search field, type **Run**. Select **Run** from the Programs category when it appears.



1. Type **run** to start the search.
2. Select the **Run** app from the list of search results.

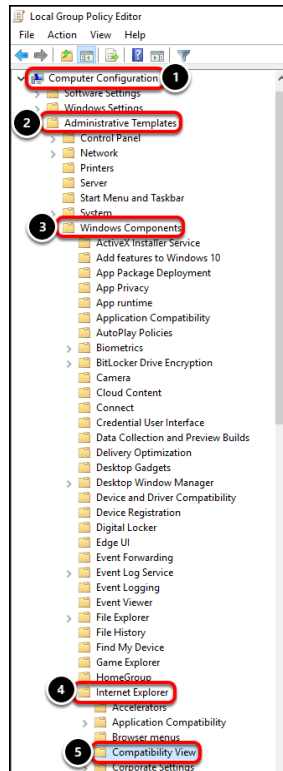
## 5. In the Open field, type gpedit.msc and then click OK.



1. Type **gpedit.msc** in the open field.
2. Then click **OK**.

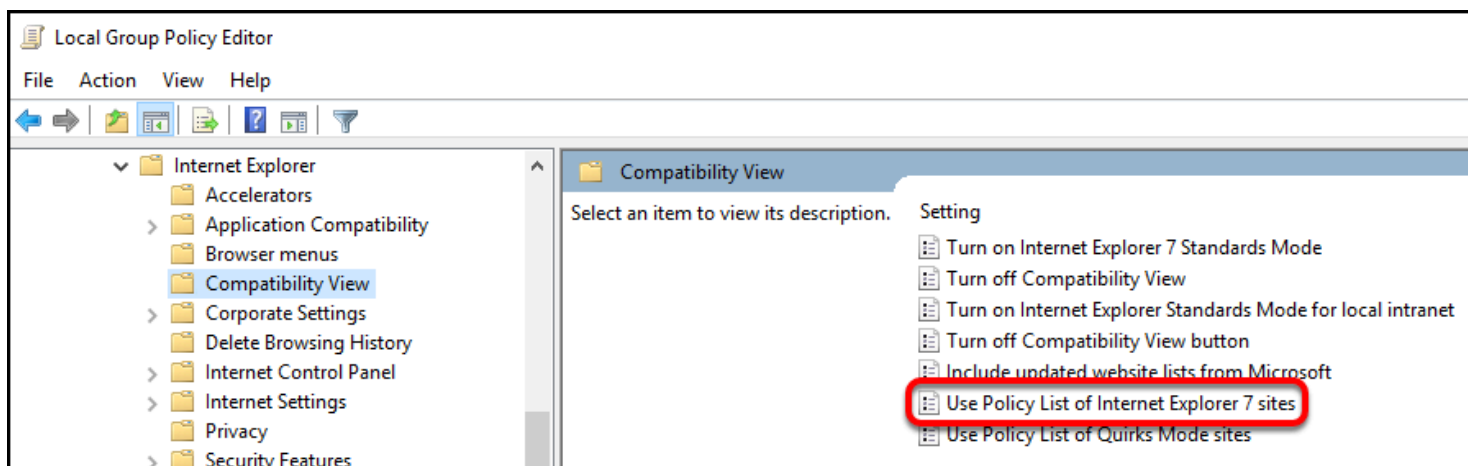
💡 Unable to follow these steps on your computer? You may need to contact your local department IT technician to assist you. If you are unsure as to who that is, you can reach out to the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu).

**6. The Local Group Policy Editor window opens. Navigate to Computer Configuration > Administrative Templates > Windows Components > Internet Explorer > Compatibility View.**

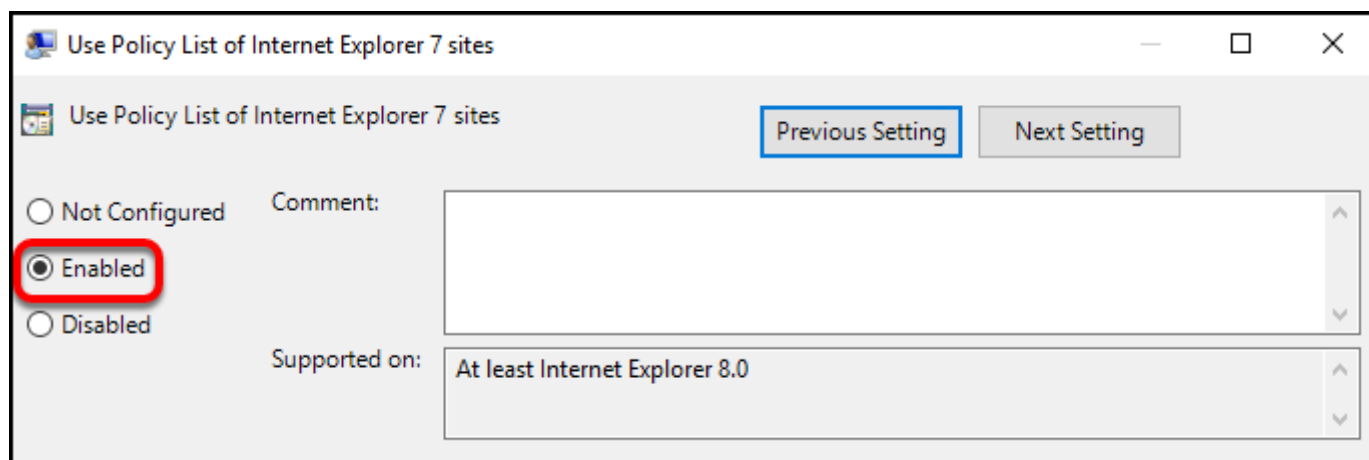


1. Click on **Computer Configuration**.
2. Click on **Administrative Templates**.
3. Click on **Windows Components**.
4. Click on **Internet Explorer**.
5. Click on **Compatibility View**.

## 7. In the pane on the right, double click on Use Policy List of Internet Explorer 7 sites.

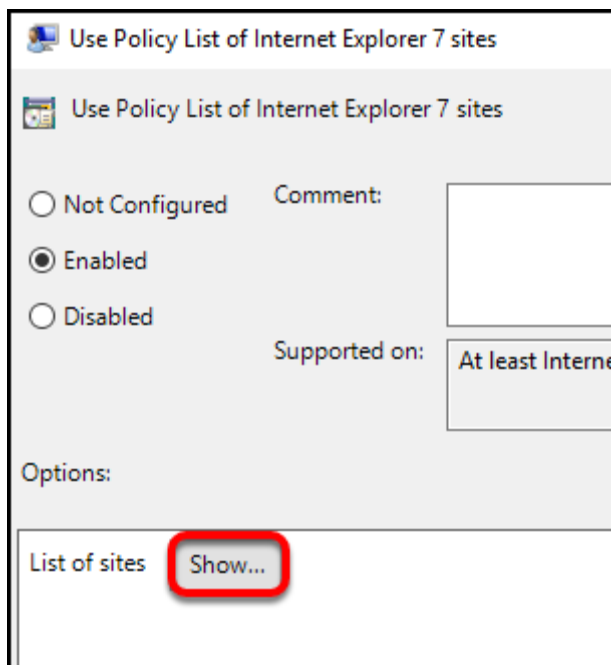


## 8. First, ensure the radio button is set to Enabled.

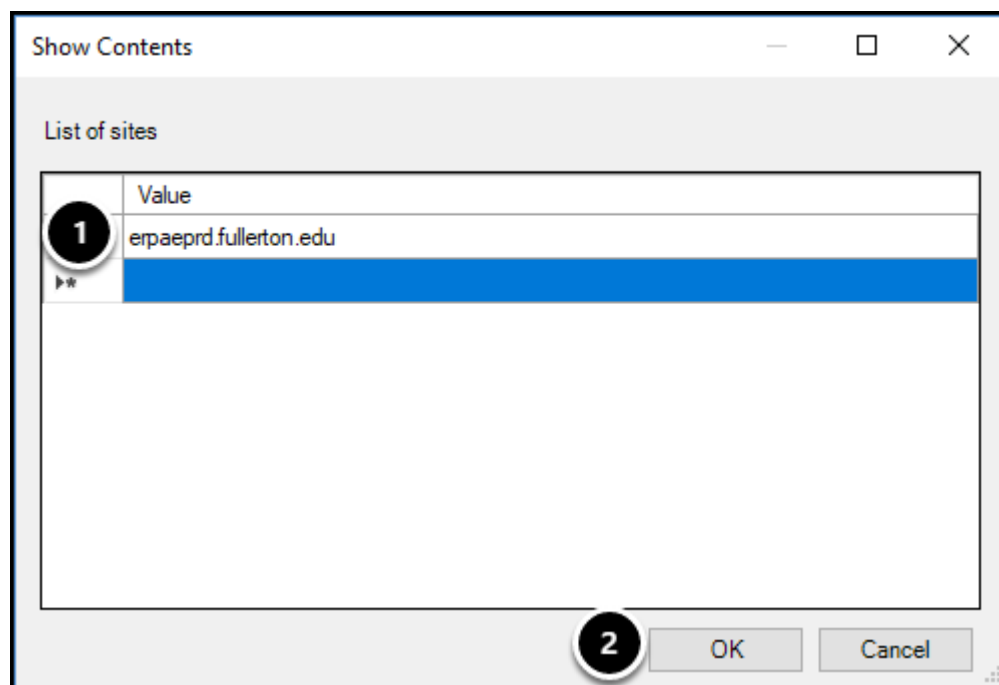




**9. Then, click on Show next to List of sites.**

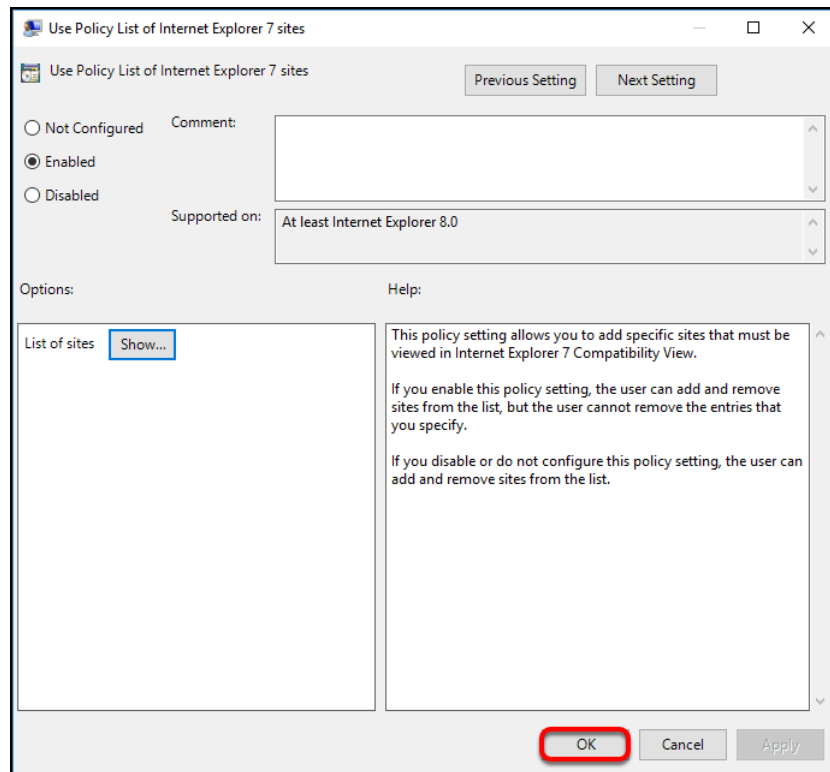


**10. Type erpaepd.fullerton.edu in the Value section and then click OK.**



1. Type **erpaepd.fullerton.edu** in the Value section.
2. Then click **OK**.

## 11. Then click OK again to exit the Local Group Policy Editor. You're done!



You can now open Internet Explorer and try to access the form again.

You may want to [clear your browser's history](#) or restart your computer if you continue to have issues.

## Need More Help?

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For questions about filling out the IT Access Request Form, contact IT Training at [ittraining@fullerton.edu](mailto:ittraining@fullerton.edu) or 657-278-5647.