Technology Troubleshooting

PeopleSoft

The following information aims answer potential technical queries about PeopleSoft.

1. I can't get on Citrix → Access PeopleSoft on any device with an intranet connection
2. I can't attach documents → Use Chrome or ensure IE is up to date
3. My payslip won't open → Disable pop-up blocker
4. Glitches and unusual errors → Clear your browser cache

For general enquiries about using PeopleSoft including completing timesheets, submitting leave and the process for certifications, please contact the People Operations team for help. The following are potential technology issues along with the solution.

Ask People Operations   (07) 3900 5460   #TeamPossible Support Hub

ACCESS

Q. Can I access PeopleSoft outside the EF Network?

Good news, PeopleSoft is web-based, meaning you can access your payroll information, update and submit your timesheet or apply for leave on any device, you can access it anytime using this link https://efhris.com.au

You can also find the link to PeopleSoft on the Endeavour Foundation intranet.

PeopleSoft

CHROME V MICROSOFT EDGE/INTERNET EXPLORER

Q.   I can't attach documents such as my drivers licence in PeopleSoft?

You may be using an older version of Internet Explore. You can check your IE is the correct version, or simply open PeopleSoft in Chrome. Downloading Chrome is as simple as googling "Chrome" and following the instructions.

TIPS:

- A good idea is to save the intranet to your booked marked favourites so you can find corporate information easily *[If unsure how, google search offers an easy and fast way to learn].*

MANAGING POP-UPS

Q.   Why can't I open or download my payslip?

If you can't open your payslip you may have a pop-up blocker on your computer. It's very easy to change this setting.

TIP: You can google 'turn off pop-up blockers in… <Chrome, Microsoft Edge/Internet Explorer, Safari>'

Chrome

You can disable the pop-up blocker on all sites or select trusted sites by following these steps:

1. Click the **Chrome menu** (three horizontal dots) on the browser toolbar located in the top right-hand corner
2. Select **Settings**
3. Scroll down and click on the arrow to show '**Advanced**' settings
4. in the 'Privacy and Security' section, click the 'Content' settings button
5. In the 'Pop-ups' section, select 'Allow all sites to show pop-ups'. Customise permissions for specific websites by clicking Manage exceptions.

Microsoft Edge/Internet Explorer

Turn pop-up Blocker on or off in windows:

1. Open **Microsoft Edge/Internet Explorer**, select the **Tools/settings** button (cog icon) at the top right corner
2. Select **Internet options**.
3. Go to **Privacy** tab, uncheck **Turn on Pop-up Blocker** to disable the functionality.
4. If you want to choose which websites to allow and still keep the blocker functionality, click "**Pop-up Blocker Settings**" instead.

Safari

Apple Support list how you can disable pop-ups for your apple devices.

On your iPhone, iPad, or iPod touch, go to Settings > Safari and scroll to 'Block Pop-ups'.

On your Mac you can find these same options in the 'Security' tab of Safari preferences. You can also click the 'Extensions' tab in Safari preferences to check if you have any extensions installed that you prefer to turn off.

ERRORS

Q.   I'm getting weird glitches when logging in and unusual code errors in my timesheet?

Clearing your browser cache might do the trick with these types of glitches. Important to note, clearing your cache deletes your download history, but it also deletes your cookies, cached images and files (which help load pages faster when you revisit), saved passwords and more if you 'tick all relevant boxes'.

To clear your browser cache in Google Chrome, follow the steps below:

1. Click the **Chrome menu** (three horizontal dots) on the browser toolbar located in the top right-hand corner
2. Select **Settings**
3. Scroll down and click on the arrow to show '**Advanced**' settings
4. Select **Clear browsing data or History**
5. Select the relevant boxes for the information you want cleared including in what time period.

To clear cache on other browsers check out: https://au.pcmag.com/browsers/29772/how-to-clear-your-cache- on-any-browser

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MORE INFORMATION

Visit the intranet for helpful guides, user manuals and FAQs about navigating PeopleSoft –

People & Wellbeing Division – Remuneration, Benefits & Payroll PeopleSoft and Timesheets