CalREDIE System Requirements

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Section 1: Browser Settings

The following browser settings are required for access to CalREDIE:

Please note: If you are unable to access or change any of these settings please contact your system administrator or IT personnel.

1. You will need to have Internet Explorer 7.0 or higher installed on your computer
2. Clear Internet Explorer Browser cache
   a. Select “Tools”
   b. Select “Internet Options”
   c. Click the “General” tab
   d. Click “Delete” under “Browsing history”
   e. Mark the Checkbox for at least “Temporary Internet files and website files” and “Cookies and website data”
   f. Click “Delete”
3. **Set Internet Explorer to “Check for newer versions of stored pages”:**

   a. Select “Tools”
   b. Select “Internet Options”
   c. Click the “General” tab
   d. Click “Settings” under “Browsing history”

   ![Internet Options Settings](image1)

   e. Mark the radio button for “Every time I start Internet Explorer”
   f. Click “OK”
   g. Click “Apply”

   ![Website Data Settings](image2)
4. Add the CalREDIE URLs as trusted sites:
   a. Select “Tools”
   b. Select “Internet Options”
   c. Click the “Security” tab
   d. Select “Trusted Sites”
   e. Click “Sites”
f. Enter the following CalREDIE URLs in the “Add this website to the zone” box:
   https://calredie.cdph.ca.gov
   https://calrediestaging.cdph.ca.gov

g. Click “Add”
h. Click “Close”

5. Enable Active X and Javascript for the trusted sites

   (Please note: The following security settings will only apply to secure websites listed as Trusted Sites)

a. From the security tab used above, click “Trusted Sites”
b. Click “Custom Level”
c. Select “Low” from the drop-down
d. Click “Reset”

e. Set the following:

i. ActiveX controls and plug-ins → Automatic prompting for ActiveX controls: **ENABLE**

   ![Automatic prompting for ActiveX controls](image)

   - Disable
   - Enable

ii. ActiveX controls and plug-ins → Download unsigned ActiveX controls: **PROMPT**

   ![Download unsigned ActiveX controls](image)

   - Disable
   - Enable
   - Prompt

iii. ActiveX controls and plug-ins → Initialize and script ActiveX controls not marked as safe for scripting: **PROMPT**

   ![Initialize and script ActiveX controls](image)

   - Disable
   - Enable
   - Prompt
iv. Downloads → File downloads: **ENABLE**

![Downloads](image)
- File download
  - Disable
  - Enable

v. Miscellaneous → Allow scripting of Microsoft web browser control: **ENABLE**

![Allow scripting of Microsoft web browser control](image)
- Disable
  - Enable

vi. Miscellaneous → Allow script-initiated windows without size or position constraints: **ENABLE**

![Allow script-initiated windows without size or position constraints](image)
- Disable
  - Enable

vii. Miscellaneous → Display mixed content: **ENABLE**

![Display mixed content](image)
- Disable
  - Enable
  - Prompt

viii. Miscellaneous → Use Pop-up Blocker: **DISABLE**

![Use Pop-up Blocker](image)
- Disable
  - Enable

ix. Miscellaneous → Websites in less privileged web content zone can navigate into this zone: **ENABLE**

![Websites in less privileged web content zone can navigate into](image)
- Disable
  - Enable
  - Prompt
x. Scripting → Activate scripting: **ENABLE**

- Scripting
  - Active scripting
    - Disable
    - Enable
    - Prompt

xi. Scripting → Allow Programmatic clipboard access: **PROMPT**

- Allow Programmatic clipboard access
  - Disable
  - Enable
  - Prompt

xii. Scripting → Allow websites to prompt for information using scripted windows: **ENABLE**

- Allow websites to prompt for information using scripted windows
  - Disable
  - Enable

xiii. Scripting → Enable XSS filter: **ENABLE**

- Enable XSS filter
  - Disable
  - Enable

xiv. Scripting → Scripting of Java applets: **ENABLE**

- Scripting of Java applets
  - Disable
  - Enable
  - Prompt
f. Disable Security Setting:
   i. Click the “Advanced” tab
   ii. Under “Security” settings, un-check the “Do not save encrypted pages to disk” setting
   iii. Click “OK”

6. Install ActiveX Controls:
   a. Navigate to the CalREDIE login page: https://calredie.cdph.ca.gov
   b. Click on the “Install ActiveX Controls” link
   c. Follow the instructions on the new page that will open
7. **IE 11 Only – Update for Internet Explorer 11 (KB3025390):**
   a. Have your system administrator install the following update for IE 11: https://support.microsoft.com/en-us/kb/3025390

8. **IE 8 Only – Disable AutoComplete:**
   a. Click the “Content” tab
   b. Under the “AutoComplete” section, select “Settings”
   c. Uncheck the “User names and passwords on forms” setting
   d. Click the “Delete AutoComplete history” button
   e. Click “OK”
9. **IE 7 Only – Disable AutoComplete:**
   
a. Click the “Content” tab
b. Under the “AutoComplete” section, select “Settings”
c. Uncheck the “User names and passwords on forms” setting
d. Click “OK”

e. Select the “General” tab
f. Click “Delete…”
g. Check the “Passwords” setting
h. Click the “Delete”
Section 2: Windows XP Requirements
The following settings are required to access CalREDIE using Windows XP

1. Set text DPI to 96 DPI
   a. Right-Click your Desktop
   b. Select “Properties”
   c. Click the “Settings” tab
   d. Select “Advanced”
   e. Select “Normal size (96 DPI)”
   f. Click “OK”
   g. Click “Yes” on pop-up window to reboot your computer
Section 3: Troubleshooting

The following can help resolve common issues:

Please note: If you are unable to access or change any of these settings please contact your system administrator.

1. EFC upload feature is missing.
   a. Verify that you see a blank box instead of the Data Source drop down menu
   b. Have your system administrator log into your computer with their Windows account and then let you log into your CalREDIE account.
   c. Navigate through the EFC to the Upload window
   d. Update your browser settings to match those in this document
   e. You can now logoff CalREDIE and Windows
   f. Log back into the computer with your normal Windows account
   g. The EFC file upload/scanning will be present from now on