

CalREDIE Browser Requirements

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Section 1: Browser Settings

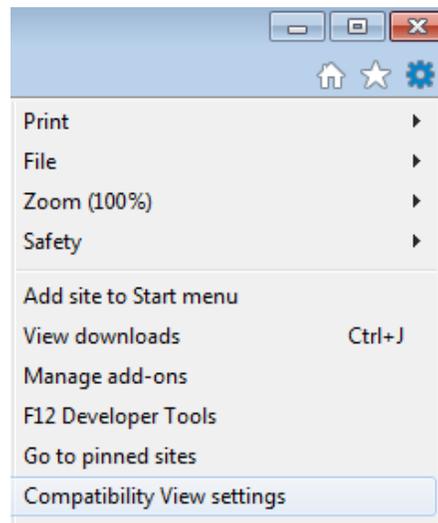
The following browser settings are **required** for access to CalREDIE:

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. **IE 9 or Higher Only – Add the ‘ca.gov’ domain to Compatibility View:**

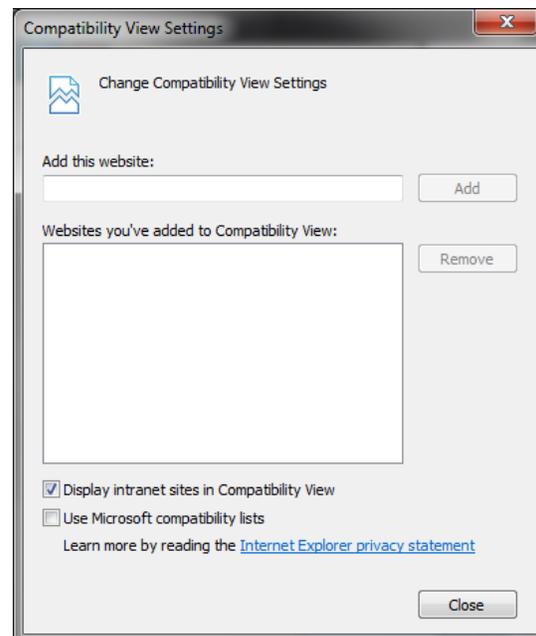
- a. Open your IE browser
- b. Select Tools icon 
- c. Select “Compatibility View Settings”



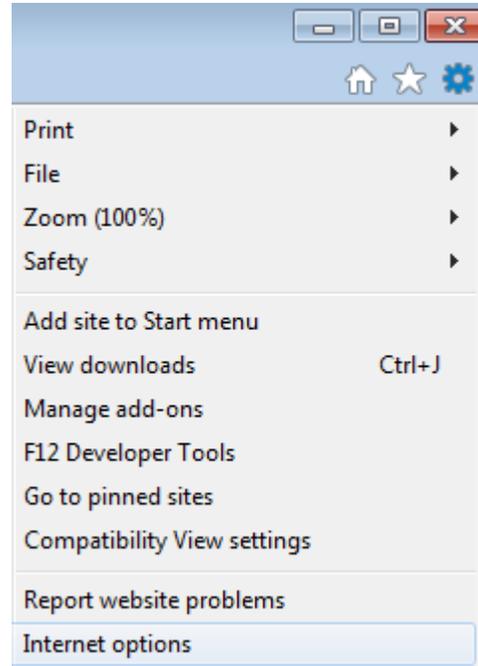
- d. Enter the following domain in the “Add this website” box:

ca.gov

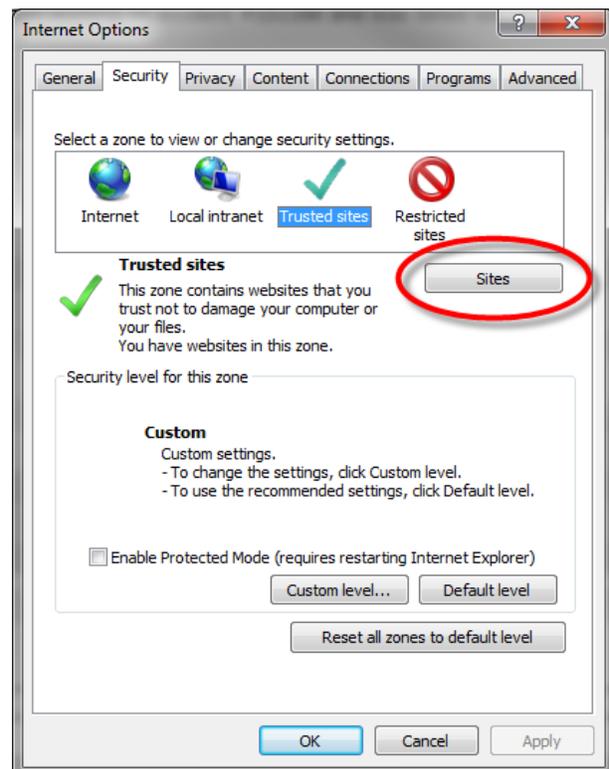
- e. Click “Add”
- f. Click “Close”



3. **Add the CalREDIE URLs as trusted sites:**
 - a. Select "Tools"
 - b. Select "Internet Options"



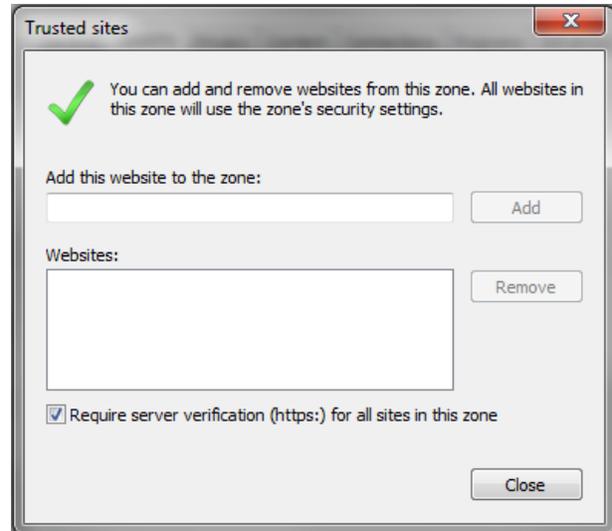
- c. Click the "Security" tab
- d. Select "Trusted Sites"
- e. Click "Sites"



- 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>
 v

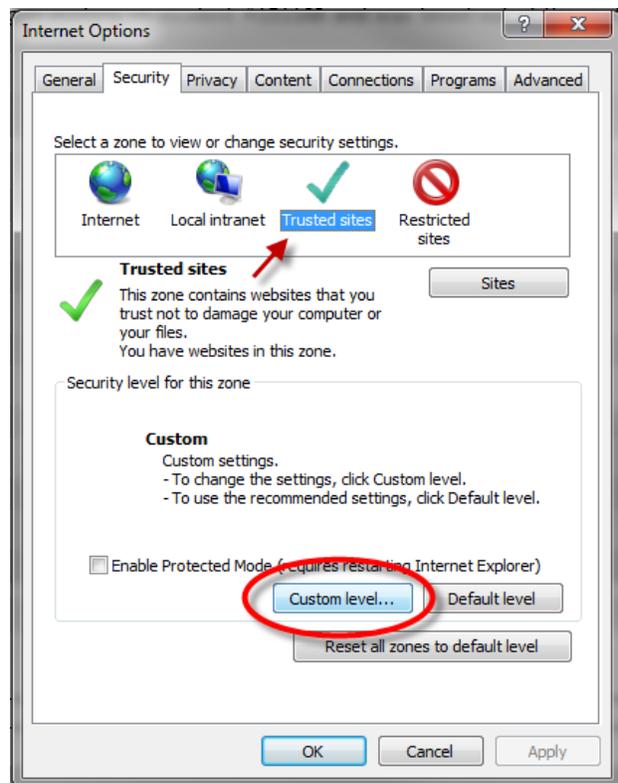
- g. Click “Add”
- h. Click “Close”



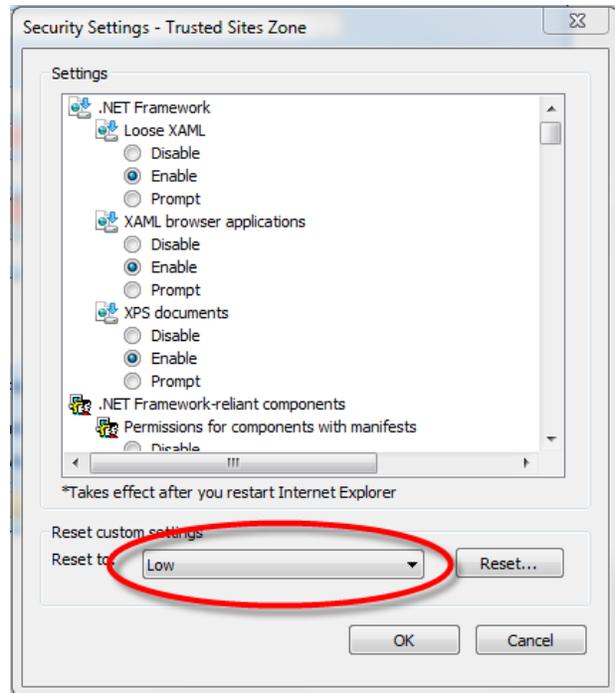
3. Enable Active X and Javascript for the trusted sites

- a. From the security tab used above, click “Trusted Sites”
- b. Click “Custom Level”

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

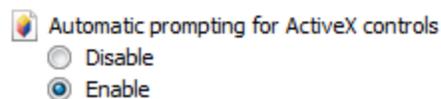


- c. Select “Low” from the drop-down
- d. Click “Reset”

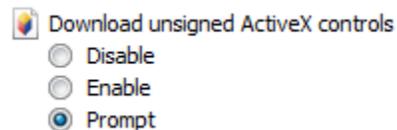


e. **Set the following:**

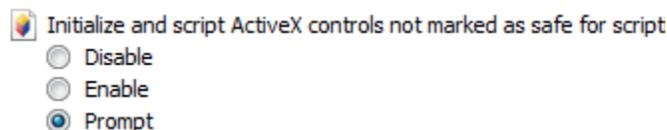
- i. ActiveX controls and plug-ins → Automatic prompting for ActiveX controls: **ENABLE**



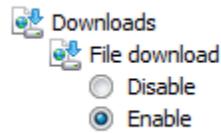
- ii. ActiveX controls and plug-ins → Download unsigned ActiveX controls: **PROMPT**



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



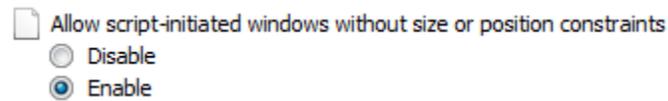
- iv. Downloads → File downloads: **ENABLE**



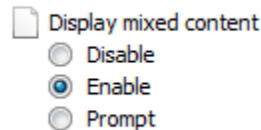
- v. Miscellaneous → Allow scripting of Microsoft web browser control: **ENABLE**



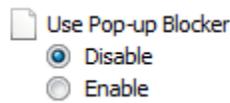
- vi. Miscellaneous → Allow script-initiated windows without size or position constraints: **ENABLE**



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



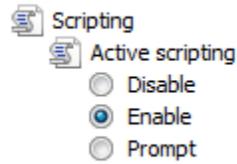
- viii. Miscellaneous → Use Pop-up Blocker: **DISABLE**



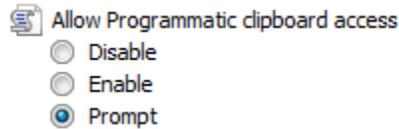
- ix. Miscellaneous → Websites in less privileged web content zone can navigate into this zone: **ENABLE**



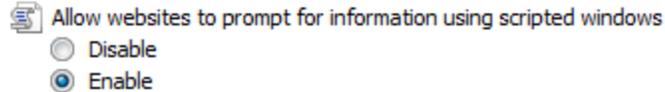
- x. Scripting → Activate scripting: **ENABLE**



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



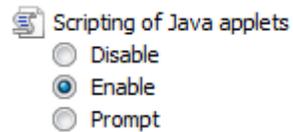
- xii. Scripting → Allow websites to prompt for information using scripted windows: **ENABLE**



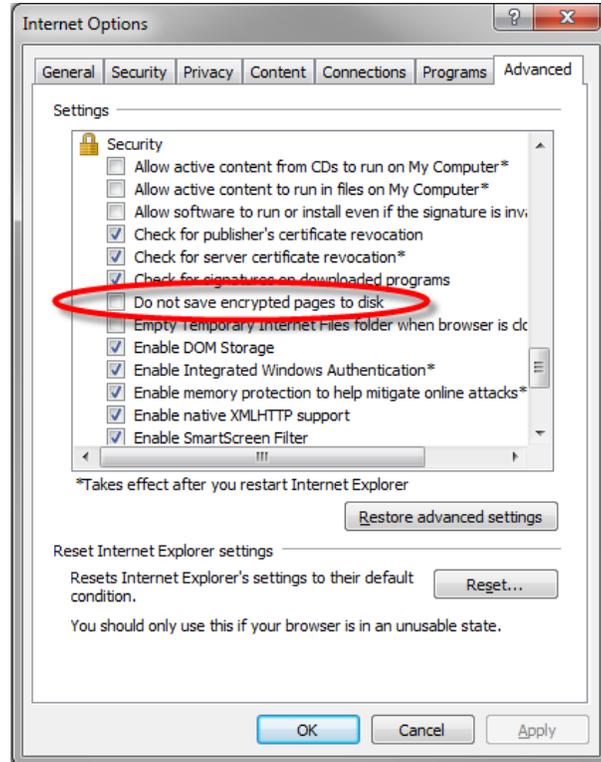
- xiii. Scripting → Enable XSS filter: **ENABLE**



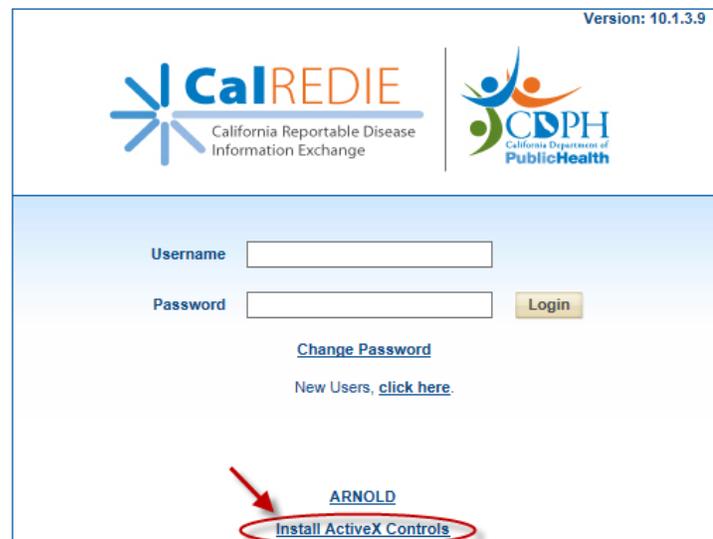
- xiv. Scripting → Scripting of Java applets: **ENABLE**



- 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”



- 4. **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



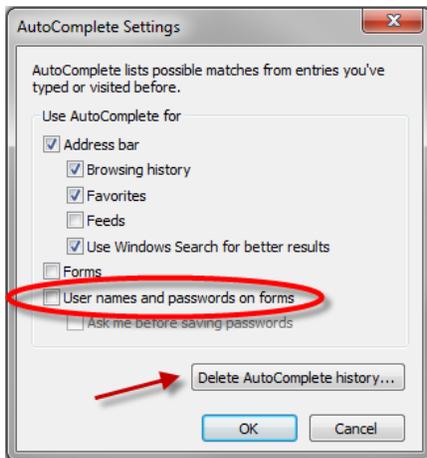
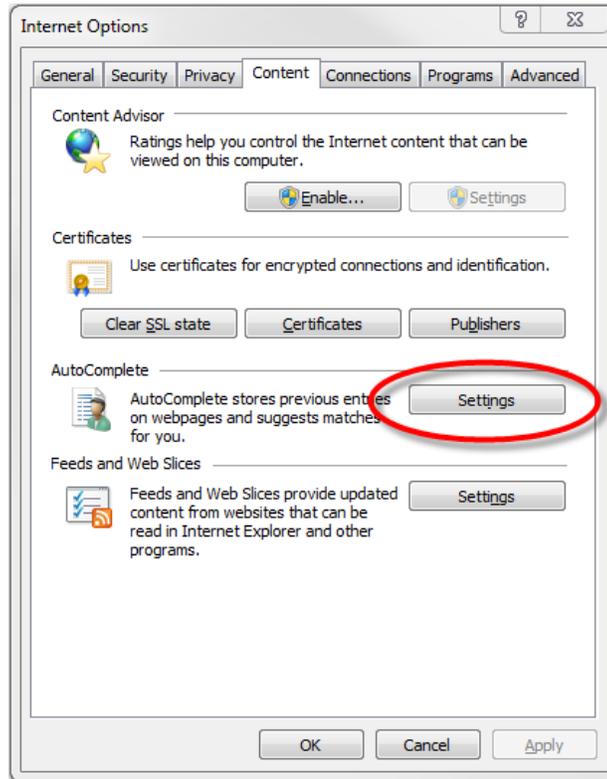
5. **IE 11 Only – Update for Internet Explorer 11 (KB3025390):**

- a. Have your system administrator install the following update for IE 11:

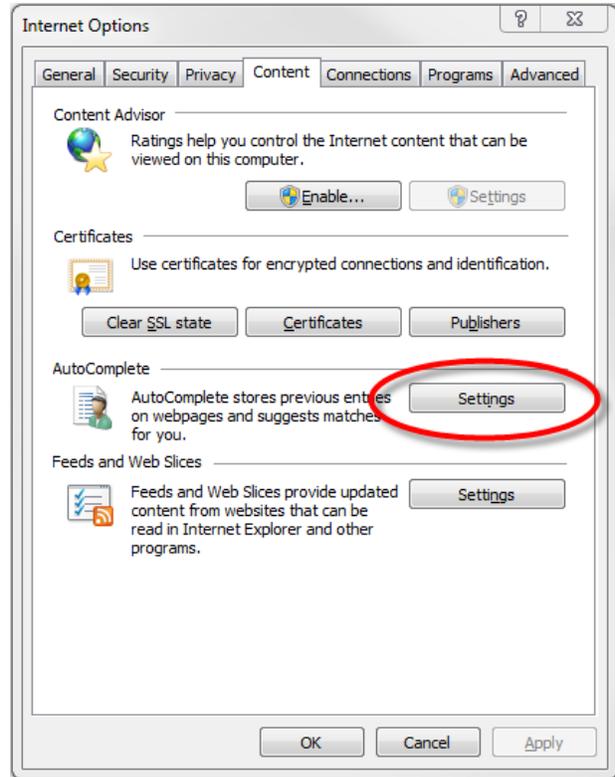
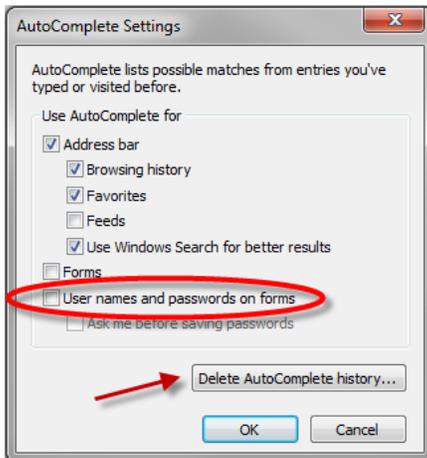
<https://support.microsoft.com/en-us/kb/3025390>

6. **IE 8 Only – Disable AutoComplete:**

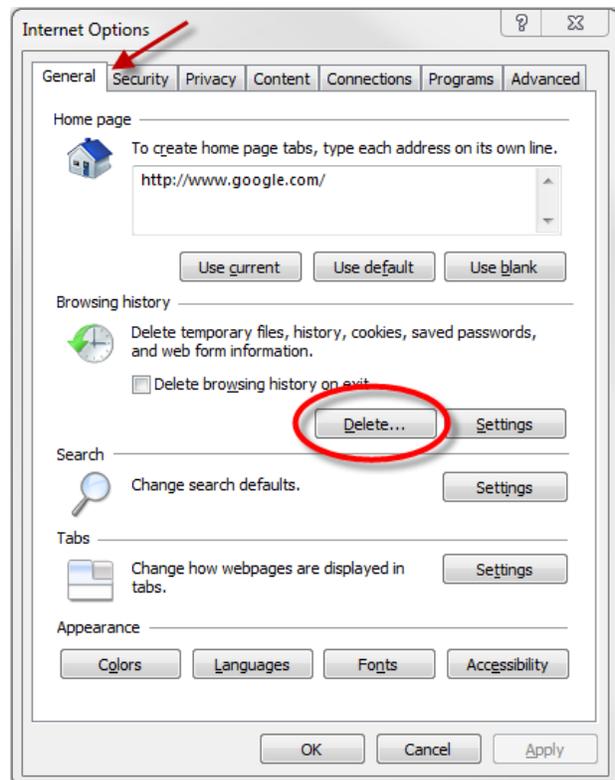
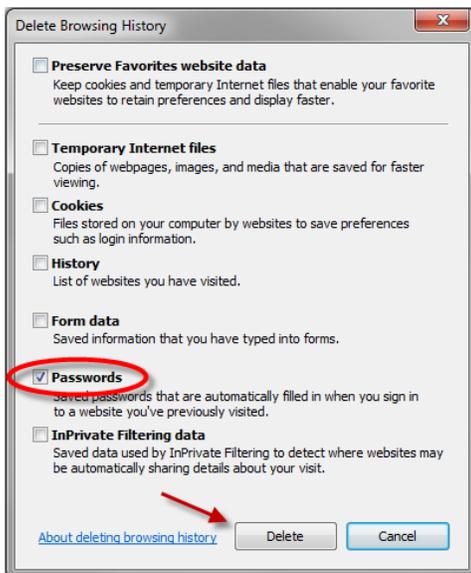
- a. Click the “Content” tab
- b. Under the “AutoComplete” section, select “Settings”
- c. Uncheck the “User names and passwords on forms” setting
- d. Click the “Delete AutoComplete history” button
- e. Click “OK”



7. **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”



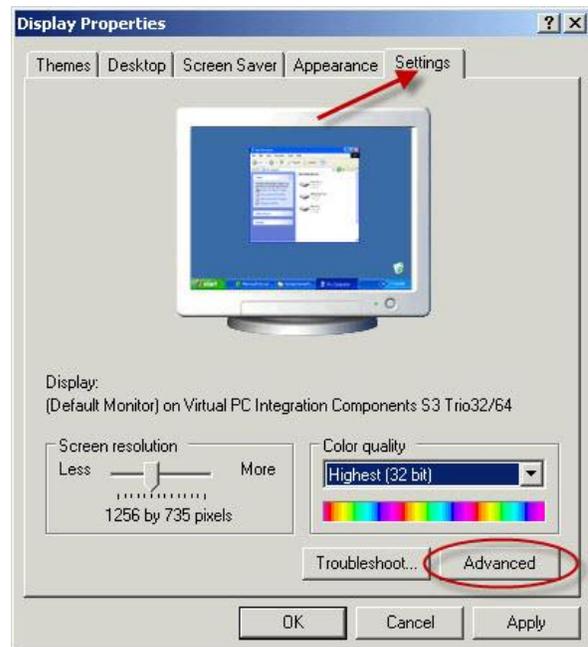
Section 2: Windows Requirements

The following Windows settings are **required** to access CalREDIE:

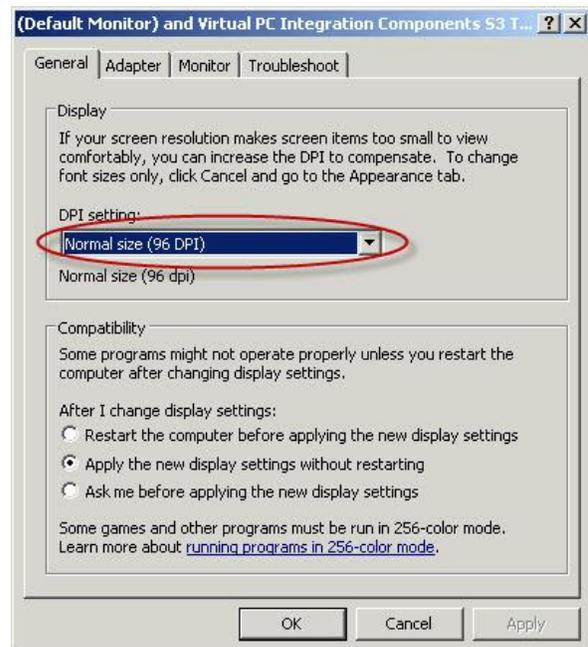
Please note: If you are unable to access or change any of these settings please contact your system administrator.

1. **Windows XP Only – 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 you see the Red "X" as shown
 - 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

