

OneSite[®] Classic User Interface

Microsoft Edge in IE Mode

Personal Computer
Checklist (Single PC)

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Introduction

If your company relies on classic OneSite features, you can access these features by using Microsoft Edge with Internet Explorer mode.

RealPage recommends that all customers configure Edge in IE mode for any computer that accesses OneSite. This way, if anyone accesses classic OneSite settings, classic OneSite Affordable, or any other classic OneSite page that currently requires Internet Explorer, Edge automatically launches those OneSite pages in IE mode, eliminating any disruption.

IE mode for Edge is not supported on macOS. Contact your IT department for options to access classic OneSite from macOS.

After upgrading fully to the new OneSite experience and the Unified Platform, you can remove the Internet Explorer mode settings (on page 31). The new OneSite experience with the Unified Platform already takes advantage of the modern functionality and improved speed of the native Edge browser and other modern browsers.

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Edge Settings

The following instructions show you how to configure Edge to use Internet Explorer mode for use with classic OneSite. We've also included steps to allow OneSite to use pop-up windows in Edge.

Setting Up Internet Explorer Mode in Edge on a Single PC

Use this procedure to download a file that configures Edge to automatically use Internet Explorer mode for OneSite pages that need it. This allows you to use all areas of classic OneSite without disruption.

This process needs to be run only once and applies to anyone that uses the PC. When complete, OneSite uses the Internet Explorer mode built into Edge when necessary, while other RealPage products and services use native Edge mode.

Before you perform these steps, confirm that:

- You can run applications as an administrator.

If you are not sure if you should perform these changes, please contact your company's IT or Support team. Detailed information for IT teams managing this change is available in the [Configuring Microsoft Edge in IE Mode for IT Professionals](#) guide located at <https://www.realpage.com/support/#onesiteuser>.

- A corporate group policy is not already set for Microsoft Edge. This installer displays an error message if a corporate group policy is already in place and directs you to contact your IT team.

Step-by-Step Instructions

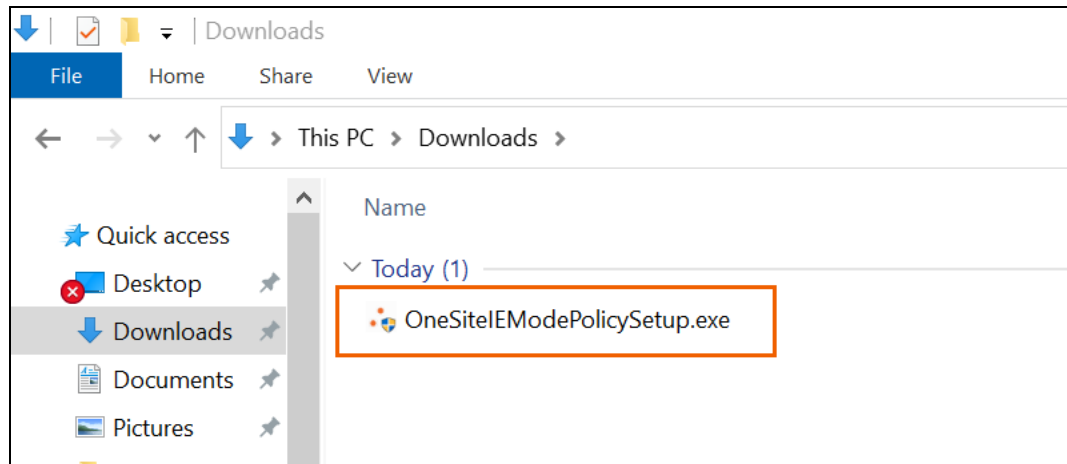
1. Open the following link in any web browser:

<https://www.realpage.com/extresources/IECompatibility/OneSiteIEModePolicySetup.exe>

The file downloads immediately in most browsers. For other browsers, you may need to confirm that you want to download the file.

2. Open File Explorer and navigate to the location of the file. In most cases, this is your Downloads folder.

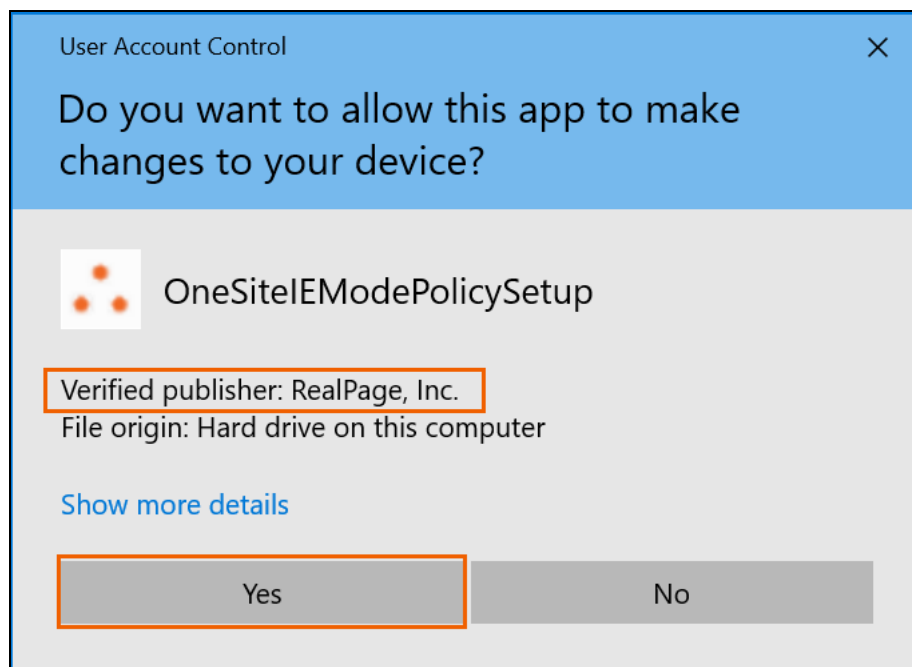
3. Locate OneSiteEModePolicySetup.exe in the list of files.



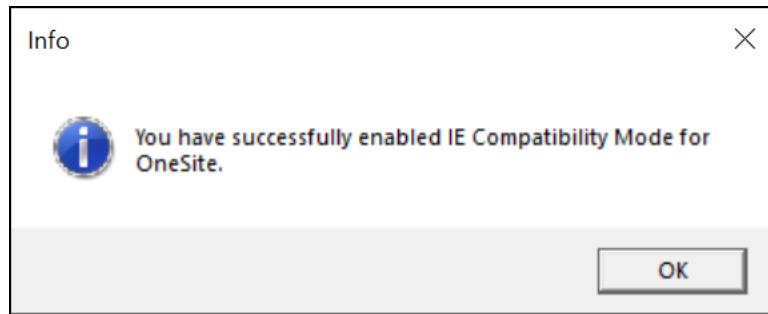
4. Double-click OneSiteEModePolicySetup.exe to run the configuration tool.

If the configuration tool requests an administrator password, your Windows profile does not have the necessary rights to complete this process. Please contact your IT or Support team for assistance.

5. If you receive a warning message from Microsoft Defender Smart Screen or other similar scanning software, confirm that RealPage, Inc. is listed as the verified publisher. You can then click **More info** and then choose **Run anyway** to continue.
6. If you receive a User Account Control message, confirm that RealPage, Inc. is listed as the verified publisher, and then click **Yes** to continue.



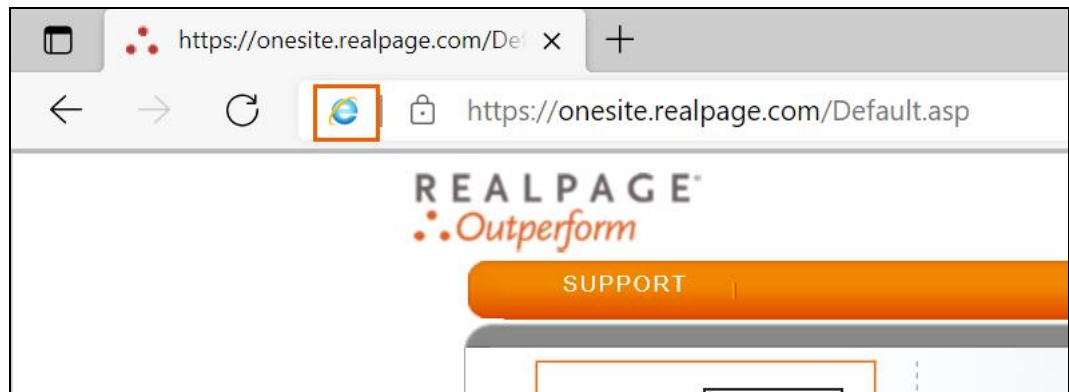
7. When the change is complete, a confirmation message displays. Click **OK**.



If you do not receive this confirmation message, please contact RealPage Support for assistance.

Running this script ensures you will receive domain updates from RealPage automatically with no further actions on your part.

8. Open Edge and sign into OneSite using your normal method to confirm that the change was successful. A blue Internet Explorer logo displays next to the web address, indicating that OneSite is using Internet Explorer mode in Edge.



9. If you have previously used OneSite in Microsoft Edge, setup is complete, and you can use classic OneSite in Edge without any further changes. Otherwise, continue to the following sections of this document to finish setting up the PC.

Installing the RealPage Add-On

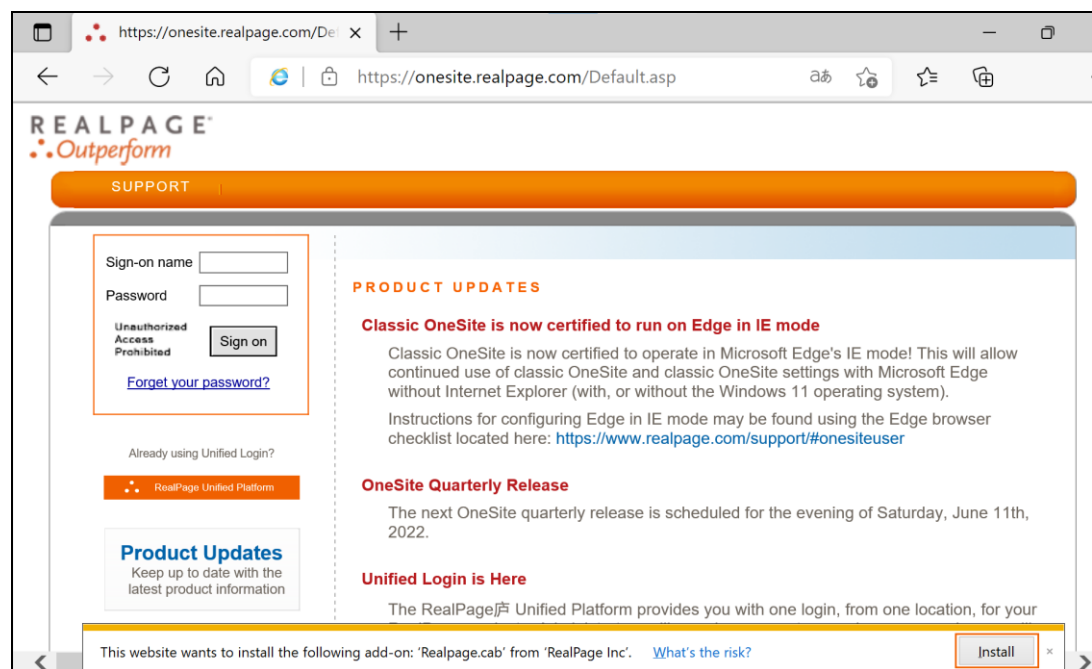
Complete this process only if you have never used classic OneSite in Edge or Internet Explorer on this PC. If you have already used OneSite in Internet Explorer, then the add-on is used by Internet Explorer mode in Edge.

The first time you open the OneSite sign-on page, the system prompts you to install the RealPage add-on object before signing on to OneSite.

To install the RealPage object:

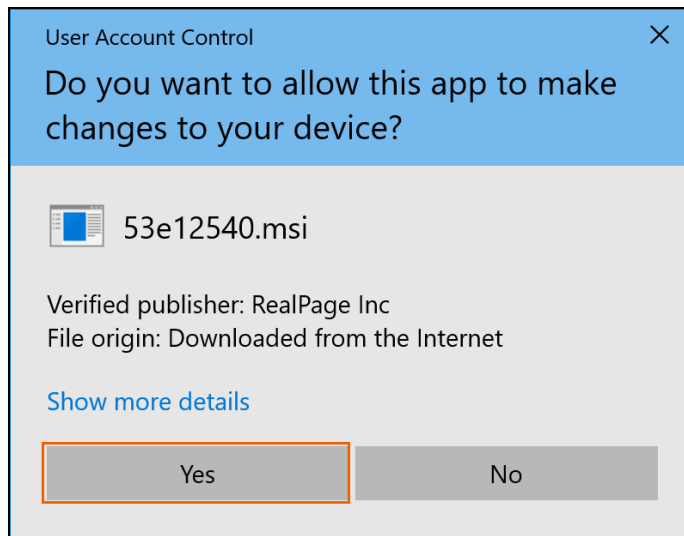
1. Open Edge, and then open <https://onesite.realpage.com/default.asp>.

The following message appears at the bottom of the page:



2. Click the **Install** button.

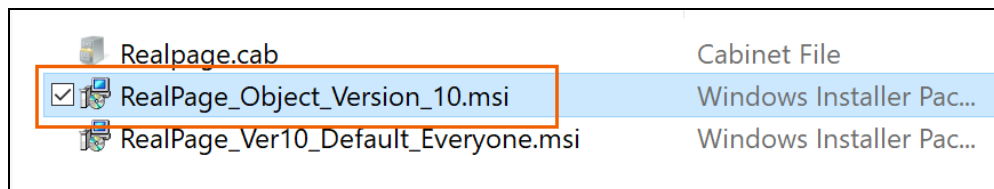
3. In the **User Account Control** box, click the **Yes** button to allow Realpage.cab to make changes to your device.



Installing the RealPage Add-On Manually

If you miss the prompt to download the RealPage object and want to install the add-on manually:

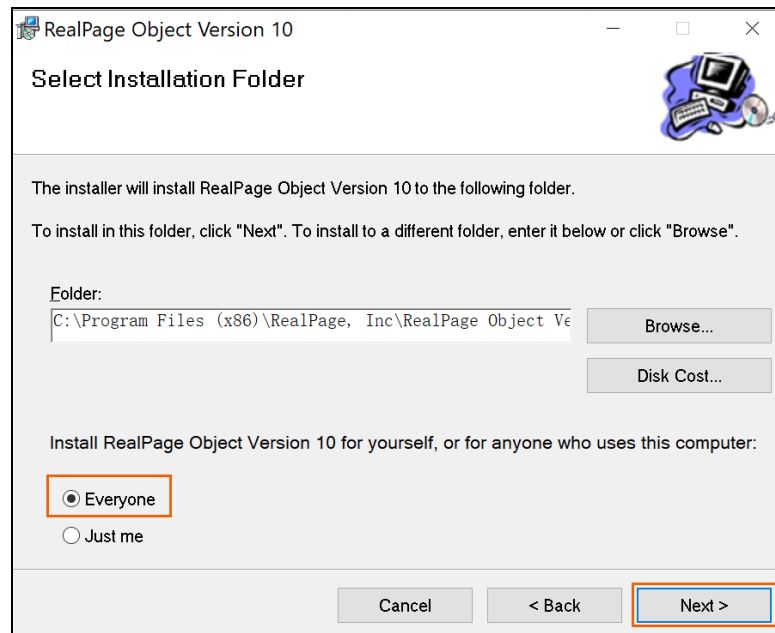
1. Go to:
https://onesite.realpage.com/100/coreglobal/realpagecab/RealPage_Object_Version_10.zip.
2. Follow your browser's prompts to download the file.
Most systems are configured to download files directly to the **Downloads** folder.
3. On the file explorer window, right-click on the **RealPage_Object_Version_10.zip** file and select **Extract All**.
4. Click the **Browse** button and select the location where you want to save the file.
5. Select the **Show extracted files when complete** check box.
6. Click the **Extract** button.
7. Double-click the **RealPage_Object_Version_10.msi** file in File Explorer:



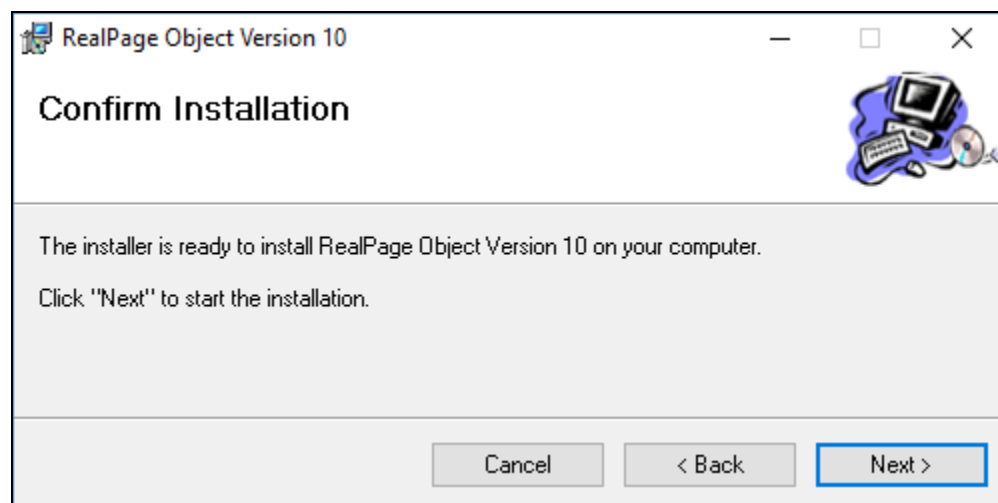
8. Click the **Next** button in the setup wizard.
9. Confirm where you want to install the object in the **Folder** field on the **Select Installation Folder** page.

10. Installing the object provides the following options:
- **Everyone:** This installs the RealPage object at a global level on your system.
 - **Just me:** This installs the RealPage object at a local level on your system. If you do not have administrator rights to your system, select this option.

Select **Everyone**, and then click the **Next** button on the **Select Installation Folder** page:



11. Click the **Next** button on the **Confirm Installation** page:

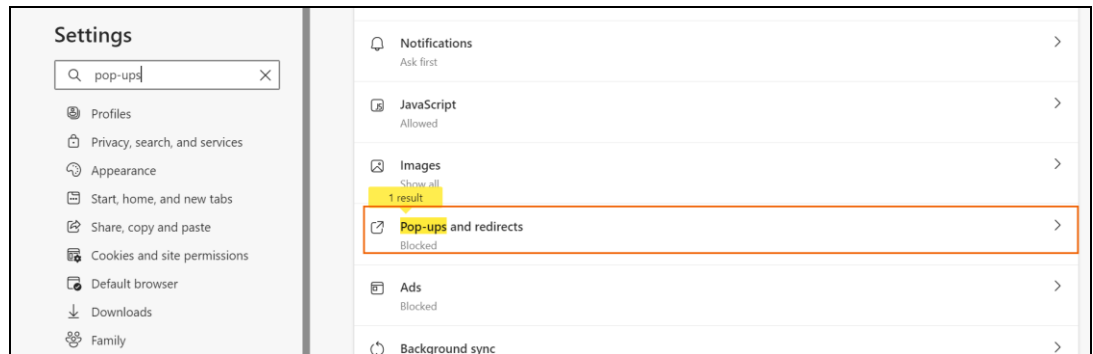


12. Click **Yes** in the dialog box to begin the installation, and then click the **Close** button when the installation is complete.

Configuring the Pop-up Blocker in Edge

The classic version of OneSite displays some information using pop-up windows. Use the steps below to confirm that Edge has been configured to allow this functionality for OneSite.

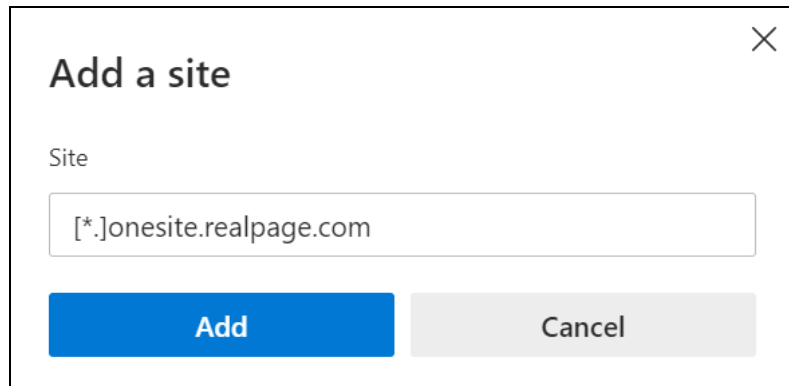
1. Open Microsoft Edge.
2. Click **...** in the upper-right corner of Edge, and then choose **Settings**.
3. Type "pop-ups" in the **Search settings** field.
4. Scroll the results list to locate **Pop-ups and redirects** and click to select.



5. On the **Pop-ups and redirects** page, locate the **Allow** section and click the corresponding **Add** button.



- In the **Site** field, type "[*].onesite.realpage.com" and click **Add**.



Add a site ✕

Site

[*].onesite.realpage.com

Add Cancel


- If this is the first time this computer is being used to access classic OneSite, continue through the checklist to configure Windows and pop-up blockers in the following sections.

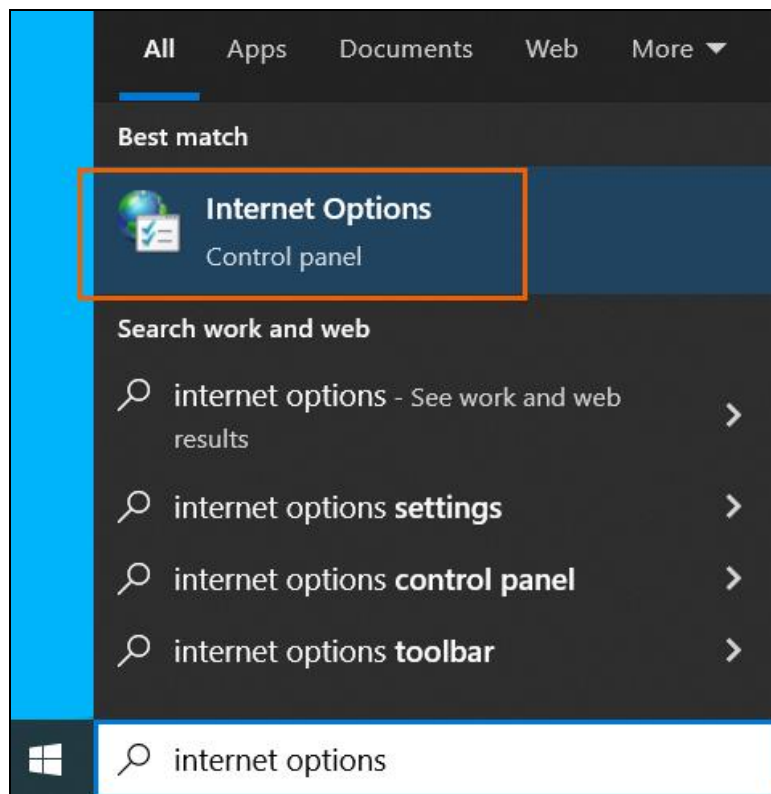
Windows 10 Settings

If you're using classic OneSite on Windows 10, confirm the settings in this section to optimize your experience with Edge in Internet Explorer mode. The following instructions show you how to change set Onesite as a trusted site, display settings and your date and time settings, and how to disable third-party pop-up blockers in Windows 10.

Setting OneSite as a Trusted Website

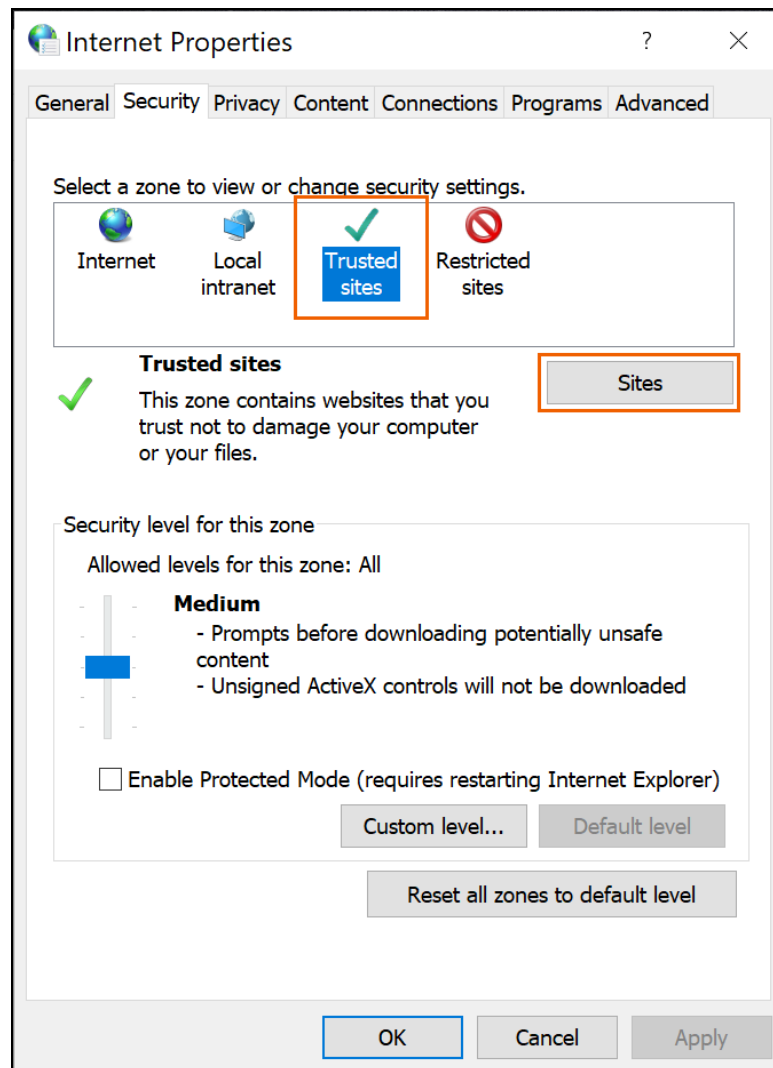
To optimize your display settings for OneSite:

1. From the Windows 10 desktop, click the  **Search** button on the taskbar, type "internet options."

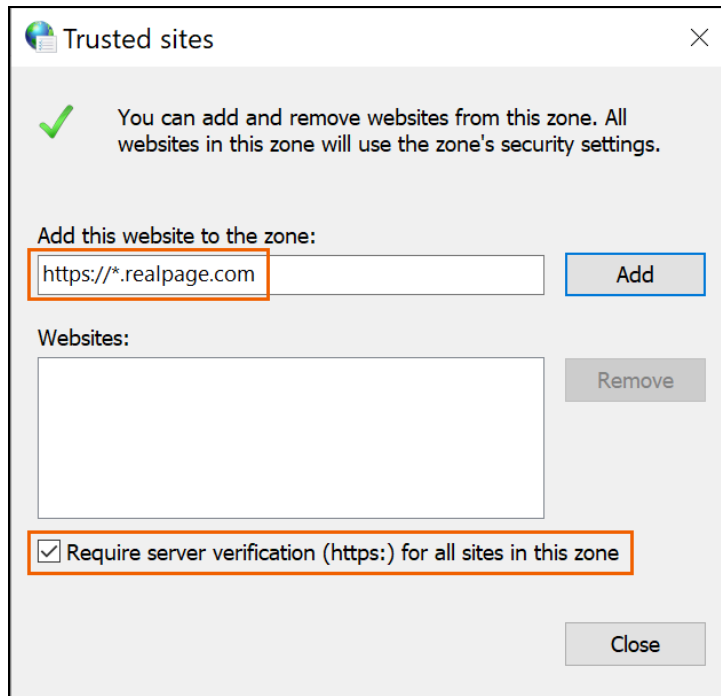


2. Select **Internet Options** from the results list. The **Internet properties** box opens.

3. Select the Security tab.



4. Select the **Trusted sites** option, and then click the **Sites** button.

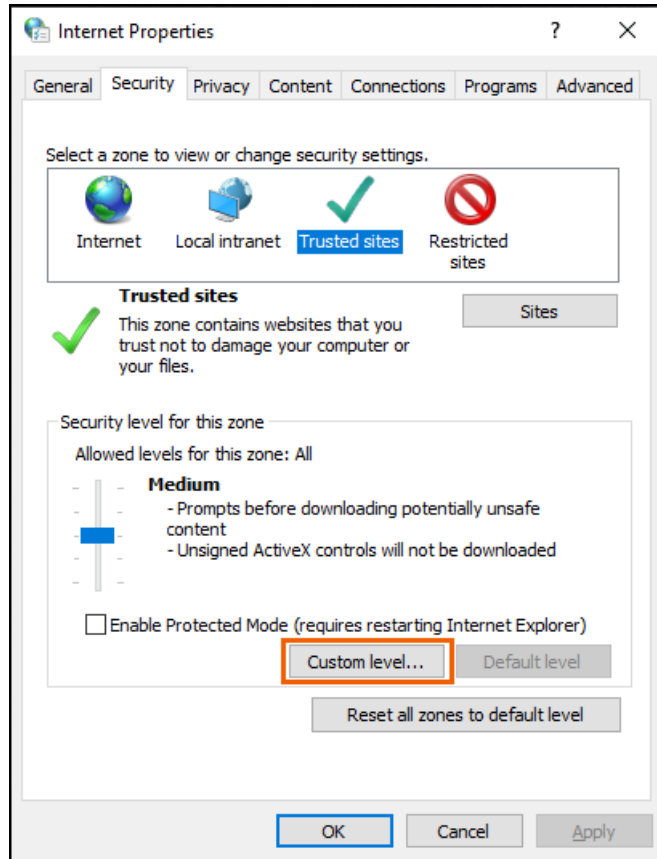


5. Make sure that the **Require server verification (https:) for all sites in this zone** check box is selected.
6. Type "https://*.realpage.com" in the **Add this website to the zone** field and then click **Add**.
7. Continue to the next section to set custom settings for the trusted sites security level.

Setting Custom Level for Trusted Sites

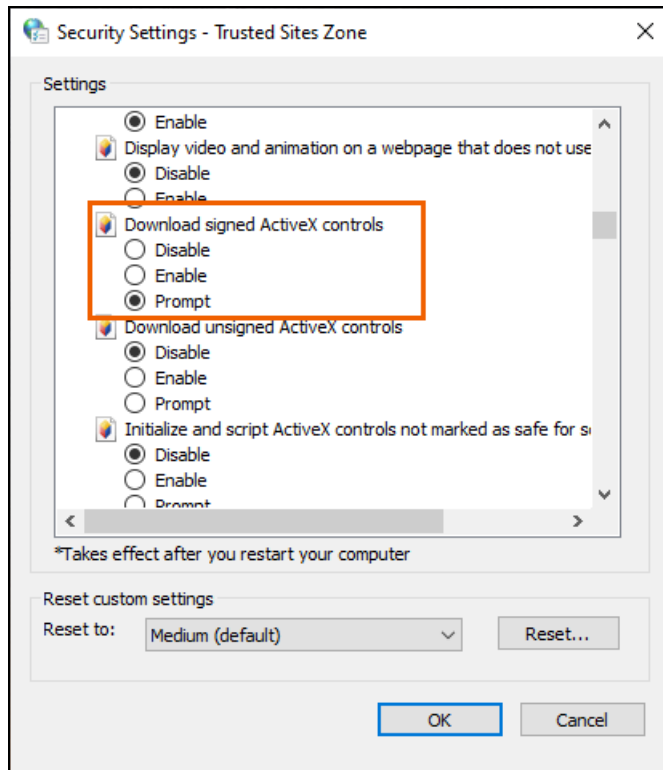
To set the security level of your trusted sites:

1. On the **Security** tab, in the *Security level for this zone* section, click **Custom level**.

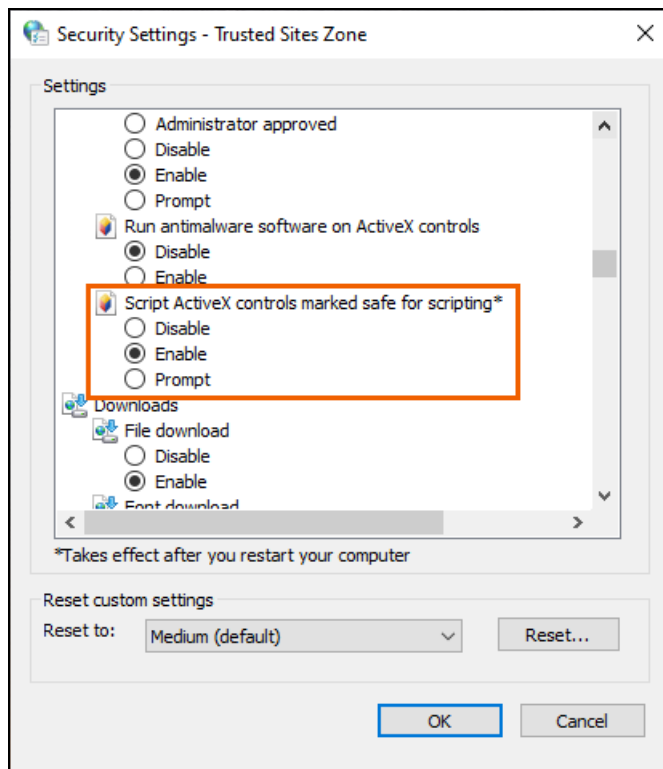


2. Locate the *ActiveX controls and plug-ins* section.

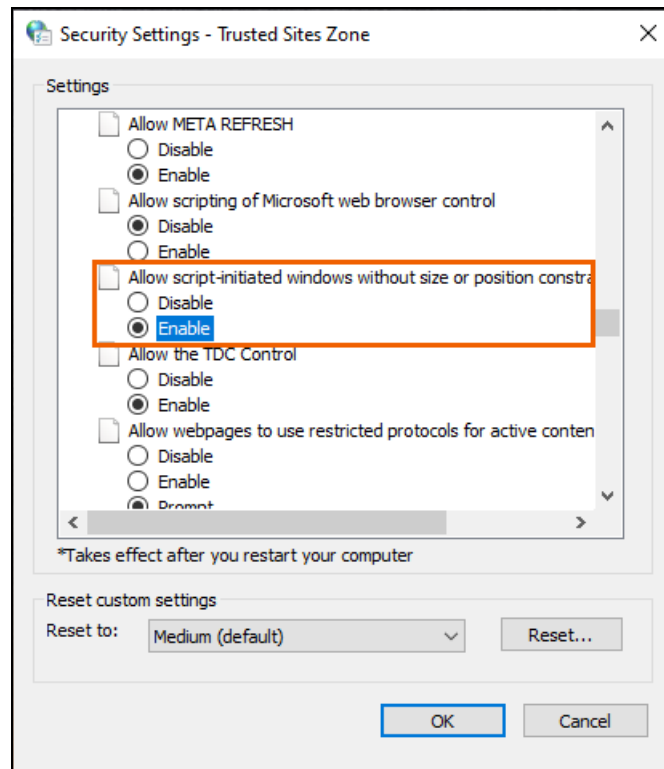
3. Ensure that the **Download signed ActiveX controls** option is set to "Prompt."



4. Ensure that the **Script ActiveX controls marked safe for scripting*** option is set to "Enable."




5. Locate the *Miscellaneous* section.
6. Set the **Allow script-initiated windows without size or position constraints** option to "Enable."

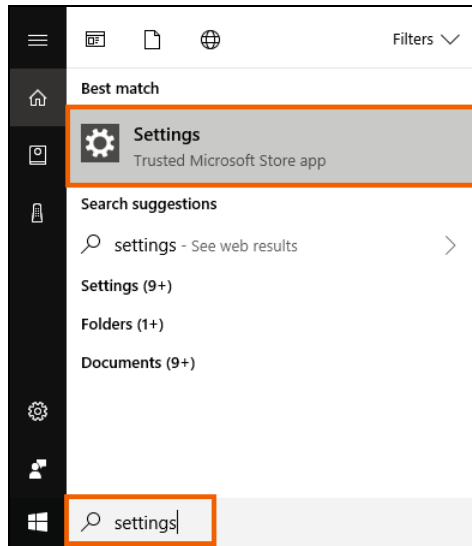


7. Click **OK** to close the **Security settings - trusted sites zone** box.
8. Click **OK** to close the **Internet Properties** box.

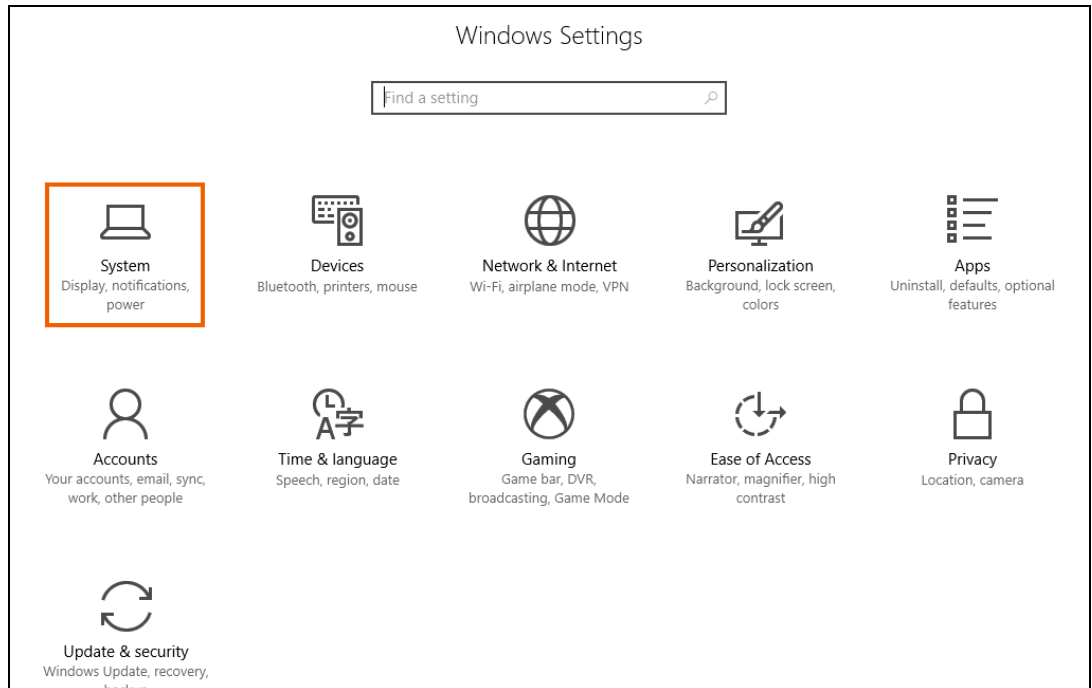
Display Settings

To optimize your display settings for OneSite:

1. From the Windows 10 desktop, click the  **Search** button on the taskbar, type "settings," and then select the **Settings** option.

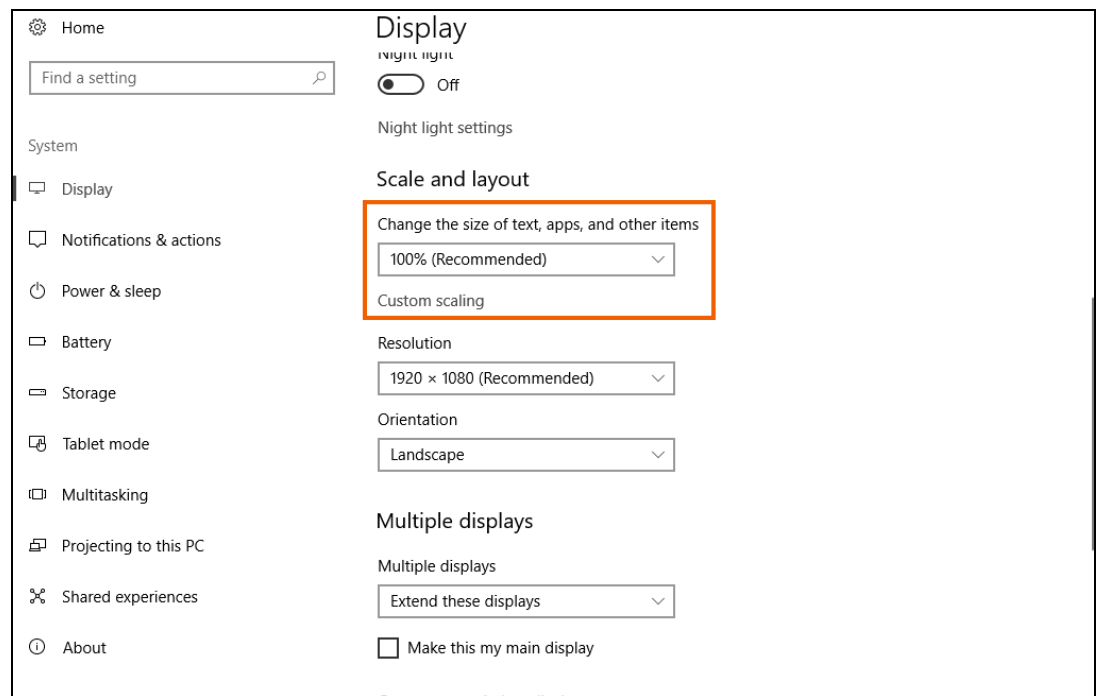


2. Click the **System** option in the **Settings** box.

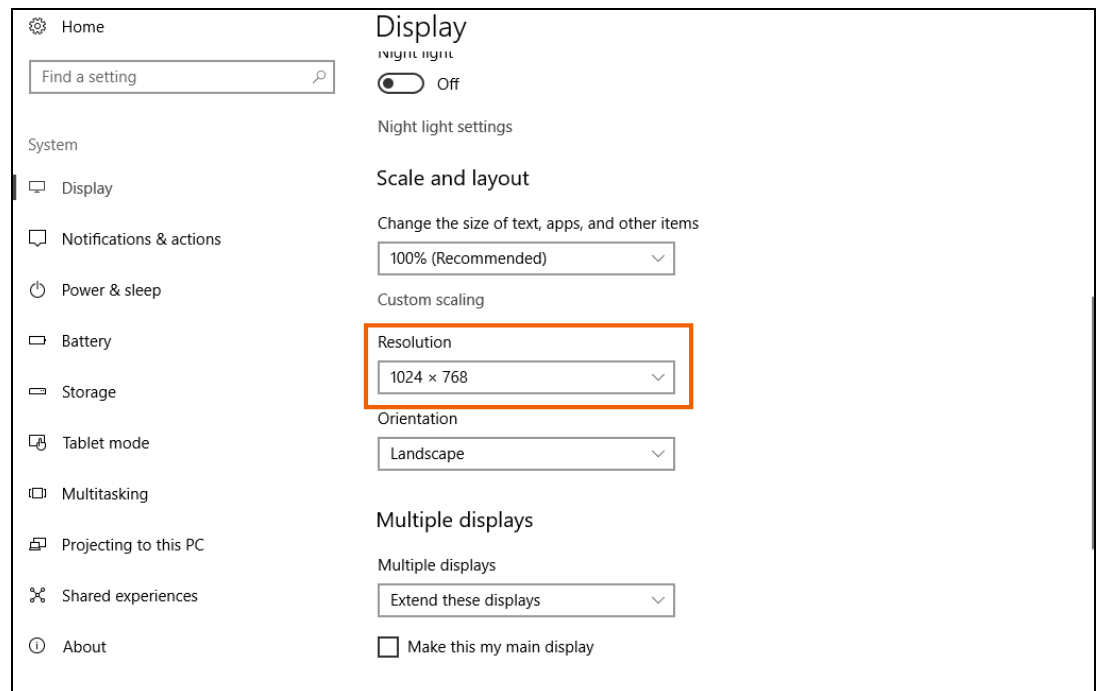


3. Scroll down to the *Scale and layout* section on the **Display** page.

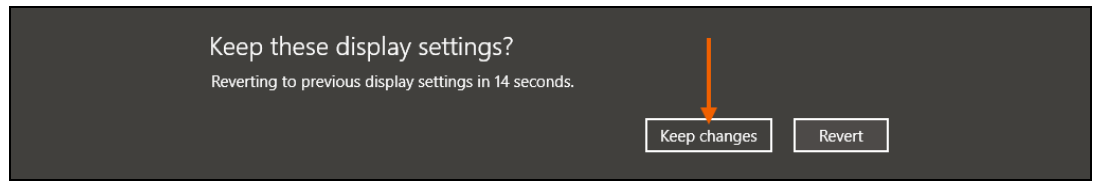
4. Use the **Change the size of text, apps, and other items** drop-down list to select the **100% (Recommended)** option.



5. Use the **Resolution** drop-down list to select a resolution. The minimum acceptable resolution for OneSite is at least **1024 x 768** pixels at a minimum. Higher resolutions are also acceptable and may be preferable, based on the native resolution of your display.



6. Click the **Keep changes** button at the bottom of the confirmation box.

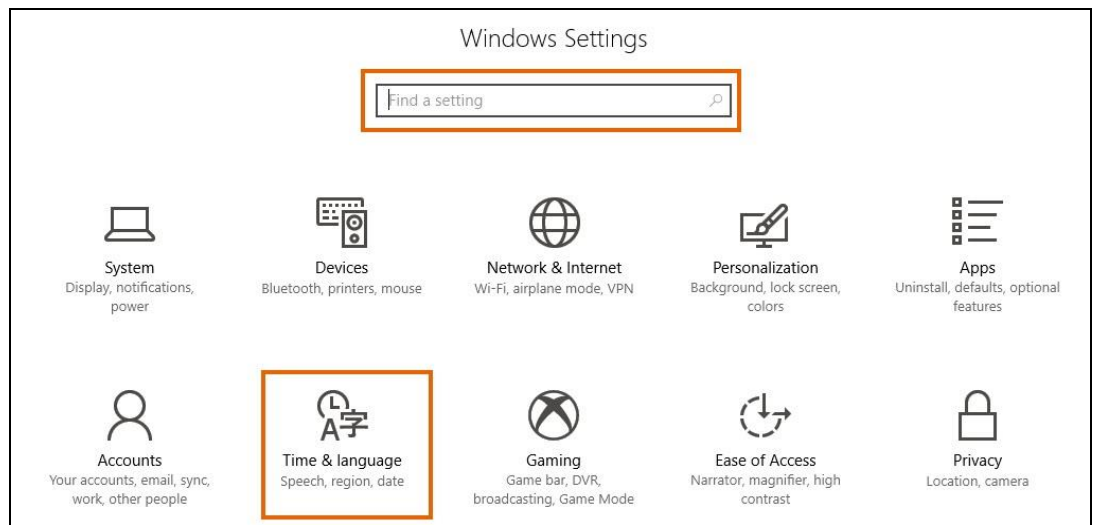


7. Close the **Settings** box.

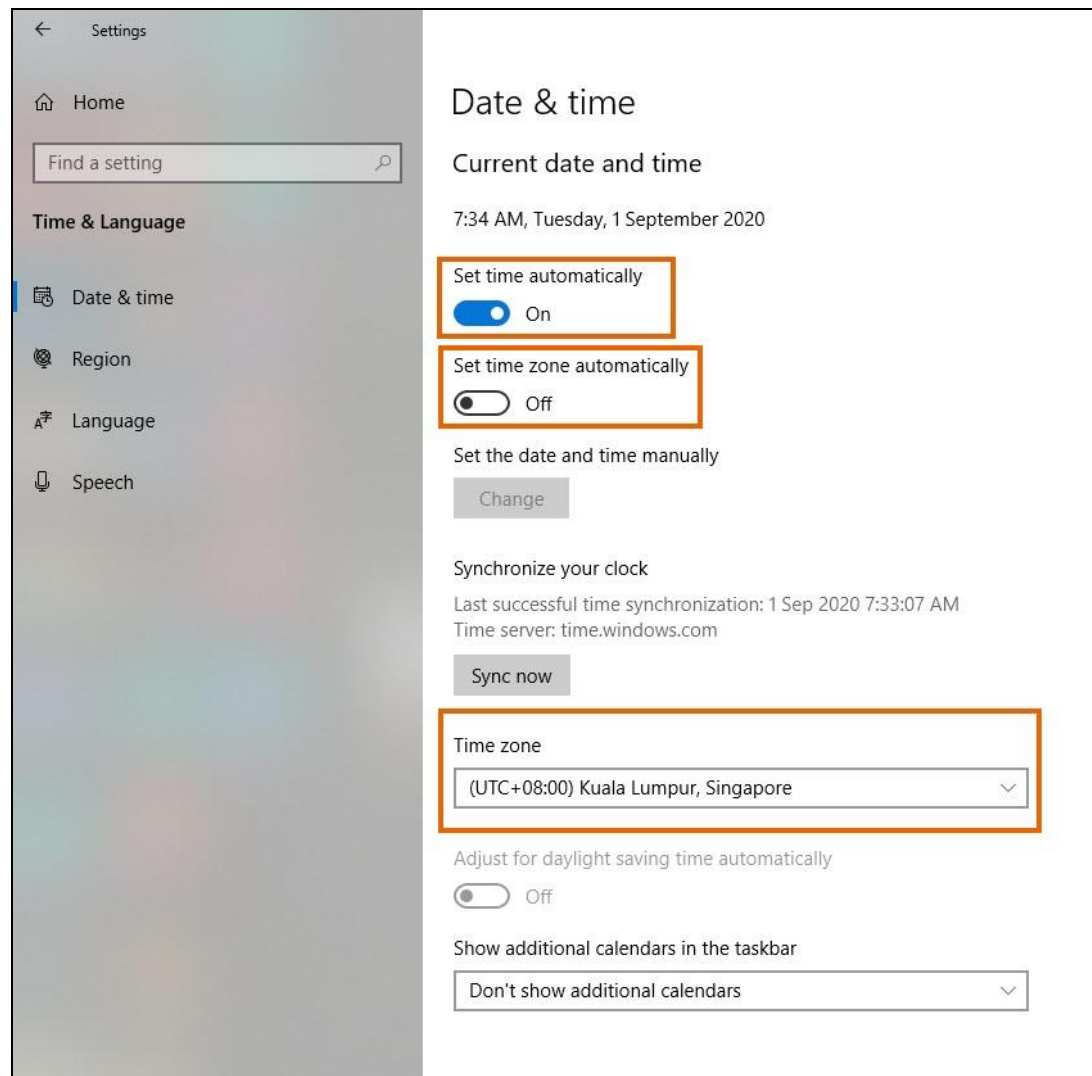
Adjusting the Date & Time Settings

To change your date and time settings:

1. Click the **Start Menu**.
2. Click the **Settings** option.
3. Type **Date & Time Settings** in the search field or click the **Time & Language** option in the **Settings** box.



4. On the **Date & Time** page, activate the **Set Time Automatically** switch.



5. Activate the **Set Time Zone Automatically** switch or select your time zone in the **Time Zone** drop-down list.

Your system clock adjusts based on the selected time zone.

6. Close the **Settings** box.

Third-Party Pop-Up Blockers


The classic version of OneSite requires the use of pop-ups. If you use a pop-up blocking program on your computer, please contact the vendor of that program for instructions on configuring their pop-up blocker to allow pages from *.realpage.com to use pop-ups.

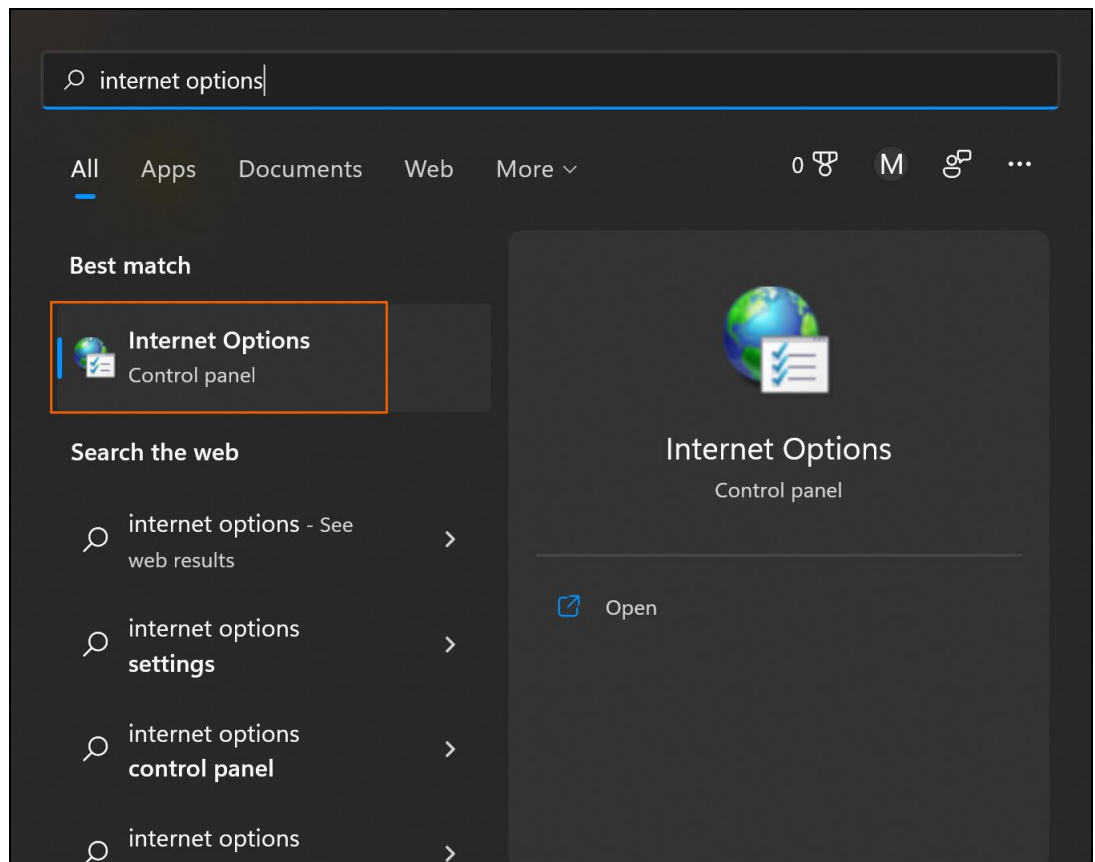
Windows 11 Settings

If you're using classic OneSite on Windows 11, confirm the settings in this section to optimize your experience with Edge in Internet Explorer mode. The following instructions show you how to set OneSite as a trusted site, change your display settings and your date and time settings, and how to disable third-party pop-up blockers in Windows 11.

Setting OneSite as a Trusted Website

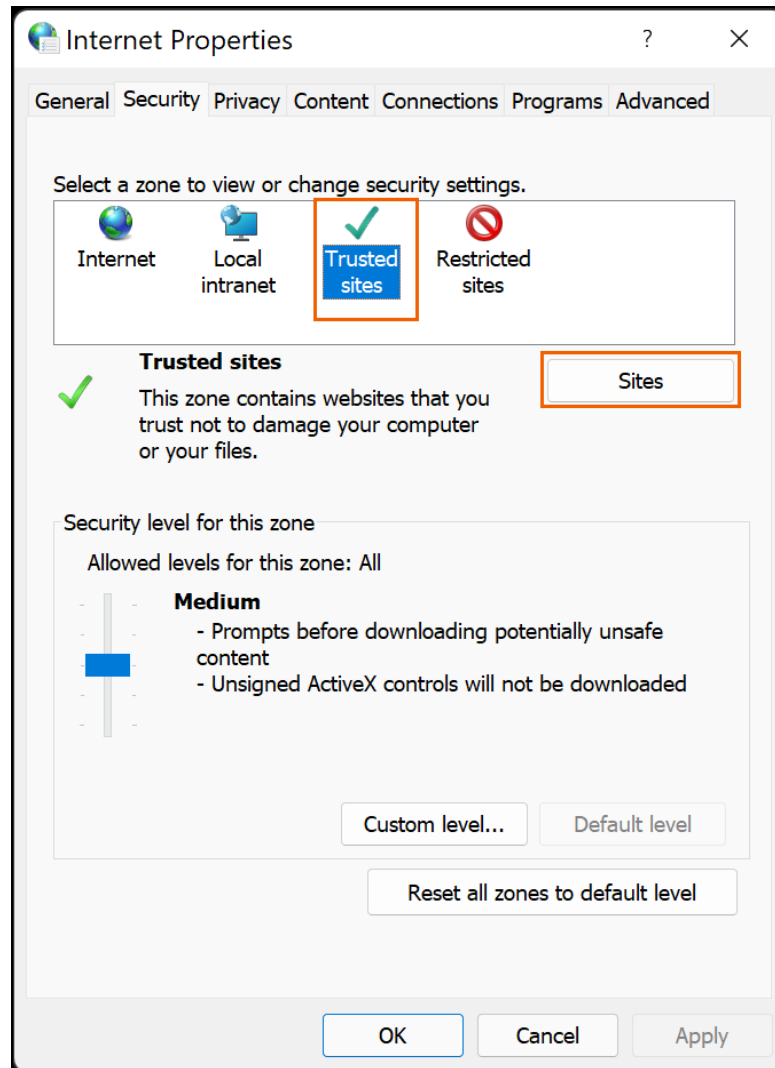
To optimize your settings for OneSite:

1. From the Windows 11 desktop, click the  **Search** button and type "internet options."

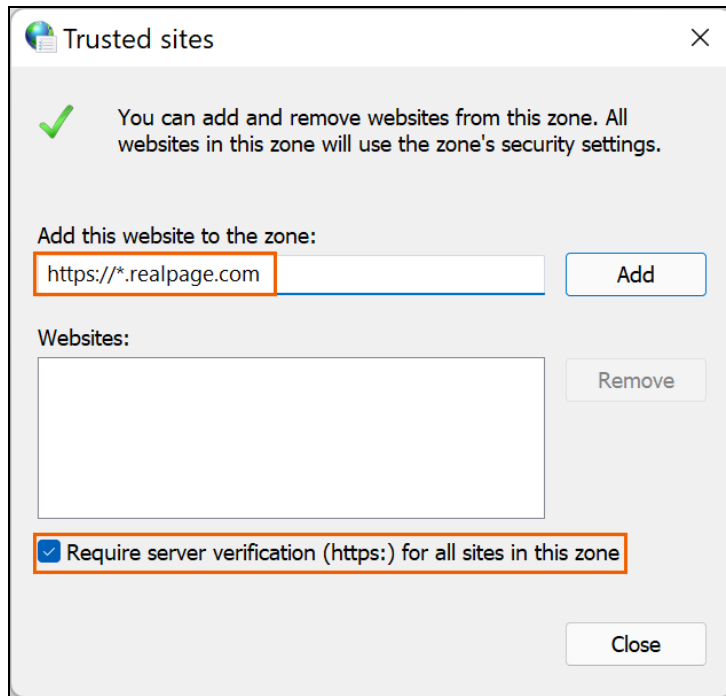


2. Select **Internet Options** from the results list. The **Internet properties** box opens.

3. Select the Security tab.



4. Select the **Trusted sites** option, and then click the **Sites** button.

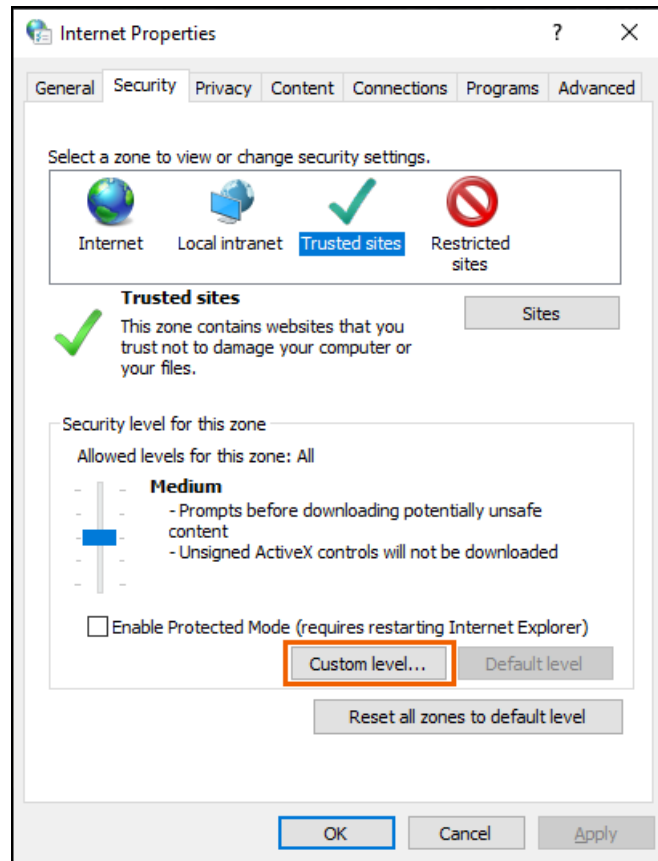


5. Make sure that the **Require server verification (https:) for all sites in this zone** check box is selected.
6. Type "https://*.realpage.com" in the **Add this website to the zone** field and then click **Add**.
7. Continue to the next section to set custom settings for the trusted sites security level.

Setting Custom Level for Trusted Sites

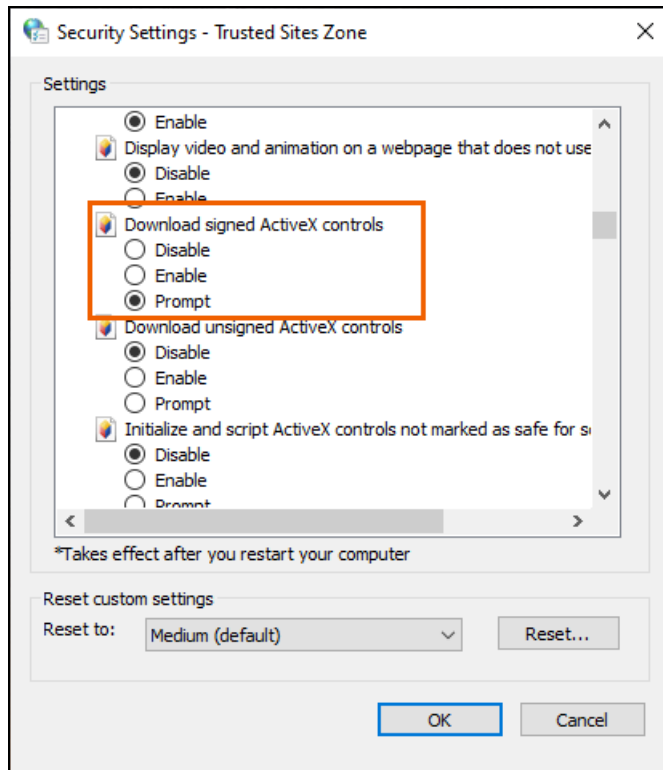
To set the security level of your trusted sites:

1. On the **Security** tab, in the *Security level for this zone* section, click **Custom level**.

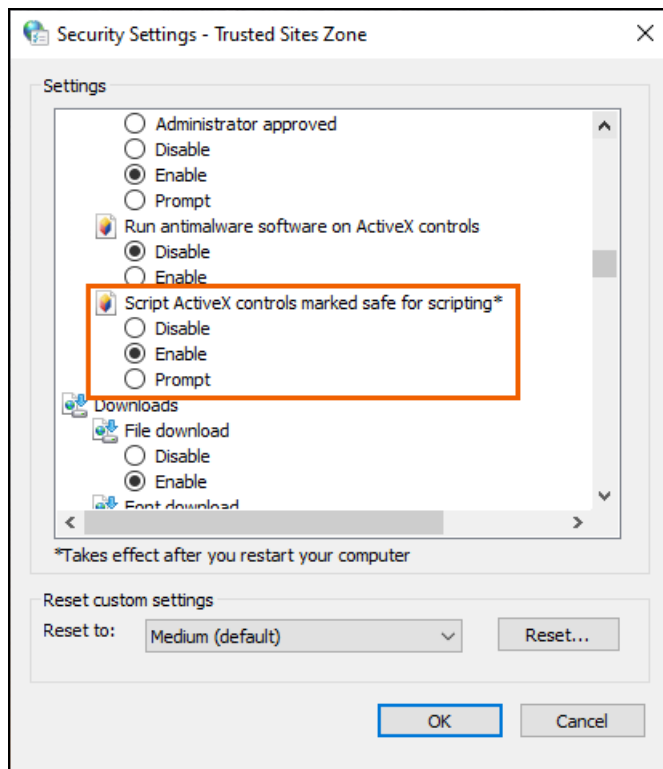


2. Locate the *ActiveX controls and plug-ins* section.

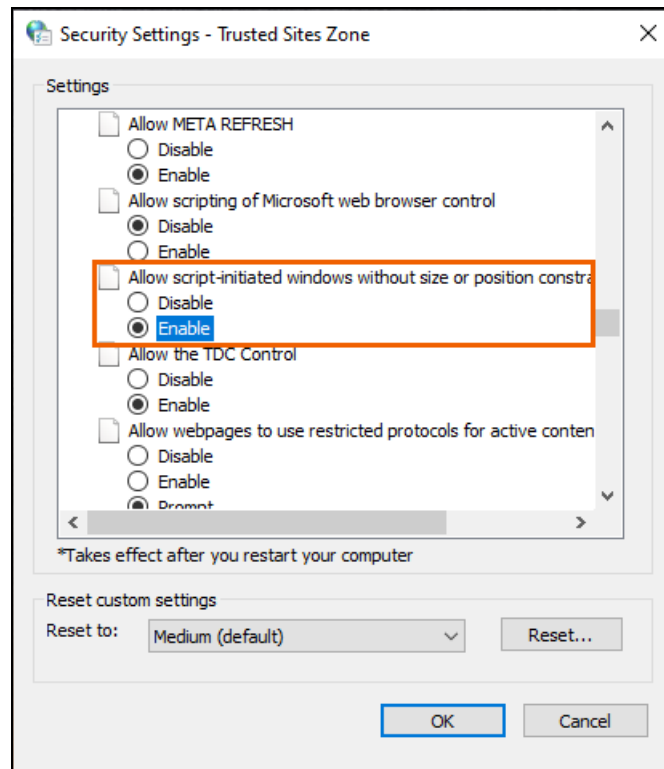
3. Ensure that the **Download signed ActiveX controls** option is set to "Prompt."



4. Ensure that the **Script ActiveX controls marked safe for scripting*** option is set to "Enable."




5. Locate the *Miscellaneous* section.
6. Set the **Allow script-initiated windows without size or position constraints** option to "Enable."

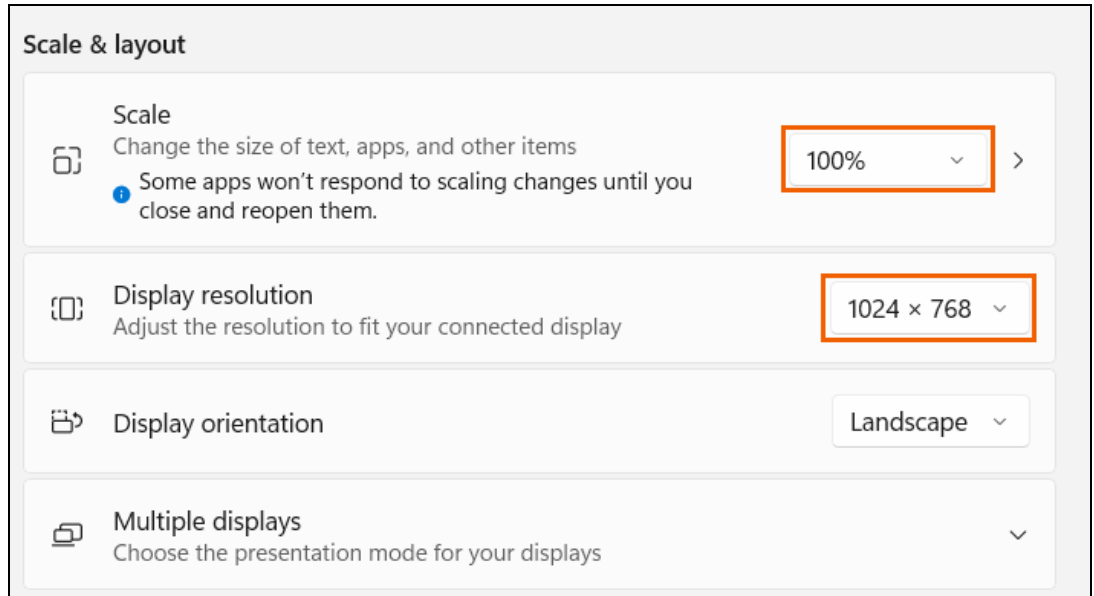


7. Click **OK** to close the **Security settings - trusted sites zone** box.
8. Click **OK** to close the **Internet Properties** box.

Confirming Display Settings

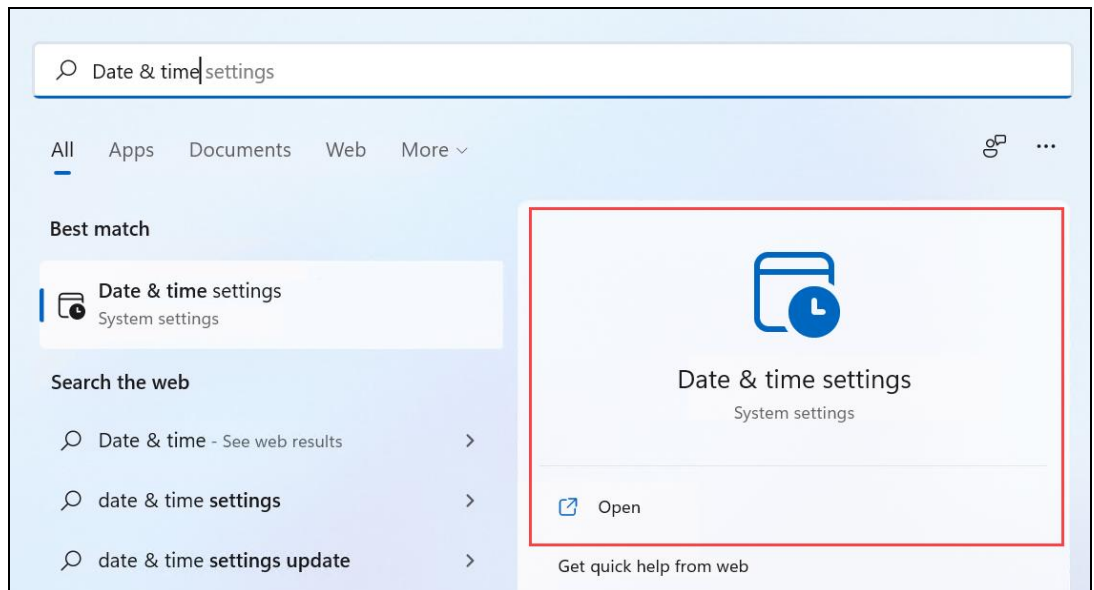
1. From the Windows 11 desktop, click the  **Search** button and type "Settings."
2. Select the **Settings App** option.
3. Choose **Display**.
4. In the *Scale & Layout* section, verify that the setting of the **Scale** option is **100% (Recommended)**. Reset it if needed.

5. Use the **Display Resolution** drop-down list to select a resolution. The minimum acceptable resolution for OneSite is **1024 x 768** at a minimum. Higher resolutions are acceptable and may be preferable, based on the native resolution of your display.



Adjusting the Date & Time Settings

1. From the Windows 11 desktop, click the **Search** button and type "Date & Time" in the search field.
2. Select the **Date & Time Settings** option.



3. Activate the **Set Time Automatically** switch and verify that your time zone settings are accurate.



4. Close the **Settings** box.

Third-Party Pop-Up Blockers

The classic version of OneSite requires the use of pop-ups. If you use a pop-up blocking program on your computer, please contact the vendor of that program for instructions on configuring their pop-up blocker to allow pages from *.realpage.com to use pop-ups.

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APPENDIX A

Removing Internet Explorer Mode in Edge

Use this procedure to reverse the changes made in Setting Up Internet Explorer Mode in Edge on a Single PC (on page 2). When complete, Edge will no longer load OneSite pages in Internet Explorer mode, and will instead use default Edge mode.

You may choose to do this after you are fully migrated to the new OneSite experience and Unified Platform and want to load OneSite using the default Edge mode, or if you installed the local group policy in error. This needs to be run only once on a PC, and reverses the policy for anyone that uses the PC.

If you are not sure if you should run this removal tool, contact the IT or Support team at your company.

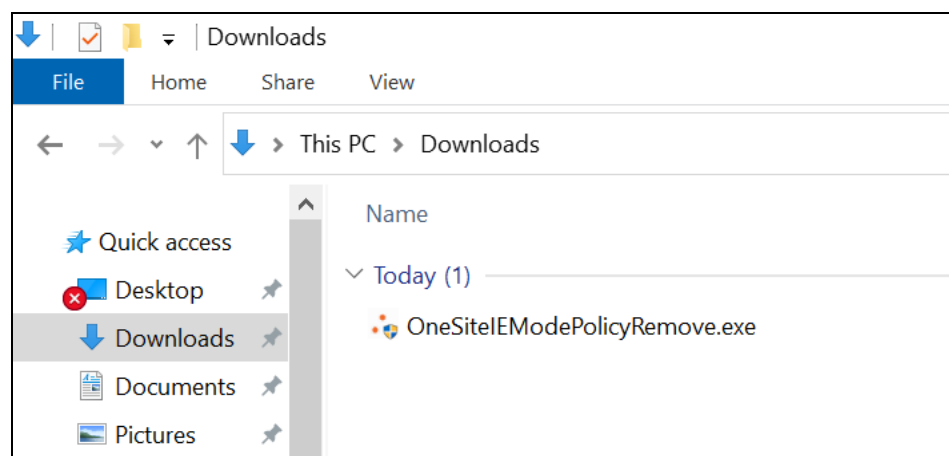
Before you perform these steps, confirm that you can run applications as an administrator.

1. Open the following link:

<https://www.realpage.com/extresources/IECompatibility/OneSiteEModePolicyRemove.exe>

The file downloads automatically for most browsers. For other browsers, you may be prompted to download the file.

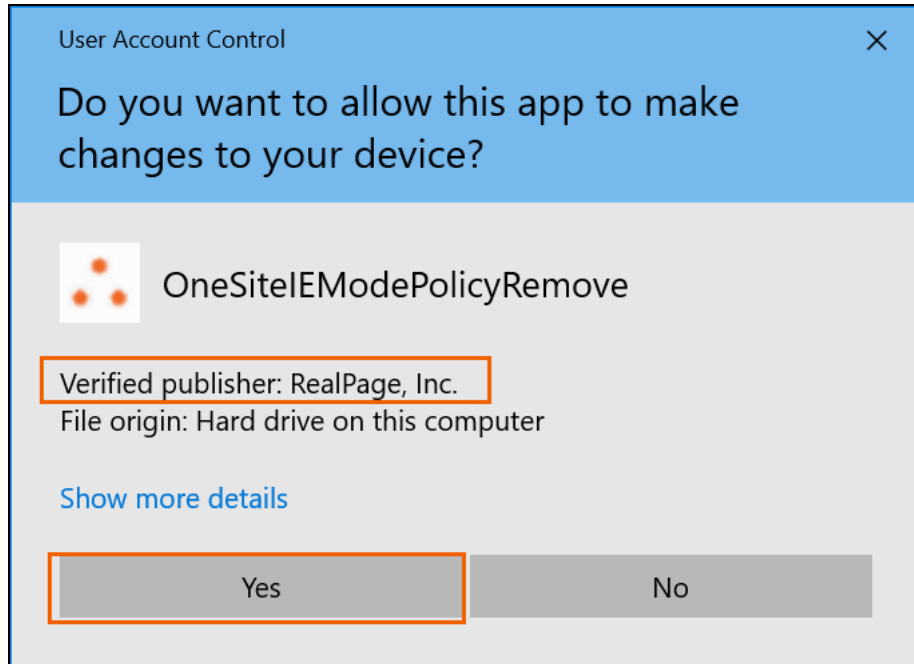
2. Open File Explorer and navigate to the file location. In most cases, this is your Downloads folder.
3. Locate OneSiteEModePolicyRemove.exe in the list of files.



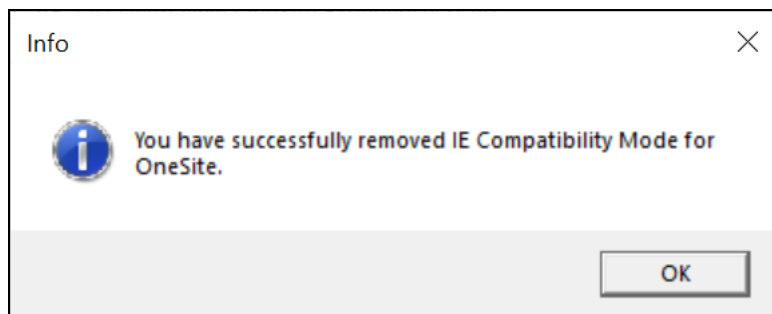
4. Double-click OneSiteEModePolicyRemove.exe to run the removal tool.

If you are prompted for an administrator password, your Windows profile does not have the necessary rights to complete this process. Please contact your IT or Support team for assistance.

5. If you receive a warning message from Microsoft Defender Smart Screen or other similar scanning software, confirm that RealPage, Inc. is listed as the publisher. You can then click **More info** and then choose **Run anyway** to continue.
6. If you receive a User Account Control message, confirm that RealPage, Inc. is listed as the verified publisher and then click **Yes** to continue.



7. When the change is complete, a confirmation message displays. Click **OK**.



8. To confirm that the change was successful, open Edge and log into OneSite. You will no longer see a blue Internet Explorer logo next to the web address, indicating that OneSite is now using the default Edge mode.