Internet Explorer® and Microsoft® Windows® 10
Personal Computer Checklist
New OneSite User
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CHAPTER 1

Internet Explorer and Windows 10

This book shows you how to optimize Internet Explorer and Microsoft Windows 10 for using OneSite.

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Internet Explorer and Windows 10

Internet Explorer Settings

The following instructions show you how to optimize Internet Explorer for OneSite.

Accessing Internet Explorer

To open a new Internet Explorer browser window:

1. Click the Start button in the left corner of the taskbar.
2. Scroll to the W section of the application list, expand the Windows accessories folder, and then click Internet Explorer.

A new Internet Explorer window opens.

Installing the RealPage ActiveX Object

The first time you open the OneSite sign on page, you are prompted to download the RealPage ActiveX object. You must download this object before signing in to OneSite.

To install the RealPage object:
2. The following message shows at the bottom of the page:

3. Click Install.
4. On the User account control pop-up, click Yes to allow Reapage.cab to make changes to your device.

If you miss the prompt to download the RealPage object, you can still manually install the object:

2. Click the Install or remove Version 10 using Windows Installer link.

3. Click either of the following links:
• Download RealPage object version 10 - installation default is “just me”
• Download RealPage object version 10 - installation default is “everyone”

Both links install the RealPage object, but have a different installation option selected by default. You can still change this option on the installer itself.

4. On the confirmation box, click Run.

5. On the Windows Installer box, click Next.

6. On the Select Installation Folder page, confirm where you want the object to be installed and then select from the following options:
   • Everyone: This installs the RealPage object at a global level on your system.
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- **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.

7. Click **Next**, and then click **Next** again on the **Confirm Installation** page.
8. When the installation is complete, click Close.

Compatibility View

To configure Internet Explorer's compatibility settings to function with OneSite:

1. Open Internet Explorer.
2. Click ⚙ Settings in the upper-right corner of the browser and then select Compatibility view settings from the drop-down list.
3. Verify that “realpage.com” is not listed in the *Websites you’ve added to Compatibility View* section.

If "realpage.com" is in this section, select that URL and then click **Remove**.

4. Clear the **Use Microsoft compatibility lists** check box.

5. Click **Close**.
Internet Options

There are several Internet Explorer options that must be properly set before you can use OneSite. To access Internet Explorer options, click **Settings** in the upper-right corner of the browser and then select **Internet options** from the drop-down list.

![Image of Internet Explorer options]

Temp Files

To remove any temporary internet files from your browser:
1. On the General tab, in the *Browsing history* section, click *Delete*.

2. On the *Delete browsing history* box, clear the *Preserve Favorites website data* check box and then select the *Temporary Internet files and website files* box.
3. Click **Delete**.  
   A system message shows at the bottom of the browser when the process is complete.

**Stored Pages and Disk Space**

To configure your stored pages and disk space options:

1. On the **General** tab, in the *Browsing history* section, click **Settings**.
2. Set the Check for new versions of stored pages option to “Automatically.”

3. For the Disk space to use field, enter or select “500.”

4. Click OK.

The Website data settings box closes.

**Trusted Sites**

To configure your trusted sites settings:
1. Click the **Security** tab, click the **Trusted sites** icon, and then click **Sites**.

![Internet Explorer Security Tab](image)

2. Clear the **Require server verification (https:) for all sites in this zone** check box.

3. Enter "*.realpage.com" in the **Add this website to the zone** field and then click **Add**.

![Add Trusted Sites](image)

4. Enter "*.realpagelearning.com" in the **Add this website to the zone** field and then click **Add**.

5. Click **Close**.

The **Trusted sites** box closes.
Security Level for Trusted Sites Zone

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.

Each ActiveX option has the ActiveX icon to the left of the option name.
3. Set the **Download signed ActiveX controls** option to “Prompt.”

4. Set the **Script ActiveX controls marked safe for scripting** option to “Enable.”

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

![Security Settings - Trusted Sites Zone]

7. Click OK.

The Security settings - trusted sites zone box closes.

Privacy

To configure your privacy settings:
1. Click the **Privacy** tab and then click **Advanced**.

![Internet Options](image)

2. Verify that **First-party cookies** and **Third-party cookies** are both set to “Accept” and the **Always allow session cookies** check box is enabled.

![Advanced Privacy Settings](image)

3. Click **OK**.

   The **Advanced privacy settings** box closes.

**Pop-up Blocker**

OneSite requires the use of pop-ups. You can choose to disable pop-up blocking completely OR configure Internet Explorer to only allow approved sites, such as RealPage, to use pop-ups.

To configure your pop-up blocker settings:
1. On the Privacy tab, select the Turn on Pop-up blocker check box and then click Settings.

![Internet Explorer Privacy Tab](image)

2. In the Address of website to allow field, enter "*.realpage.com" and then click Add.

![Internet Explorer Pop-up Blocker Settings](image)

3. Verify that "*.realpage.com" appears in the Allowed Sites list and then click Close.

The Pop-up blocker settings box closes.
Close Internet Explorer

To apply your changes and close Internet Explorer:

1. Click **OK** to save all of your changes.

   ![Internet Options dialog box](image)

   The **Internet options** box closes.

2. Click the X button in the upper-right corner to close the Internet Explorer browser window.
Repeat for all Internet Explorer windows that you currently have open, as Internet Explorer cannot apply some of the changes until you have closed all active windows.
Windows 10 Settings

The following instructions show you how to change your display settings and disable third party pop-up blockers.

Display Settings

To optimize your display settings for OneSite:

1. Click in the search box on the taskbar, enter “settings,” and then select Settings.

2. On the Settings box, click System.
3. On the Display page, scroll down to the Scale and layout section.

4. Confirm that the Change the size of text, apps, and other items field is set to “100%.”
   
   If this option is not set to “100%,” click this drop-down list and then select “100%.”

5. Click the Resolution drop-down list and then select a resolution of “1024 x 768” pixels or greater.
6. Click **Keep changes** on the confirmation box.

![Confirmation dialog box](image.png)

7. Close the **Settings** box.

**Third Party Pop-up Blockers**

OneSite takes advantage of the pop-up functionality allowed by Internet Explorer. Due to spyware and viruses that use pop-ups to infect computers, there is a lot of pop-up blocking software used on personal computers. Anti-virus software, anti-spyware, and toolbar programs are the most common software to contain pop-up blockers.

Although RealPage encourages security, OneSite requires the use of pop-ups. If you use a pop-up blocking program on your computer, please contact the program’s vendor for instructions on how to configure their pop-up blocker to allow *.realpage.com to have pop-ups.

To uninstall a pop-up blocking program that you do not want to use on your personal computer:

1. Click in the search box on the taskbar, enter “control panel,” and then select **Control panel**.

![Search results](image.png)
2. In the Programs section, click **Uninstall a program**.

3. Select the program that you want to uninstall and then click **Uninstall**.

4. Follow the on-screen prompts until the program is removed.

5. Close the **Uninstall or change a program** box.