

SSC/IDT Website Configuration

****PLEASE NOTE****

This document provides step by step instructions for configuring your browser in the most optimal way to run the software. Please check with your onsite or third party IT specialists prior to making changes to your browser settings.

Internet Explorer 9 and higher, as well as the version 51 of **Firefox or earlier** are the only browsers compatible with StaffScheduleCare and IDT. Google Chrome and Microsoft Edge will not work. Skip to the next page if you are *not* using Windows 10.

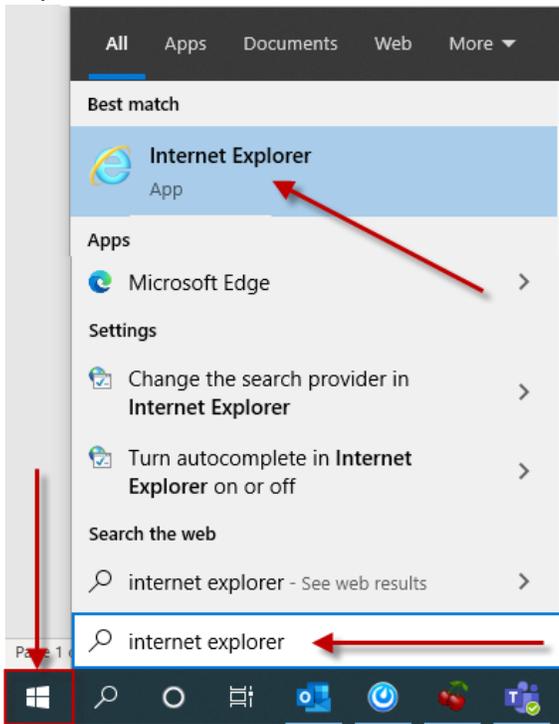
Windows 10

- When using Windows 10 you will have to change back to Internet Explorer as Microsoft Edge is the default browser and is not compatible with SSC/IDT.

- To access Internet Explorer 11 click on the windows icon and type "**Internet Explorer**". Note: If not search bar is present simply begin typing and the search bar should appear.

- Click on the **Internet Explorer** app in the results section to open Internet Explorer 11

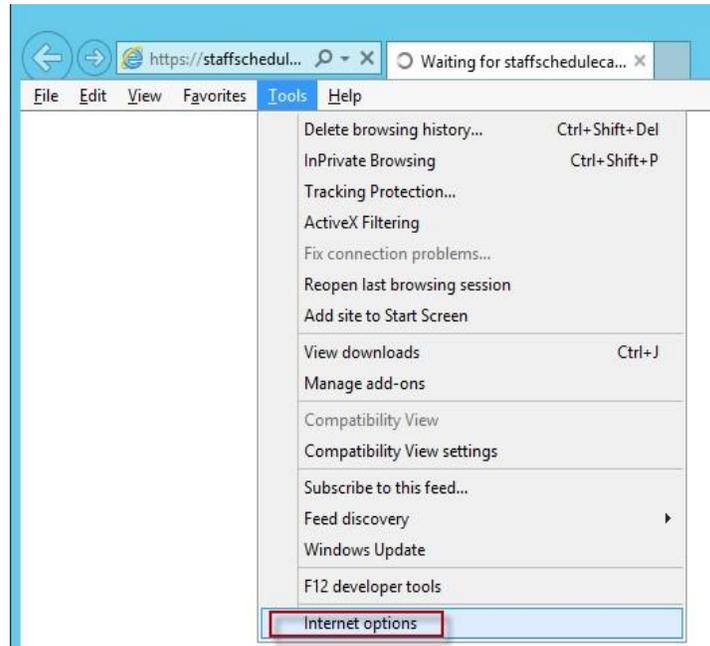
- To add a shortcut which takes you directly to Internet Explorer, right click on **Internet Explorer** while it is open on the taskbar and click **Pin this program to taskbar**.



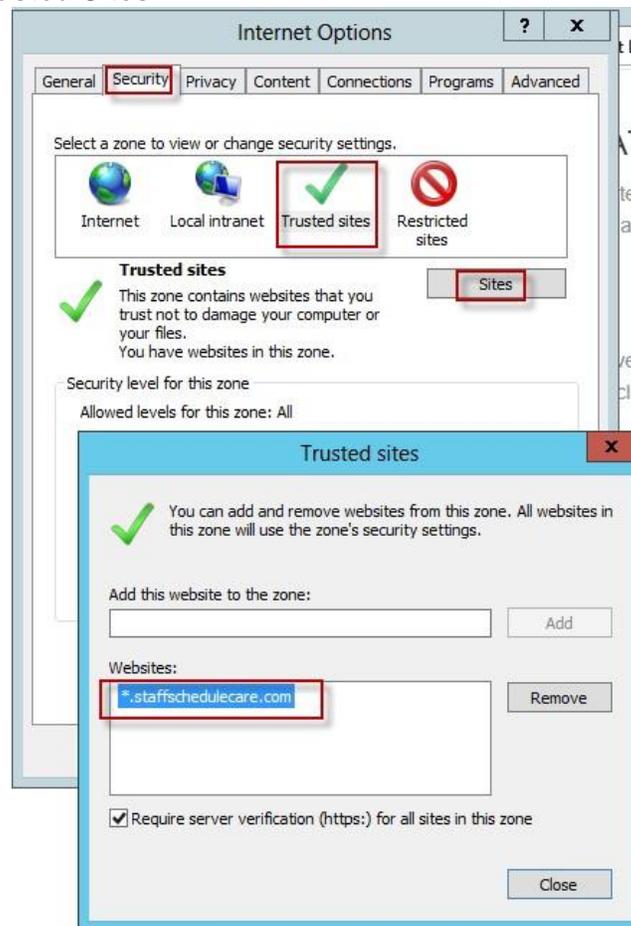
Internet Explorer configuration for all editions of Windows

To ensure IE is configured in the most optimal way for compatibility please review the following settings:

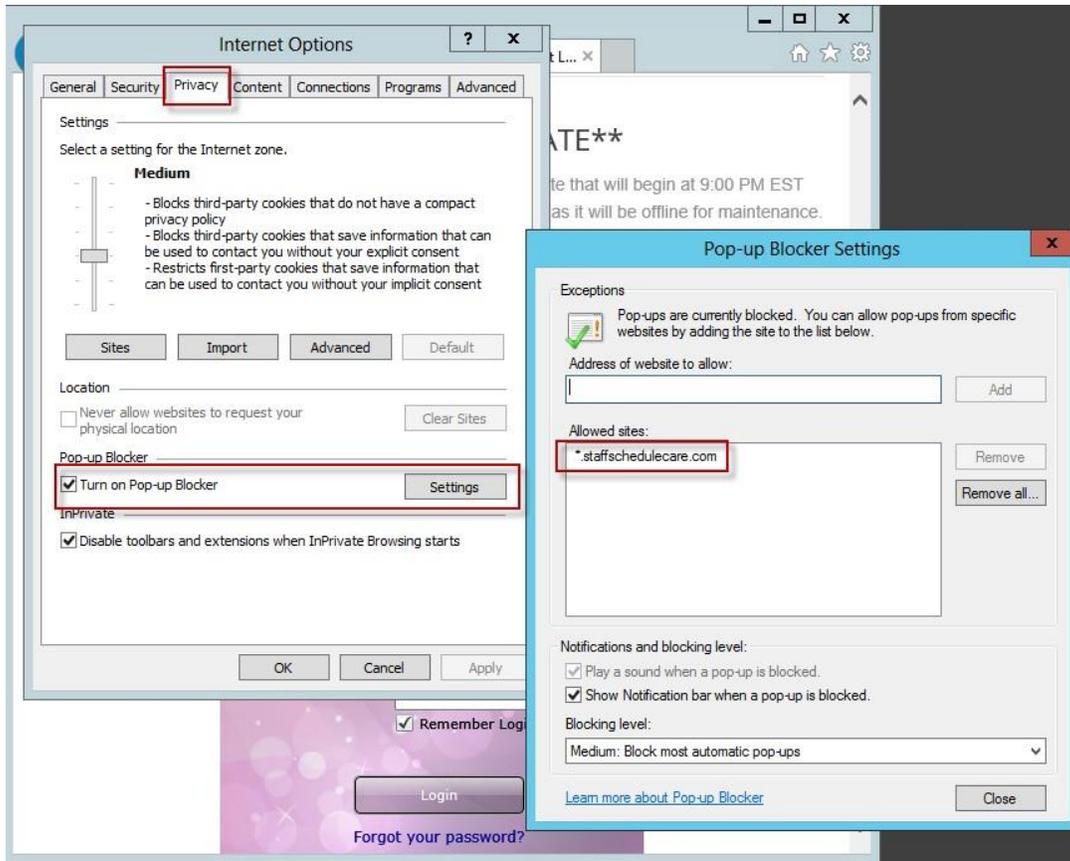
- Press **ALT** to bring down the menu bar in Internet Explorer. If it is not already visible, go to **Internet Options**.



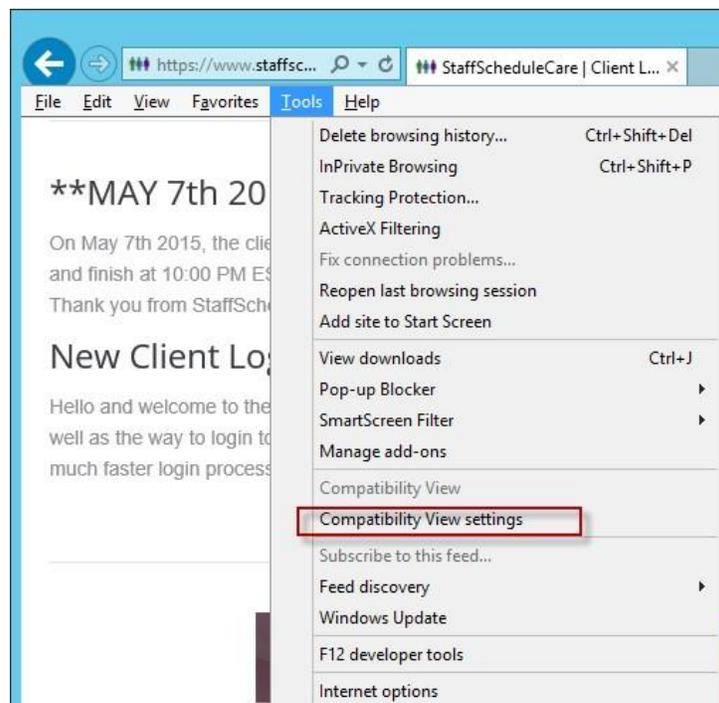
- Click the **Security** tab and add https://*.staffschedulecare.com for SSC clients or https://*.idvertime.com for IDT clients to the **Trusted Sites**.



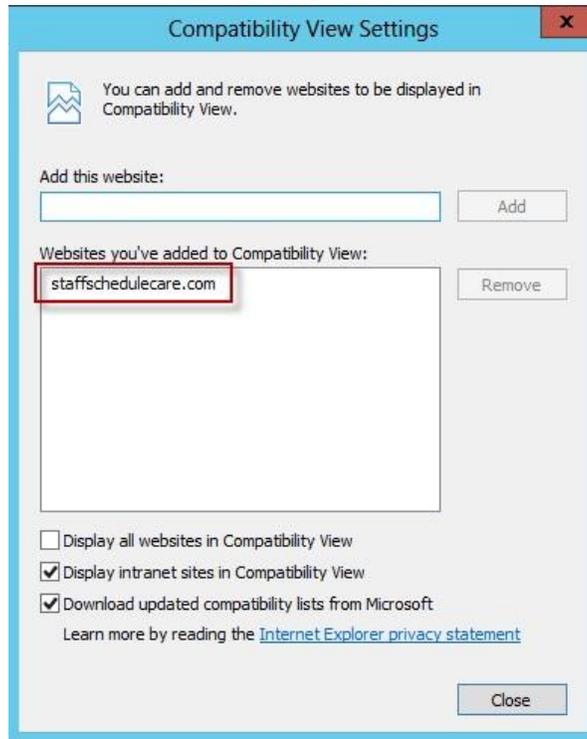
- Click the **Privacy** tab. If **Turn on Pop up Blocker** is ticked, for SSC clients ensure ***.staffschedulecare.com** is added to the list as shown, for IDT clients use ***.idtime.com**



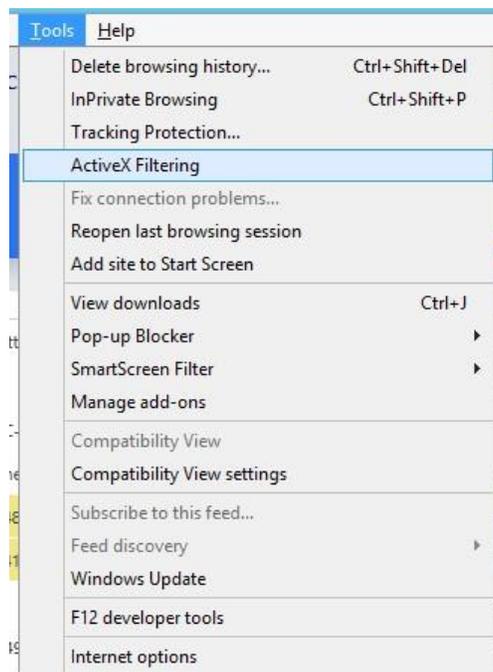
- Click **OK** and exit the Internet Options menu. Go back to **Tools** and **Compatibility View Settings**



- For SSC clients add **staffschedulecare.com**. For IDT clients add **idvertime.com**.

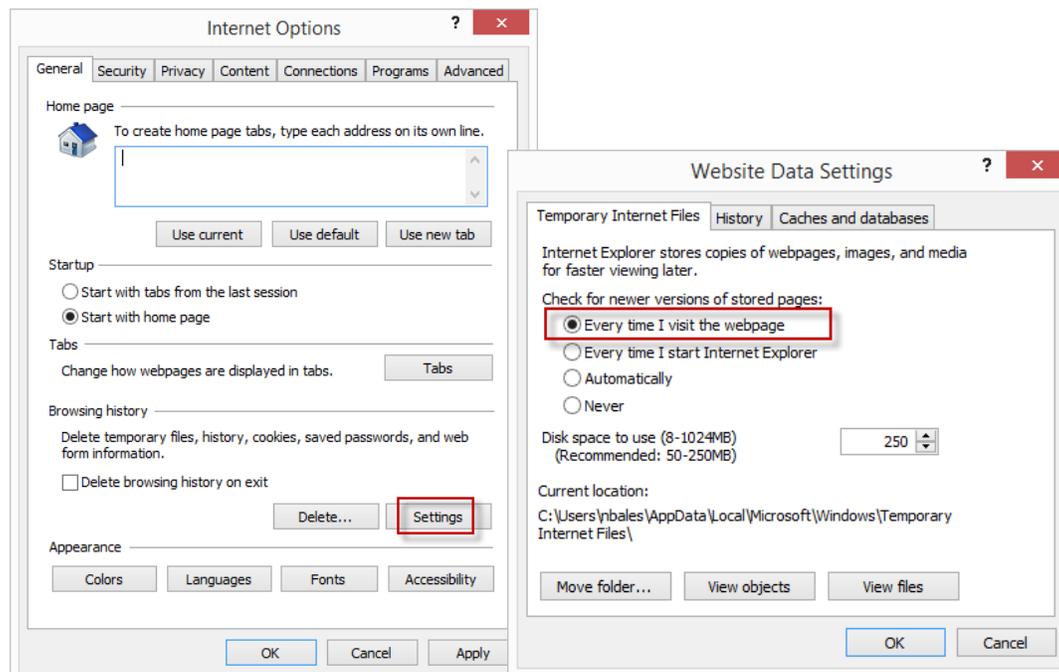
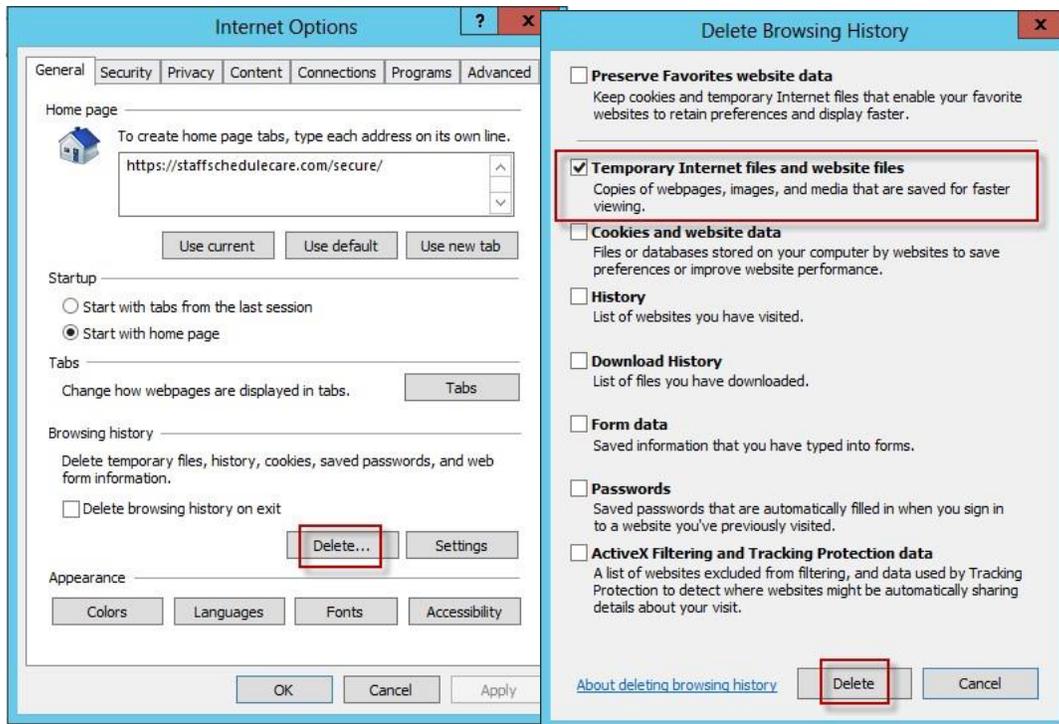


- In the **Tools** menu check to make sure **Active X Filtering** is off (no checkmark)



If you are still experiencing issues after performing the prior instructions the next step would be to clear the cache of the browser and set it to check for new versions of the website on every visit, to do this please see the following instructions:

- Go back into **Internet Options** click **Delete...**
- Ensure only **Temporary Internet files and website files** are selected. Click **delete**.
- Click **Settings**, and select **Every time I visit the webpage** and click **OK**, and then **OK** again.



If you are using Windows 10 build 19041.804 or above, there is a setting in the Microsoft Edge browser that must be changed to prevent Internet Explorer from automatically opening webpages in Microsoft Edge.

- Open the Microsoft Edge web browser.
- Click on the three dots at the top right corner of the screen to access the settings and more options.
- Click the settings option.
- In the new tab click the default browser setting
- Ensure the 'Let Internet Explorer open sites in Microsoft Edge' setting is set to 'Never'.

