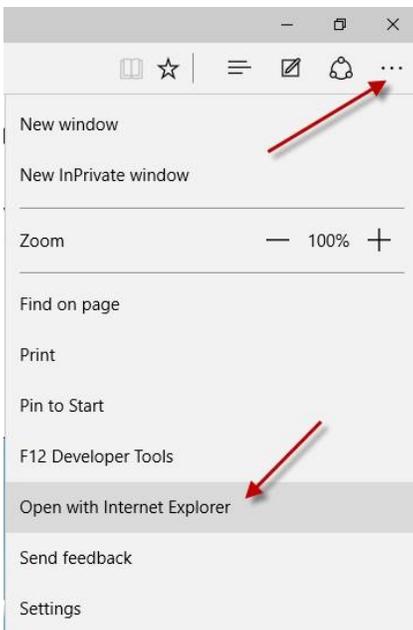# SSC/IDT Website Configuration

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.
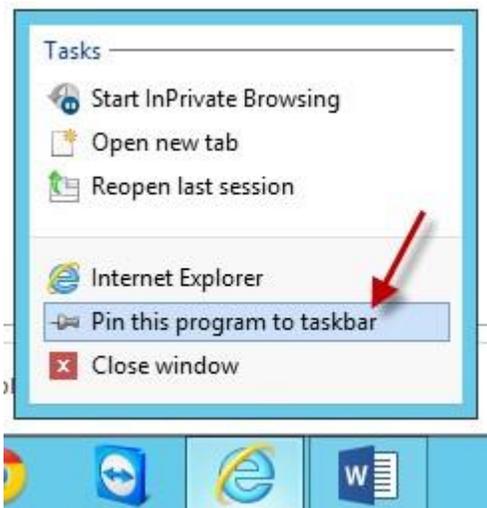
Windows 10

- 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 open a website and click the 3 dots at the top right corner. From there click **Open in Internet Explorer**.

- It is important to have a website already open or the option will be grayed out.

- 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 9 and higher, as well as the latest versions of **Firefox** 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.

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**.
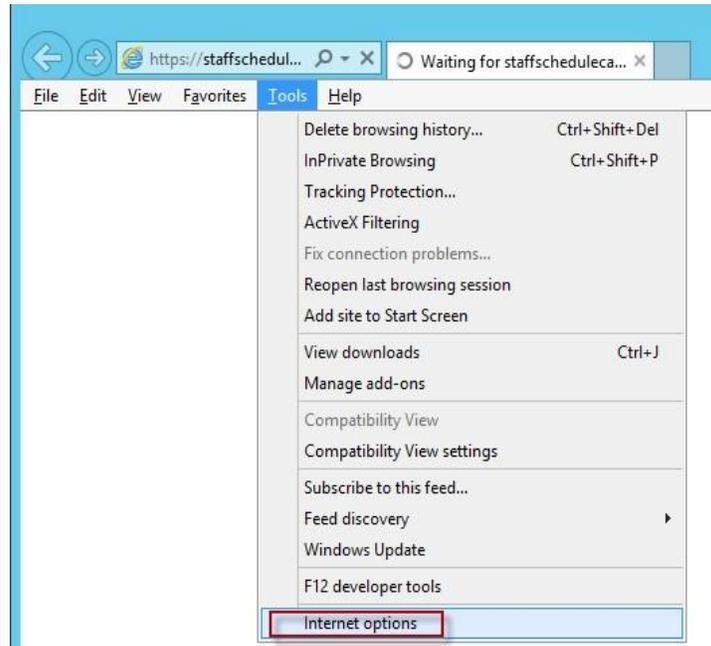

- Click the **Security tab** and add https://*.staffschedulecare.com for SSC clients or https://*.idttime.com for IDT clients to the T**rusted Sites**.
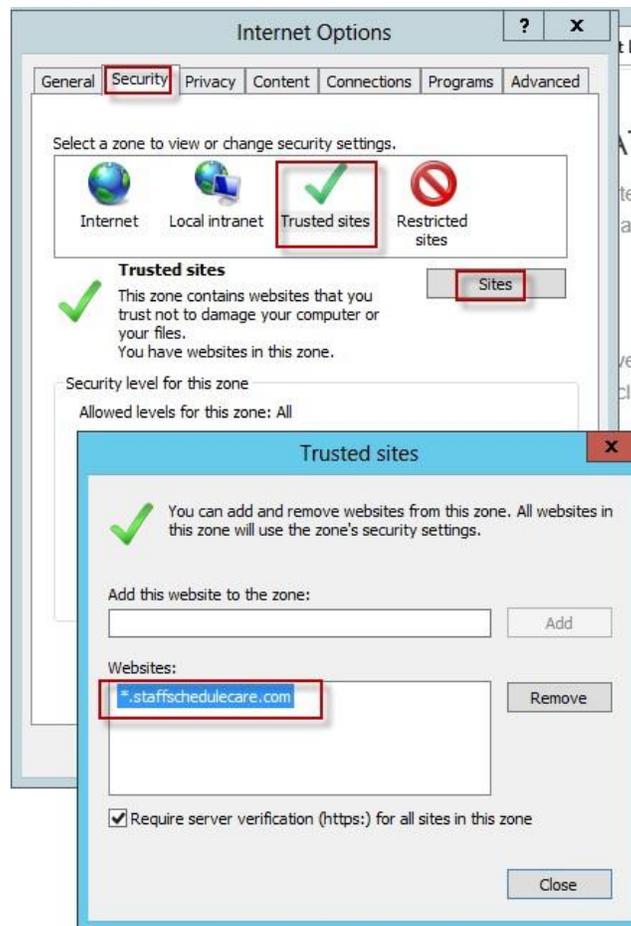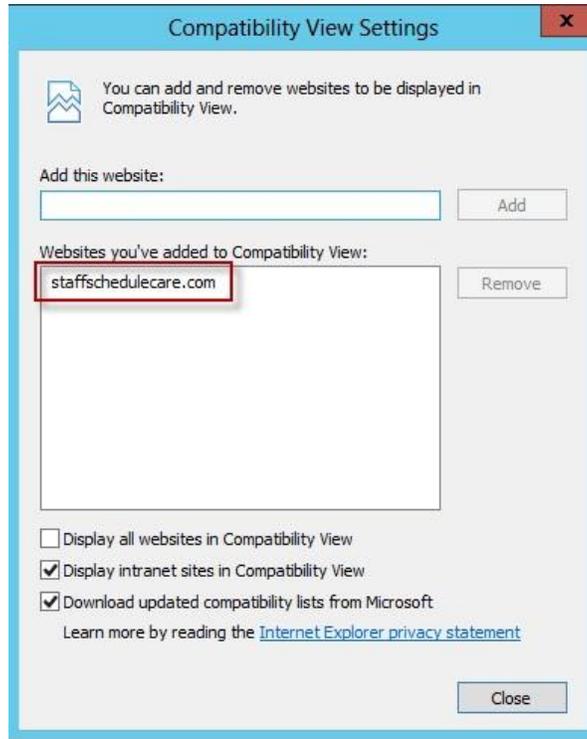
- Click the **Privacy** tab. If **Turn on Pop up Blocker** is ticked, for SSC clients ensure ***.staffschedulecare.com** is added to the list as shown, for IDT clients use ***.idttime.com**
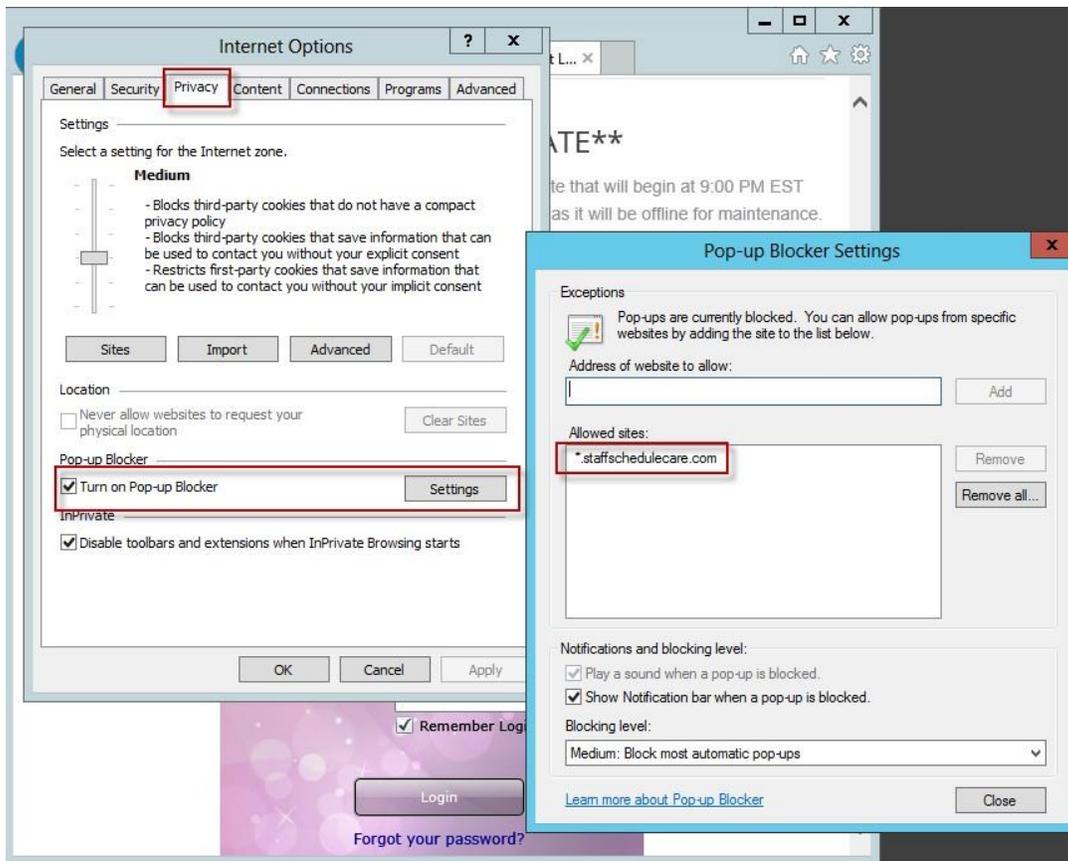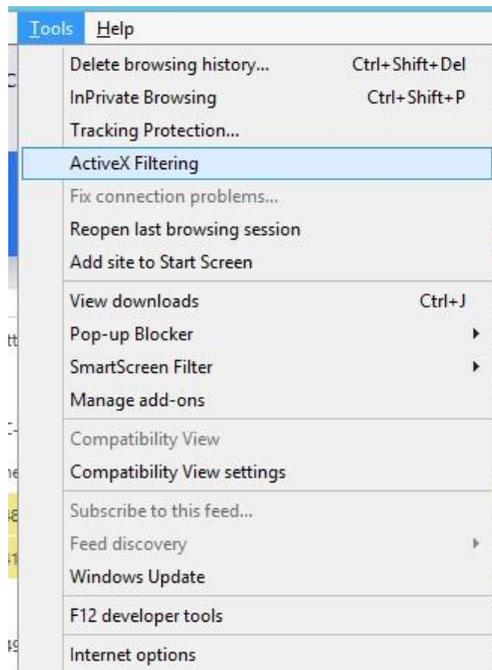

- Click **OK** and exit the Internet Options menu. Go back to **Tools** and **Compatibility View Settings**
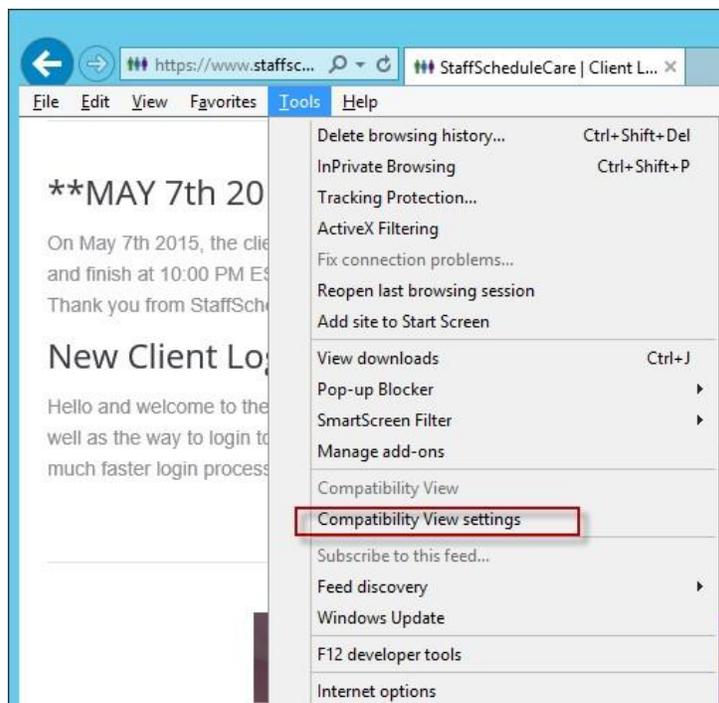
- For SSC clients add **staffschedulecare.com.** For IDT clients add **idttime.com**.


- 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.
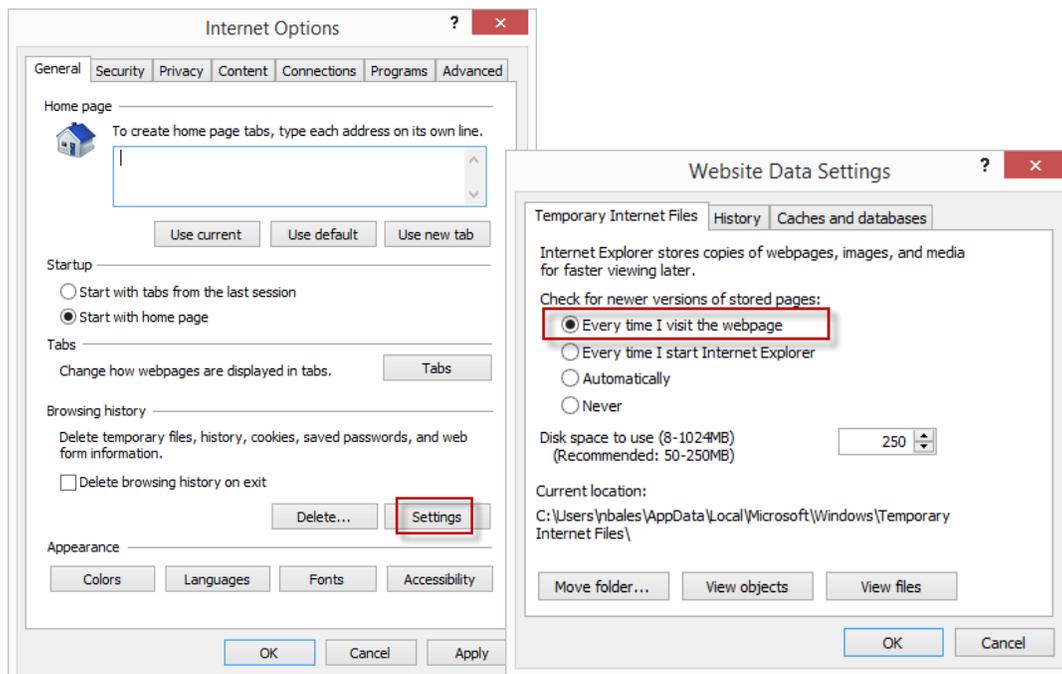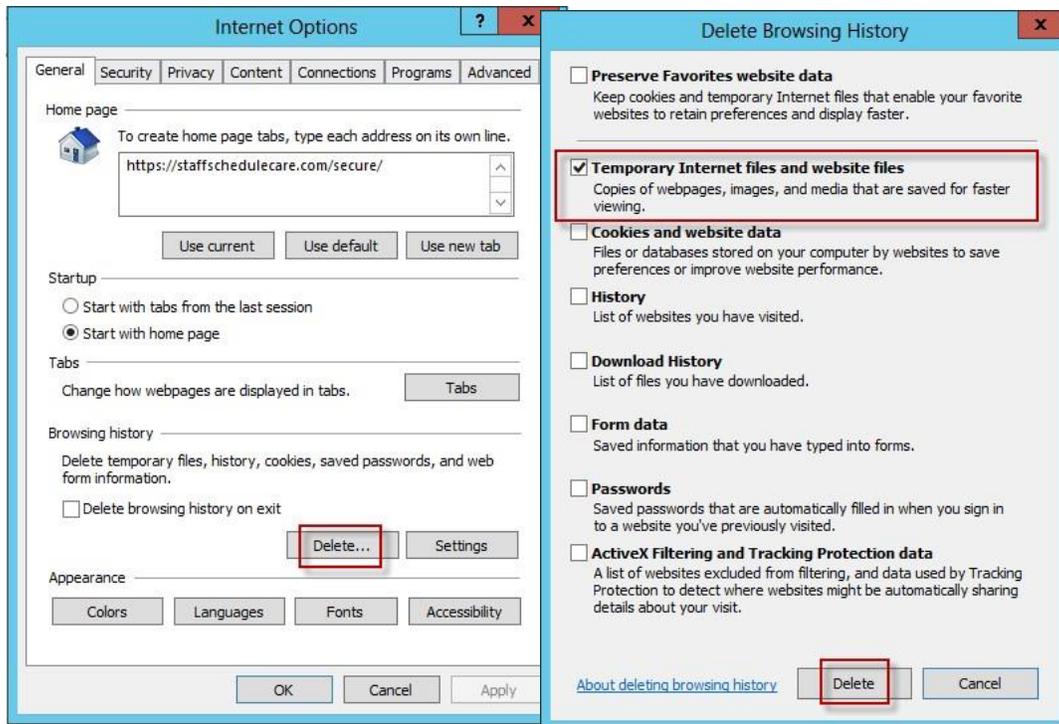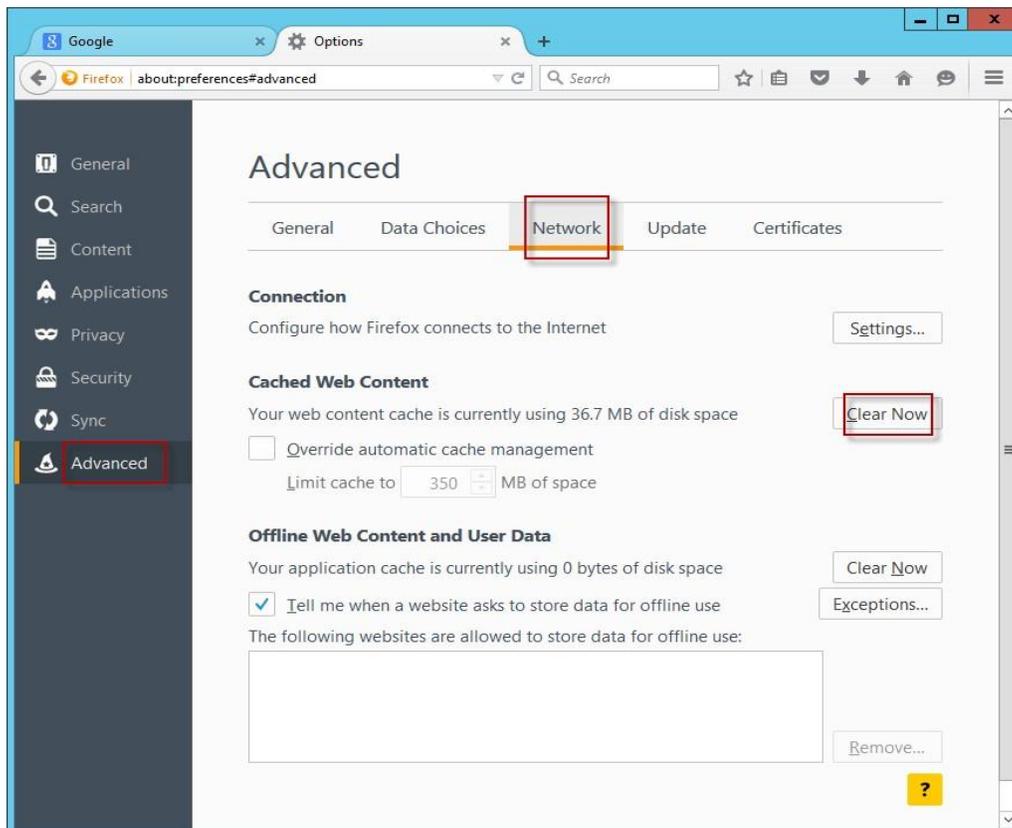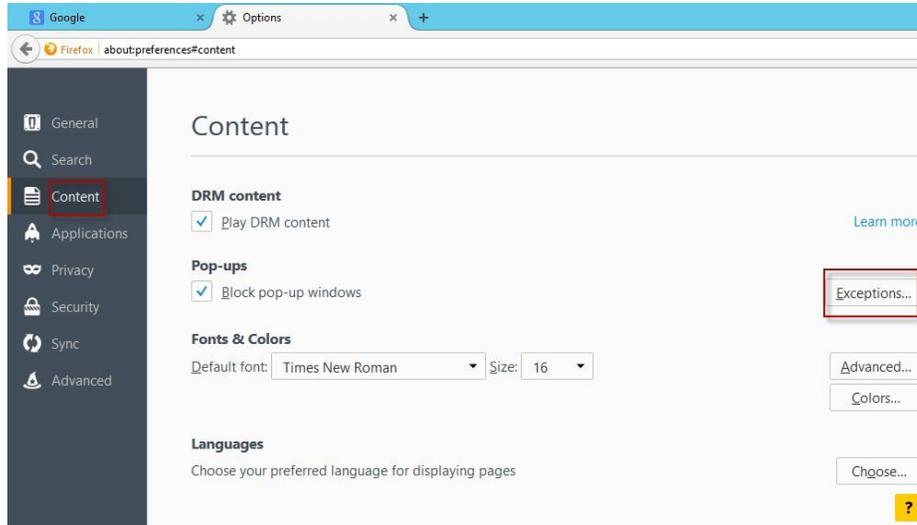
Firefox configuration & troubleshooting

To clear the cache click the 3 lines on the top right and go to **options**.
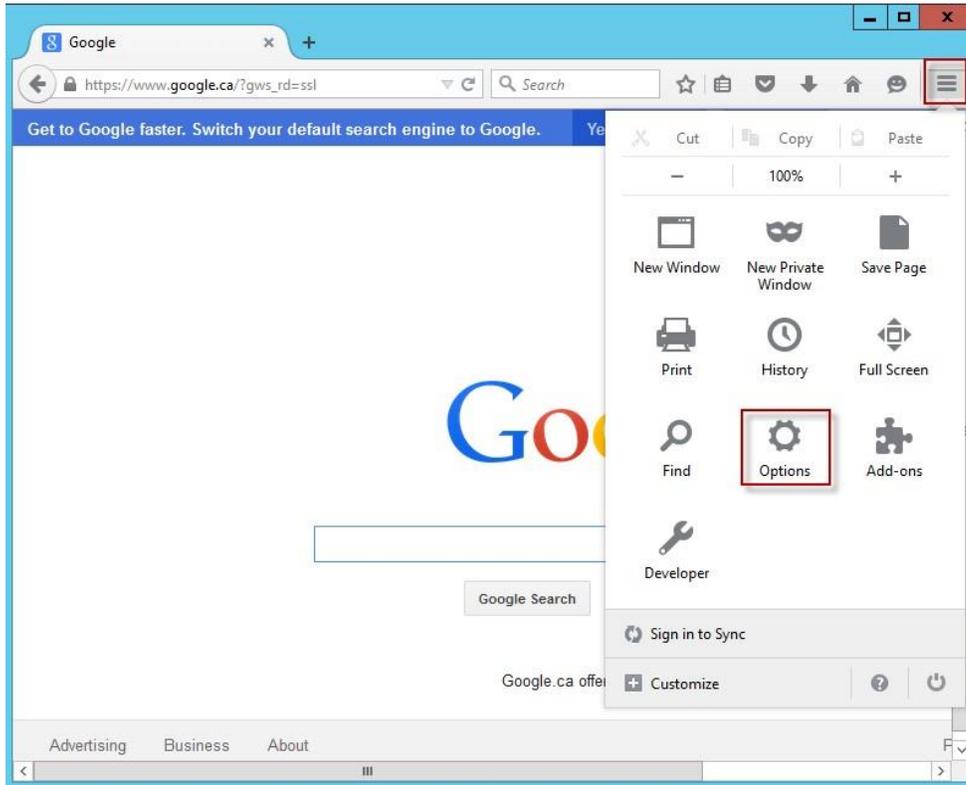
- Go to **Advanced**, then **Network**, and click **clear now** under **Cached Web Content**.

- To add SSC to the **pop up blocker** exception list, from options click on **Content** and then **Exceptions**

- For SSC clients add *.staffschedulecare.com to the allow list. For IDT clients add *.idttime.com