



Harris County Hospital District

PeopleSoft Recommended PC/System Requirements for the HCHD Online Application Process

END USER REQUIREMENTS – HARDWARE & SOFTWARE

General PC/Workstation End User Hardware Requirements:

256 MB RAM recommended (64 MB RAM minimum)

800 MHz Pentium or equivalent processor (Pentium 166 MHz minimum)

VGA controller and display of 800x600 resolution or higher, and High Color (16bit) mode for the best display results.

Memory Requirements:

A self-service end user would only need minimum memory to run their operating system plus one instance of their web browser.

CPU Requirements:

CPU speed affects HTML page rendering and refresh time. For an optimal user experience, all power users should have an 800 MHz Pentium or equivalent processor with a decent graphics adapter.

Screen Resolution Requirements:

Monitor display resolution should set to a minimum of 800x600. To enrich the power user's experience, some PIA pages use a higher resolution, such as 1024x768.

Compatible browsers:

Internet Explorer 5.x or higher

Netscape 4.7x through 7.xx.

Known browser limitations:

- Internet Explorer browsers running on a Macintosh platform may not display navigation layers correctly.
- Netscape 4.7x browsers will be redirected to a static home page. Support for home page customization is not available for Netscape releases prior to Netscape 6.
- Internet Explorer 5.5, Show Friendly HTTP error messages option found on the Advanced tab, when checked, may result in customer not being able to reach the customized home page after entering a valid login ID and password.

Browser Security Settings:

You must have cookies enabled in order to sign in to your PeopleSoft account. You may also choose to allow file system or 'persistent' cookies to retain some preferences.

- *Go to next page to learn how to update the preferences on your browser to accept cookies.* -



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To update the preferences on your browser to accept cookies, please follow the instructions below.

Netscape 4.x, 6.x and 7.x:

Click on "Edit"

Click on "Preferences"

Click on word "Advanced"

Select either "Accept all cookies" or "Accept only cookies that get sent back to the originating server"

Click on "OK" to save your preferences

Internet Explorer 5.x

Click on "Tools"

Click on "Internet Options"

Click on "Security" tab

Select "Internet"

Click on "Custom Level"

Select "Enable" under Cookies, Allow per session cookies.

Click on "OK"

Click on "OK" again to save your preferences

Internet Explorer 6.x

Click on "Tools"

Click on "Internet Options"

Click on "Privacy" tab

Select "Advance"

Check to see that per session cookies are enabled.

Privacy settings of Medium (default) and Medium High do not require any changes.

Refer to Microsoft support article 283185 for more information about IE 6 security settings.

<http://support.microsoft.com/default.aspx?scid=kb;en-us;283185>

Other Settings

After upgrades to our website, and to prevent out-of-date pages from downloading, do the following:

Bookmarks: delete the bookmarks from your browser. They will be correctly renewed the next time you navigate to that web page. To clear bookmarks from your browser:

Netscape: Communicator > Bookmarks > Edit Bookmarks then highlight the bookmark you wish to delete and click the delete key on the keyboard.

IE: Favorites > Organize Favorites > (highlight folder/link and click the Delete button on screen)



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Browser Cache:

Clear your browser cache--both memory cache and disk cache--sometimes referred to as history files. This is beneficial for browser performance when a large number of cached files are stored on your file system. In addition, it will reduce occurrences of incorrect page loads. Here's how to clear your browser cache:

Netscape -

On the menu bar select Edit > Preferences

On the Category Navigation on the left, expand Advanced. Under Advanced is Cache. Highlight Cache to see the Cache options on the right. Click on the "Clear Disk Cache" button, then click on the "Clear Memory Cache" button.

Internet Explorer

IE 5:

On the menu bar select Tools > Internet Options

On the General Tab, in the Temporary Internet Files section, click on the Delete Files button

It is recommended that you check the 'Delete all offline content' when prompted

IE 6:

On the menu bar select Tools > Internet Options

On the General Tab, in the Temporary Internet Files section, click on the Delete Files button

It is recommended that you check the 'Delete all offline content' when prompted

Clearing temporary files does not automatically clear cookies.

Cookies:

You may not want to delete all cookies, however you may want to delete cookies for a specific web site. The following instructions address clearing cookies set by PeopleSoft.

Internet Explorer, IE 4 and IE 5 cookies -

Open up the file manager for your operating system. For Windows 95, 98 and 2000, open Windows Explorer. For Windows NT 4.0, open Window NT Explorer.

Windows 95 and 98 navigate to Windows, Profile, <select the login name*>, Cookies.

Find the file <login name*>@peoplesoft.com. Delete any @peoplesoft.com cookies.

Windows NT 4, navigate to WINNT, Profile, <select the login name*>, Cookies.

Find the file <login name*>@eoplesoft.com. Delete any @peoplesoft.com cookies.

Windows 2000, navigate to 'Documents and Settings', <select the login name>, Cookies.

Find the file <login name>@peoplesoft.com. Delete any @peoplesoft.com cookies.

*<login name> means the name used to log onto that computer

Refer to Microsoft article 278835 for more information about deleting cookies.

<http://support.microsoft.com/default.aspx?scid=kb;en-us;278835>



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Netscape

Netscape 4.xx

Netscape stores cookies in a cookies.txt file. You can locate the file and edit out the particular cookie or you can delete the entire file. Editing the cookies.txt file is not recommended by Netscape, so the instruction provided first is to delete the cookies.txt file.

Options:

- Delete old cookies files. Start > Programs > Windows Explorer (or File Manager) > Tools > Find > Files or Folders > Cookies*. * in the search box, and click "Find Now" button.
- Delete the cookies.txt file

OR

- You can also edit the cookies.txt file to remove each line containing a cookie for peoplesoft.com

Netscape 6.x, 7.x

On the menu bar, click on

Tasks > Privacy and Security > Cookie Manager > View Stored Cookies

Highlight any cookies from peoplesoft.com and click the Remove Cookie button