



HR Direct Common User Questions

Overview

The HR Direct system is a web-based application. As users have varying operating systems and browsers, some users may encounter issues or have questions when logging into HR Direct. This FAQ outlines some common user questions of which you should be aware.

Important: PDF Awareness

All types of browsers store temporary copies of a PDF when viewed by a user. The Campus Secure Council Members are taking steps to build awareness around this subject as well as setting up security controls where needed.

Frequently Asked Questions

- [How do I login?](#)
- [What if I am unable to login?](#)
- [Why are pages not loading properly?](#)
- [What is the Conflict of Interest page?](#)
- [Why is my Pay Advice not opening?](#)
- [What browsers are supported \(e.g., Internet Explorer, Firefox\)?](#)

Browser Considerations

Note: These browser considerations were part of the initial HR Direct Upgrade. With new users accessing the system, it may be helpful to verify the below browser settings/actions.

- [Clearing Browser History](#)
- [Adding HR Direct as a Trusted Site](#)
- [Updating Pop-up Blocker Settings](#)
- [Enabling Java Script](#)
- [Enabling Cookies](#)

How do I login?

Users should access HR Direct through the Campus Launch Page (<http://www.umass.edu/af/systems/>)

1. Navigate to **HR Direct** from the **HR** website. The Secure Access Login Page will open.
2. Enter the campus account name you use to log in to your UMass e-mail and/or computer in the **Campus User ID** field
3. Enter the password associated with your campus account into the **Password** field.
4. Select your campus in the **Campus** dropdown list.
5. Click the **Login** button. HR Direct will open.

What if I am unable to login?

A user may not be able to login due to a security or permissions assignment issue at the Campus. Please contact Brenda Clemons 545-2119.

HR Direct Common User Questions

Why are pages not loading properly?

If a user has not accessed HR Direct since July 2011, he or she may encounter page loading issues. The user may receive a “Processing” message when trying to access a page in HR Direct. Users are asked to clear their browser history if encountering this issue. See [Clearing Browser History](#) page for detailed instructions.

What is the Conflict of Interest page?

Users may receive the Conflict of Interest message when first logging into the system. This page will say “Attention All Employees” in bright red at the top of the page (as shown in the screenshot on page 2).

Users can click the OK link to access the Conflict of Interest page. The user should read through the Conflict of Interest Law and then confirm he or she has done so. The user will not be prompted again with the Conflict of Interest message for another year once he or she has completed these steps.

Note: *Student Employees will not receive this message.*

Conflict of Interest Page Screenshot:



Why is my Pay Advice not opening?

If a user's pay advice is not opening, you should first confirm the user's pop-up blocker settings. See the [Updating Pop-up Blocker Settings](#) page for step-by-step instructions. Additionally, please confirm all browser settings and actions have been confirmed (See Browser Considerations section).



HR Direct Common User Questions

What browsers are supported?

The below browsers are supported by HR Direct. Use of an unsupported browser version may cause potential access or usability issues.

Platform	Platform Version	Certified with Product / Version
Microsoft Windows (32-bit)	7	Internet Explorer / 8
Microsoft Windows (32-bit)	Vista	Firefox / 3.6
Microsoft Windows (32-bit)	XP	Firefox / 3.6
Microsoft Windows (32-bit)	XP	Internet Explorer / 8
Microsoft Windows (32-bit)	Vista	Internet Explorer / 8
Microsoft Windows (32-bit)	XP	Internet Explorer / 7
Microsoft Windows (32-bit)	Vista	Internet Explorer / 7
Microsoft Windows x64 (64-bit)	Vista	Internet Explorer / 7
Microsoft Windows x64 (64-bit)	7	Firefox / 3.6
Microsoft Windows x64 (64-bit)	7	Internet Explorer / 8
Microsoft Windows x64 (64-bit)	Vista	Internet Explorer / 8
Apple Mac OS X (Intel)	10.5	Safari / 4.0
Apple Mac OS X (Intel)	10.5	Safari / 3.0
Apple Mac OS X (Intel)	10.6	Firefox / 3.6
Apple Mac OS X (Intel)	10.6	Safari / 4.0
Apple Mac OS X (Intel)	10.5	Firefox / 3.6
Apple Mac OS X (PowerPC)	10.4	Safari / 4.0
Apple Mac OS X (PowerPC)	10.4	Firefox / 3.6
Apple Mac OS X (PowerPC)	10.4	Safari / 3.0



HR Direct Common User Questions

Browser Considerations

Clearing Browser History

This is a one-time process per laptop/desktop used to access the system.

Internet Explorer

Version 7:

1. Click the **Tools** dropdown list in the browser menu.
2. Click the **Delete Browsing History** option. The Delete Browsing History window opens.
3. Click the **Temporary Internet Files** button.
4. Click the **Cookies** button.
5. Click the **History** button
6. Click the **Close** button.
7. Close your browser session; reopen your browser to login to HR Direct.

Version 8:

1. Click the **Safety** dropdown list in the browser menu.
2. Click the **Delete Browsing History** option. The Delete Browsing History window opens.
3. Verify the **Temporary Internet Files**, **Cookies**, and **History** checkboxes are selected.
4. Unselect the **Preserve Favorites website data**, **Form Data**, **Passwords**, and **InPrivate Filtering Data** checkboxes.
5. Click the **Delete** button.
6. Close your browser session; reopen your browser to login to HR Direct.

Firefox

1. Click the **Tools** dropdown list in the menu at the top of the browser.
2. Click the **Clear Recent History** option.
3. Click the **Details** button.
4. Select all checkbox options except Site Preferences.
5. Click the **Clear Now** button.
6. Close your browser session; reopen your browser to login to HR Direct.

Safari

1. Click the **Safari** dropdown list in the browser menu.
2. Click the **Reset Safari** option.
3. Verify the **Clear History**, **Empty the cache**, **Remove all Cookies** checkboxes are selected.
4. Click the **Reset** button.
5. Close your browser session; reopen your browser to login to HR Direct.



HR Direct Common User Questions

Adding HR Direct as a Trusted Site

Internet Explorer

Version 7 and 8:

1. Click the **Tools** dropdown list in the browser menu.
2. Click the Internet Options list item.
3. Click the **Security** tab.
4. Select the **Trusted sites** icon.
5. Click the **Sites** button.
6. Verify the **Require server verification for all sites in this zone** box is **not** selected.
7. Insert the HR Direct domain in the **Add this Web site** to the zone field: *.umasscs.net
8. Click the **Add** button.
9. Insert the Secure Access Login domain in the **Add this Website** to the zone field: ucollaborate.net
10. Click the **Add** button.
11. Click the **Close** button.
12. Click the **OK** button.
13. Close your browser session; reopen your browser to login to HR Direct.

Firefox

PC Users – Version 3.6:

1. Click the **Tools** dropdown list.
2. Click the **Options** tab.
3. Click the **Security** tab.
4. Click the **Exceptions** button
5. Insert the HR Direct Application domain in the **Address of web site** field: *umasscs.net
6. Click the **Allow** button.
7. Insert the Secure Access Login domain in the **Address of web site** field: ucollaborate.net
8. Click the **Allow** button.
9. Close the **Allowed Sites** window.
10. Close the **Preferences** window.

Mac Users – Version 3.6

1. Click the Firefox dropdown list.
2. Click the **Preferences** dropdown list.
3. Click the **Security** tab.
4. Click the **Exceptions** button
5. Insert the HR Direct Application domain in the **Address of web site** field: *umasscs.net
6. Click the **Allow** button.
7. Insert the Secure Access Login domain in the **Address of web site** field: ucollaborate.net
8. Click the **Allow** button.
9. Close the **Allowed Sites** window.
10. Close the **Preferences** window.



HR Direct Common User Questions

Safari

Version 3 and 4:

There are no Trusted Site steps for Safari. Please ensure users complete the pop-up setting steps.

Updating Pop-up Blocker Settings

Internet Explorer

Version 7 and 8:

1. Click the **Tools** dropdown list.
2. Click the **Internet Options** list item.
3. Click the **Privacy** tab.
4. Click the **Settings** button under the Pop-up Blocker section.
5. Enter the Secure Login domain name (ucollaborate.net) into the **Address of Web Site to allow** field.
6. Click the **Add** button.
7. Enter the HR Direct domain name (*.umasscs.net) into the **Address of Web Site to allow** field.
8. Click the **Add** button.
9. Click the **Close** (or OK) button.
10. Click the **OK** button.

Firefox

PC Users – Version 3.6

1. Click the **Tools** dropdown list.
2. Click the **Options** list item.
3. Click the **Content** tab.
4. Click the **Exceptions** button to the right of the Block pop-up windows checkbox.
5. Enter the Secure Login domain name (ucollaborate.net) into the **Address of Web Site** field.
6. Click the **Allow** button.
7. Enter the HR Direct domain name (*.umasscs.net) into the **Address of Web Site** field.
8. Click the **Allow** button.
9. Click the **Close** button.
10. Click the **OK** button.

Mac Users – Version 3.6

1. Click the **Firefox** dropdown list.
2. Click the **Preferences** list item.
3. Click the **Content** tab.
4. Click the **Exceptions** button to the right of the Block pop-up windows checkbox.
5. Enter the Secure Login domain name (ucollaborate.net) into the **Address of Web Site** field.
6. Click the **Allow** button.
7. Enter the HR Direct domain name (*.umasscs.net) into the **Address of Web Site** field.



HR Direct Common User Questions

Firefox

8. Click the **Allow** button.
9. Click the **Close** button.
10. Click the **OK** button.

Safari

Version 3 and 4:

1. Click the **Safari** dropdown list.
2. Unselect the **Block Pop-Up Windows** list item.

Enabling Java Script

Internet Explorer

Version 7 and 8:

1. Click the **Tools** dropdown list.
2. Click the **Internet Options** list item.
3. Click the **Security** tab.
4. Click the **Custom level...** button.
5. Scroll down until you find "**Active Scripting**" under the Scripting section.
6. Verify the **Enable** radio button is selected.

Firefox

PC Users – Version 3.6

1. Click the **Tools** dropdown list.
2. Click the **Options** list item.
3. Click the **Content** tab.
4. Verify the **Enable JavaScript** box is selected.

Mac Users – Version 3.6

1. Click the **Firefox** dropdown list.
2. Click the **Preferences** list item.
3. Click the **Content** tab.
4. Verify the **Enable JavaScript** box is selected.

Safari

Version 3 and 4:

1. Click the **Safari** dropdown list.
2. Click the **Preferences** list item.
3. Click the **Security** tab.
4. Verify the **Enable JavaScript** checkbox is selected..



HR Direct Common User Questions

Enabling Cookies

Internet Explorer

Version 7 and 8:

1. Click the **Tools** dropdown list.
2. Click the **Internet Options** list item.
3. Click the **Privacy** tab.
4. Verify **Cookies** are set at Medium.

Firefox

PC Users – Version 3.6

1. Click the **Tools** dropdown list.
2. Click the **Options** list item.
3. Click the **Privacy** tab.
4. Verify the **Accept cookies from sites** box is selected.

Mac Users – Version 3.6

1. Click the **Firefox** dropdown list.
2. Click the **Preferences** list item.
3. Click the **Privacy** tab.
4. Verify the **Accept cookies from sites** box is selected.

Safari

Version 3 and 4:

1. Click the **Safari** dropdown list.
2. Click the **Preferences** list item.
3. Click the **Security** tab.
4. Verify the **Only from sites you navigate to** radio button is selected under Accept Cookies.