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Contents

Microsoft Internet Explorer 10.0/11.0 Configuration.........................................................1
Desktop Mode .....................................................................................................................2
Compatibility View ..........................................................................................................3
Internet Options ................................................................................................................4
Temp Files ..........................................................................................................................5
Stored Pages and Disk Space .............................................................................................7
Trusted Sites .......................................................................................................................9
Security Level for Trusted Sites Zone ..............................................................................11
Privacy ...............................................................................................................................14
Pop-up Blocker ..................................................................................................................15
Close Internet Explorer .....................................................................................................17

Personal Computer Configuration .....................................................................................17
Display Settings ................................................................................................................17
Pop-up Blockers ................................................................................................................22
CHAPTER 1

Microsoft Internet Explorer 10.0/11.0 Configuration

This chapter details each of the settings needed for Internet Explorer 10.0/11.0 to work with OneSite.

In This Chapter

Desktop Mode.................................................................................................................. 2
Compatibility View.......................................................................................................... 3
Internet Options .............................................................................................................. 4
Temp Files...................................................................................................................... 5
Stored Pages and Disk Space ......................................................................................... 7
Trusted Sites.................................................................................................................... 9
Security Level for Trusted Sites Zone ........................................................................... 11
Privacy........................................................................................................................... 14
Pop-up Blocker ................................................................................................................ 15
Close Internet Explorer ................................................................................................. 17
Desktop Mode

IE10.0/11.0 should be used for OneSite from Desktop Mode. There are two ways to access Desktop Mode from Metro Mode:

1. Click on the Desktop tile and click on the Internet Explorer icon in the bottom taskbar.

   ![Desktop Tile](image1)

   ![Internet Explorer](image2)

   OR

2. From Metro mode, right-click and select All Apps. Click on Desktop then click on Internet Explorer in the bottom taskbar.

   ![All Apps](image3)

   ![Desktop](image4)

   ![Internet Explorer](image5)
Compatibility View

OneSite will not display correctly if IE 10.0/11.0 does not comply to the below mentioned changes in the Internet Explorer 10.0/11.0 Compatibility View Settings.

1. To begin, open Internet Explorer from Desktop mode.
2. Press the Alt key to display the Menu bar (or press and hold the Address bar and then select Menu Bar)
3. Tap or click Tools, and then tap or click Compatibility View Settings.
4. If realpage.com appears in the list for Websites you’ve added to Compatibility View: remove it.
5. Make sure you do not select the check box for Download updated compatibility lists from Microsoft and press Close.

![Compatibility View Settings](image)
Internet Options

There are several options for Internet Explorer that must be set properly in order for you to use OneSite. To begin, open Internet Explorer, click the Tools menu, and select Internet Options.
Temp Files

1. From the General tab, click the Delete button.
2. Select **Temporary Internet Files** and clear the **Preserve Favorites website data** check box. You may select other available selections, but it is not necessary for OneSite.

3. Press the **Delete** button. The process only deletes temporary Internet files, not personal or program files, and may take more than a minute.

A system message will appear at the bottom of the browser to inform you when the process is complete.
Stored Pages and Disk Space

1. Click the **Settings** button to access the stored pages and disk space options.
2. Select the option to check for newer versions of stored pages **Automatically**.

3. Adjust the amount of disk space to use for temporary Internet files to a minimum of 500 MB. It is recommended to make the size larger, if possible.

4. Click **OK** to save these settings.
Trusted Sites

1. Click the **Security** tab.
2. Click the **Trusted sites** icon as the Web content zone you wish to define.
3. Then, click the **Sites** button.
4. At the **Trusted sites** page, remove the check mark from the option to **Require server verification (https:) for all sites in this zone**.

5. Enter *.realpage.com in the **Add this website to the zone** field, and click the **Add** button. The entry is added to the **Websites** list.

   ![Trusted sites](image)

   - **Add this website to the zone:** *
     .realpage.com
   - **Websites:** *
     .realpage.com
   - **Require server verification (https:) for all sites in this zone**

6. **Click OK** to return to the **Security** tab.
Security Level for Trusted Sites Zone

1. Confirm that trusted sites is still selected as the zone that you are working with.
2. Click the Custom level button in the Security level for this zone section.
3. Locate **ActiveX controls and plug-ins**.
   
   Each ActiveX option has this icon beside it, and all ActiveX controls are grouped together.

4. Set the two following ActiveX options as shown below.
   
   **Option #1:**
   
   - Download signed ActiveX controls
     - Disable
     - Enable (not secure)
     - Prompt (recommended)  
   
   *Enable is also a valid selection*

   **Option #2:**
   
   - Script ActiveX controls marked safe for scripting*
     - Disable
     - Enable
     - Prompt
5. On the same page, locate the *miscellaneous* section. Select **Enable** for the option to **allow script-initiated windows without size or position constraints**.

![Security Settings - Trusted Sites Zone](image)

6. Click the **OK** button to save these settings and return to the **Security** tab.
Privacy

Select the **Privacy** tab and move the slider bar to **Medium** (or lower) setting.
Pop-up Blocker

OneSite requires that pop-ups not be blocked on your personal computer. You can choose to disable pop-up blocking completely OR you can configure Internet Explorer to allow RealPage to have pop-ups while blocking other pop-ups.

1. While on the Privacy tab, make sure that the option to turn on Pop-up Blocker is selected.
2. Click the Settings button.
7. Enter *.realpage.com and click the **Add** button. The entry is added to the **Allowed sites** list.

8. Click the **Close** button to save the change.
Close Internet Explorer

1. Click the OK button to save all the changes made and close the Internet Options. (You can do this from any of the tabs.)

2. Close all Internet Explorer browser windows. (Internet Explorer cannot start using some of the changes until all active windows have been closed.)

If you have completed all the settings changes, you can now open Internet Explorer and begin using OneSite.
CHAPTER 2

Personal Computer Configuration

This chapter details each of the personal computer settings required when using Microsoft Windows 8 with OneSite.

In This Chapter

Display Settings ........................................................................................................... 17
Pop-up Blockers ........................................................................................................... 22

Display Settings

1. From Desktop mode, go to Settings and click on Control Panel.
2. Under Appearance and Personalization select the task Adjust screen resolution.

3. On the Settings tab, use the drop down to set the screen resolution to the required OneSite setting of at least 1024 x 768 pixels. Then, click the Make text and other items larger or smaller link on the same page.

4. On the Make it easier to read what's on your screen page, make sure the setting is set to Smaller – 100% (Default). Next select Set custom text size (DPI) from the navigation panel on the left.
5. Set the **Percentage of normal size** to 100%.

- Selecting a larger or custom size results in missing text, and possibly misplaced buttons.

6. Click the **OK** button to save these changes and close the **DPI Setting Dialogue box**.

7. Click the **apply** button and close the window by clicking the 'x' in the upper right-hand corner.

8. Close the **Control Panel**.
Pop-up Blockers

OneSite takes advantage of the pop-up functionality allowed by Internet Explorer. Due to spyware and viruses that also use pop-ups to infect personal computers, there is a lot of pop-up blocking software being used on personal computers. Although RealPage does encourage security, OneSite requires the use of pop-ups. In most cases, you can configure your pop-up blocking programs to allow trusted web sites to have pop-ups.

Anti-virus software, anti-spyware, and toolbar programs are the most common software to contain pop-up blockers. If you want to use any of these types of software, please contact the program vendors for instructions on how to configure their pop-up blocker to allow *.realpage.com to have pop-ups.

If the program which is blocking OneSite from using pop-ups is not a program you want to use on your personal computer, you can uninstall the program using the following steps.

1. From Desktop mode, go to Settings and click on Control Panel.
2. Select **Uninstall a program** from the list.

3. Select the program you wish to remove in the list and click the **Uninstall** button.

4. Follow the on-screen prompts until the program has been removed.
5. Close the **Add or Remove Programs** window.
6. Close the **Control Panel**.