

Internet Explorer® and Microsoft® Windows® 10
Personal Computer Checklist
New OneSite User

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Internet Explorer and Windows 10

This book shows you how to optimize Internet Explorer and Microsoft Windows 10 for using OneSite.

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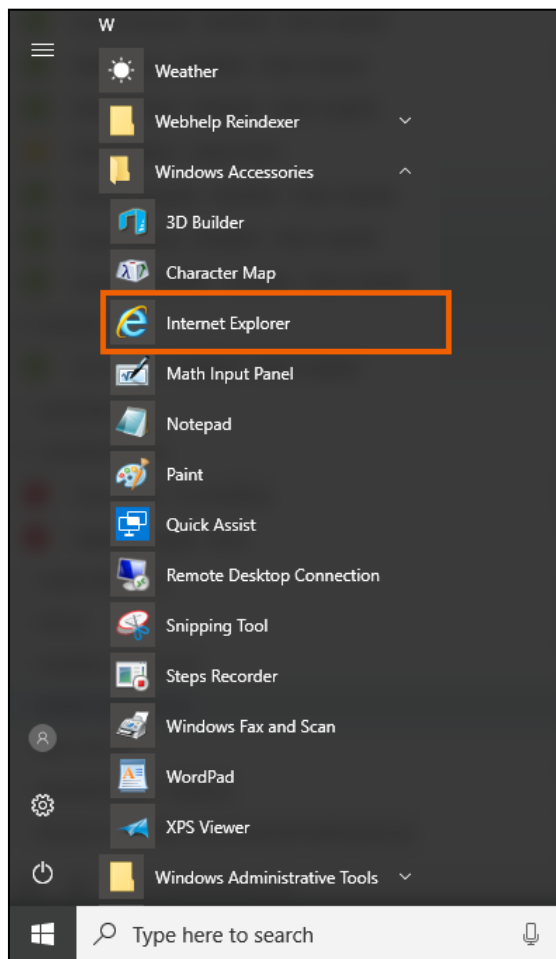
Internet Explorer Settings

The following instructions show you how to optimize Internet Explorer for OneSite.

Accessing Internet Explorer

To open a new Internet Explorer browser window:

1. Click the  **Start** button in the left corner of the taskbar.
2. Scroll to the **W** section of the application list, expand the **Windows accessories** folder, and then click  **Internet Explorer**.



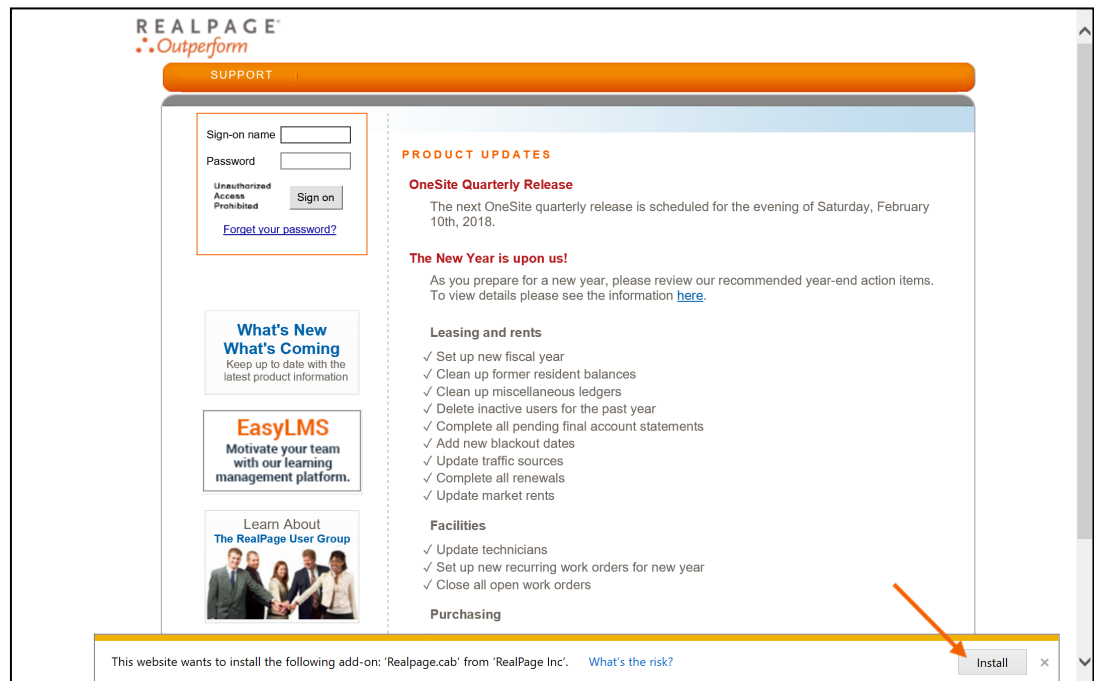
A new Internet Explorer window opens.

Installing the RealPage ActiveX Object

The first time you open the OneSite sign on page, you are prompted to download the RealPage ActiveX object. You must download this object before signing in to OneSite.

To install the RealPage object:

1. Go to <https://onesite.realpage.com/Default.asp>
2. The following message shows at the bottom of the page:



3. Click **Install**.
4. On the User account control pop-up, click **Yes** to allow Reapage.cab to make changes to your device.

If you miss the prompt to download the RealPage object, you can still manually install the object:

1. Go to <http://statistics.realpage.com/browser/realpageobject/maint.htm>.
2. Click the **Install or remove Version 10 using Windows Installer** link.

Remove or Install RealPage ActiveX Object

There is a different page used to Remove the RealPage ActiveX Object if it was previously installed with Windows Installer:

- [Install or remove Version 10 using Windows Installer](#)

Remove ActiveX Object previously installed with a download from the OneSite signon page

IMPORTANT: Please close all Internet Explorer windows except this one before you proceed to use this page for installation or removal of the RealPage Object.

Use this link to remove *all* versions of the RealPage utility object.
You may want to do this before installing one of the versions shown below.

- [Remove All Versions](#) Once this is done, you can reinstall with the links below, or at the OneSite signon page

When you see "Do you want to Run or Save this file?" Please click "Run".
A new window will open containing the message "All versions removed successfully".

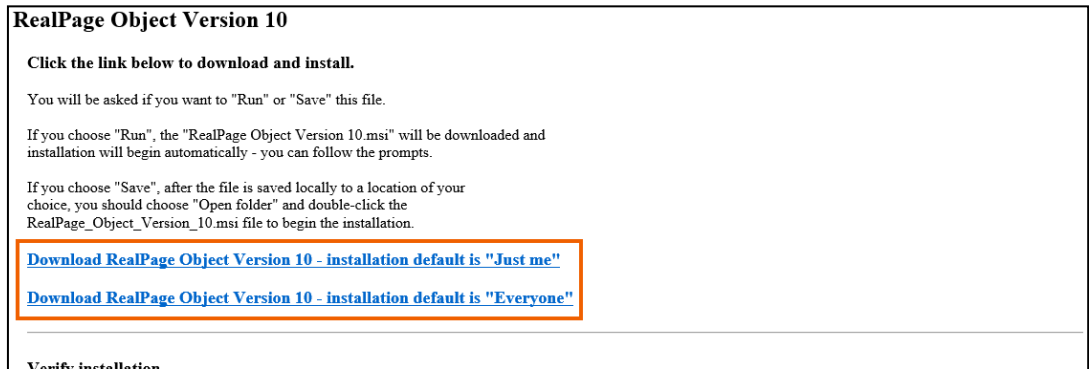
Then please close all Internet Explorer windows and restart Internet Explorer.

In the new browser that you open, you can return to this page to install Version 10 (below) or you can install Version 10 at your signon page for OneSite

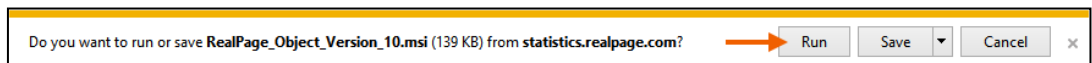
3. Click either of the following links:

- Download RealPage object version 10 - installation default is "just me"
- Download RealPage object version 10 - installation default is "everyone"

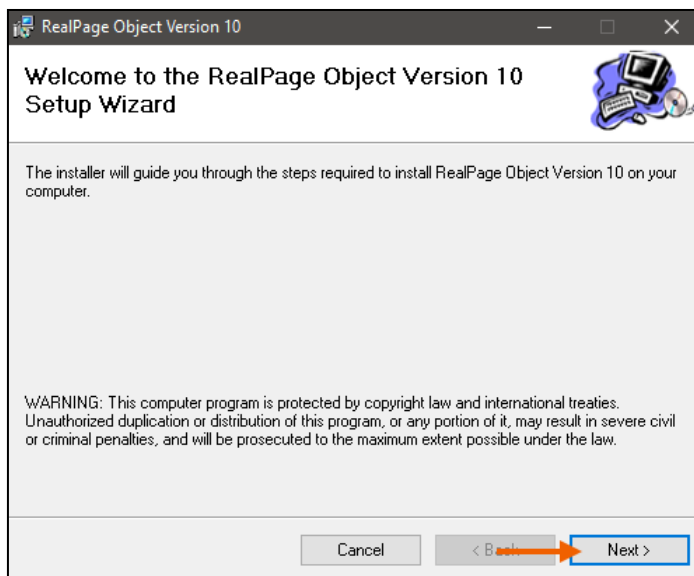
Both links install the RealPage object, but have a different installation option selected by default. You can still change this option on the installer itself.



4. On the confirmation box, click **Run**.

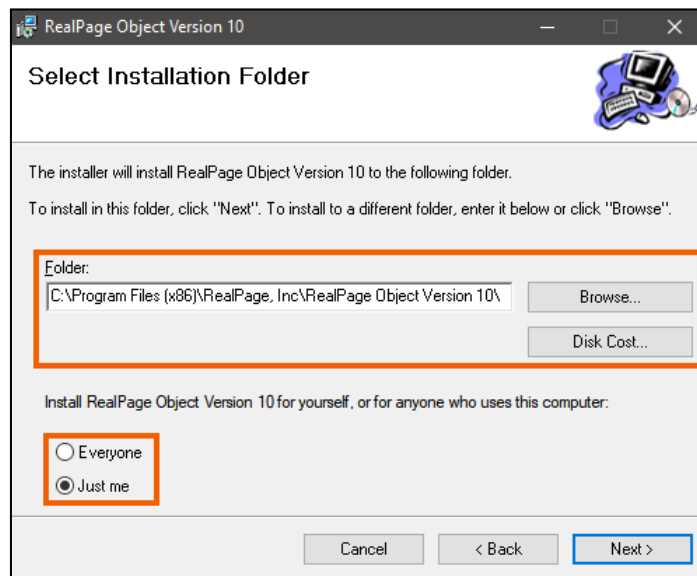


5. On the **Windows Installer** box, click **Next**.

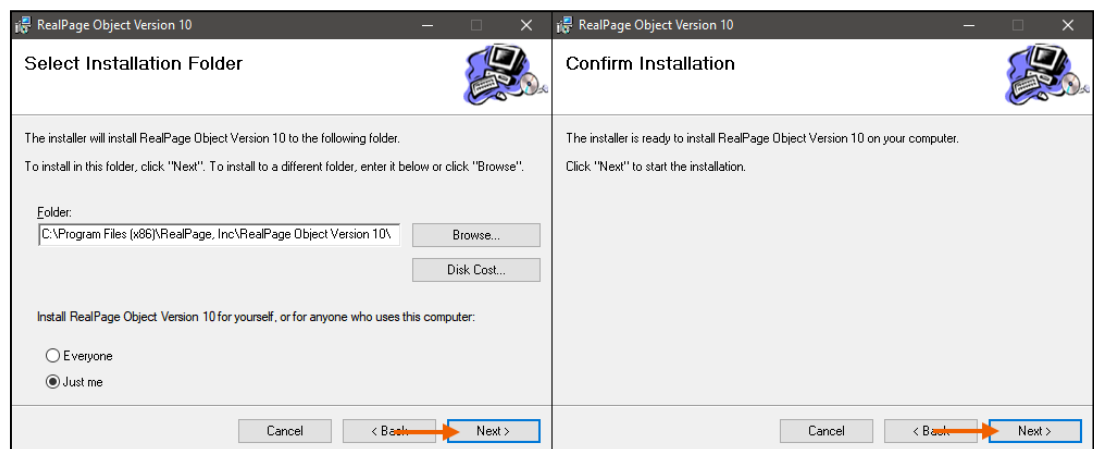


6. On the **Select Installation Folder** page, confirm where you want the object to be installed and then select from the following options:
 - **Everyone:** This installs the RealPage object at a global level on your system.

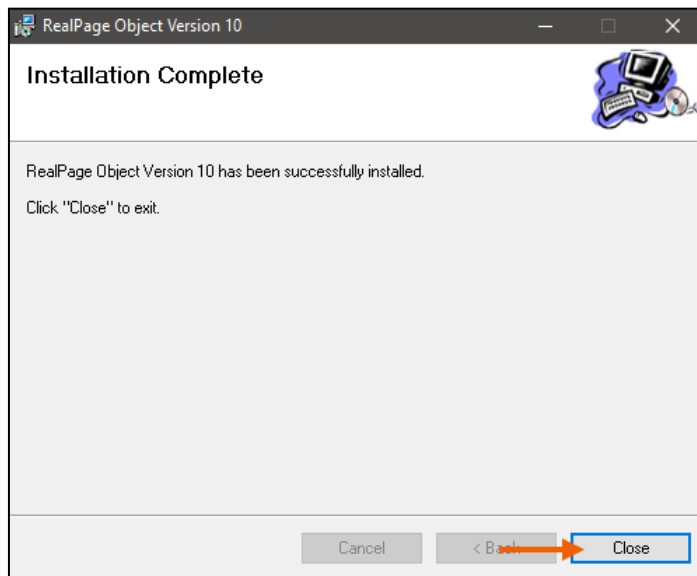
- **Just me:** This installs the RealPage object at a local level on your system. If you do not have administrator rights to your system, select this option.



7. Click **Next**, and then click **Next** again on the **Confirm Installation** page.



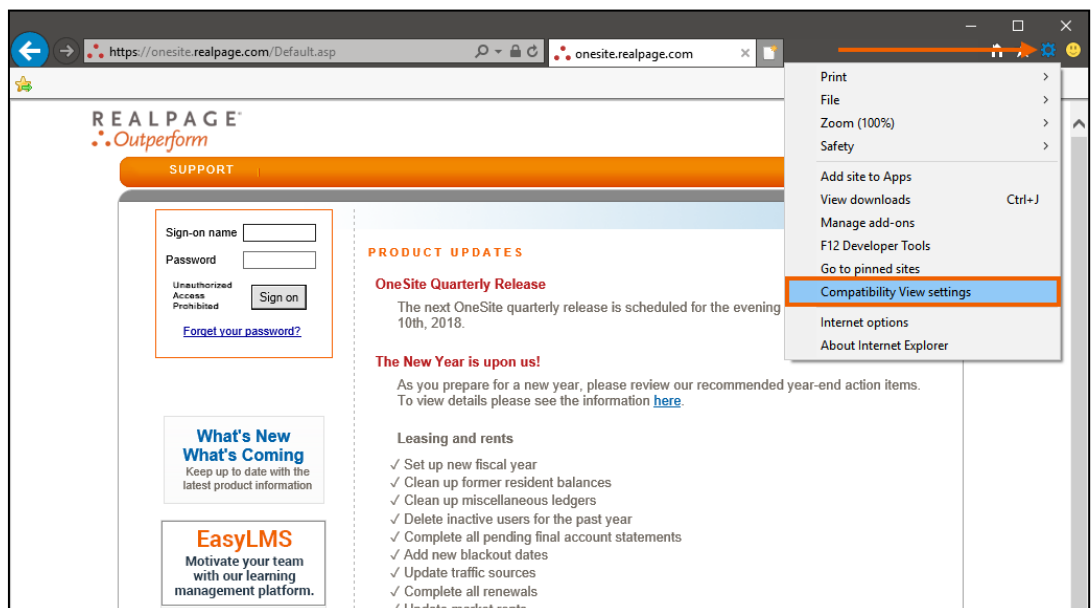
8. When the installation is complete, click **Close**.



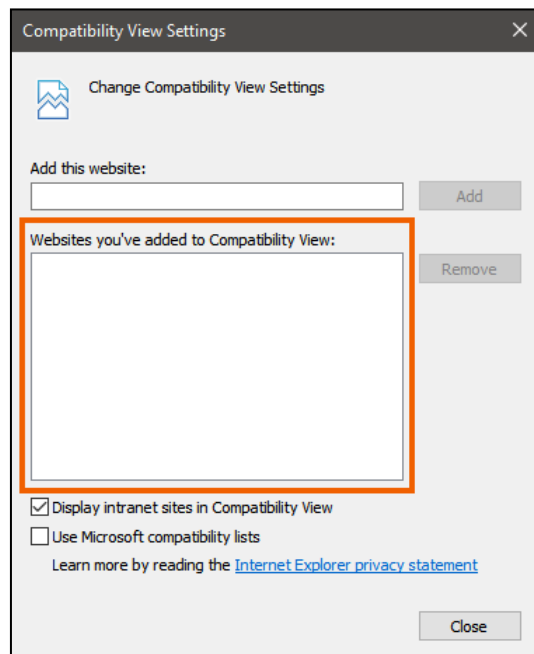
Compatibility View

To configure Internet Explorer's compatibility settings to function with OneSite:

1. Open Internet Explorer.
2. Click **Settings** in the upper-right corner of the browser and then select **Compatibility view settings** from the drop-down list.

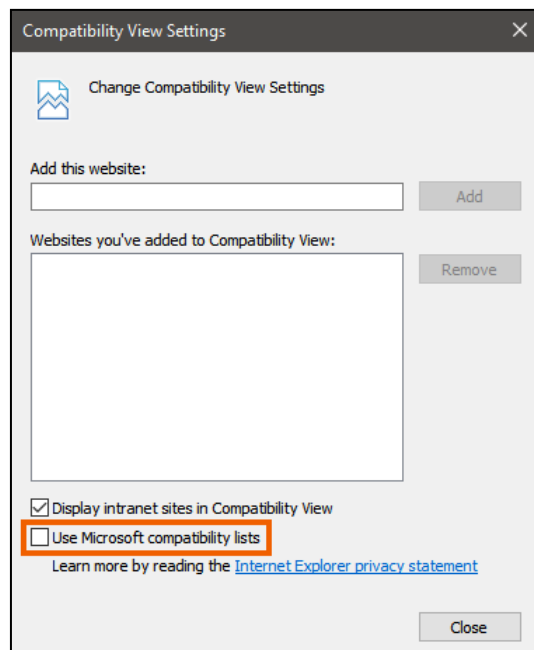


3. Verify that "realpage.com" is not listed in the *Websites you've added to Compatibility View* section.



If "realpage.com" is in this section, select that URL and then click **Remove**.


4. Clear the **Use Microsoft compatibility lists** check box.

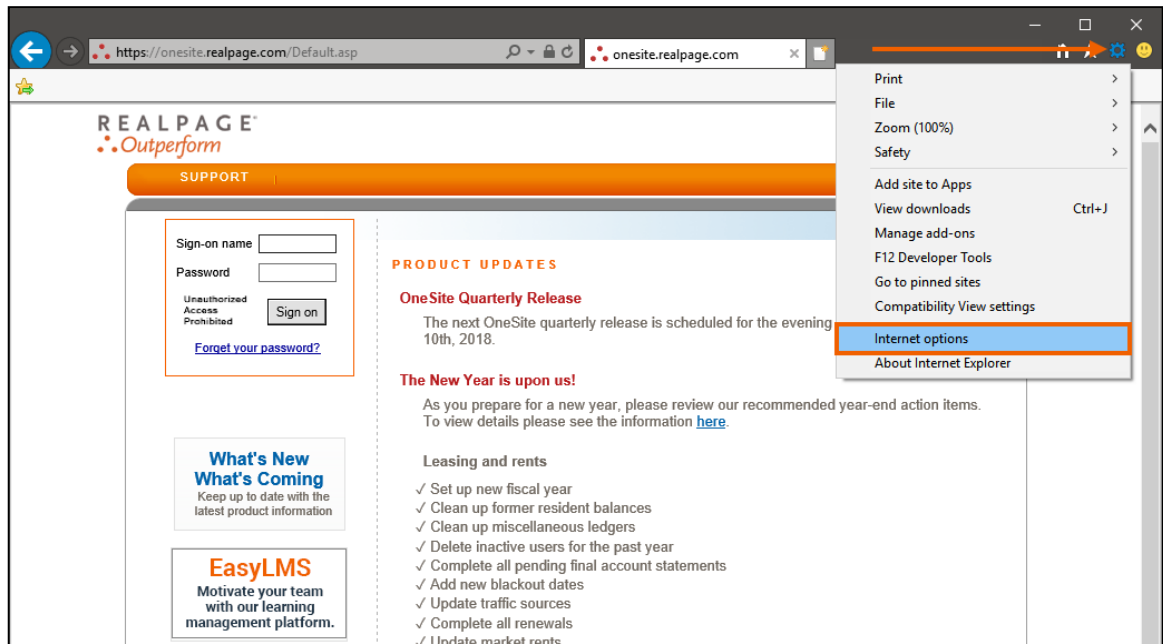


5. Click **Close**.

Internet Options

There are several Internet Explorer options that must be properly set before you can use OneSite.

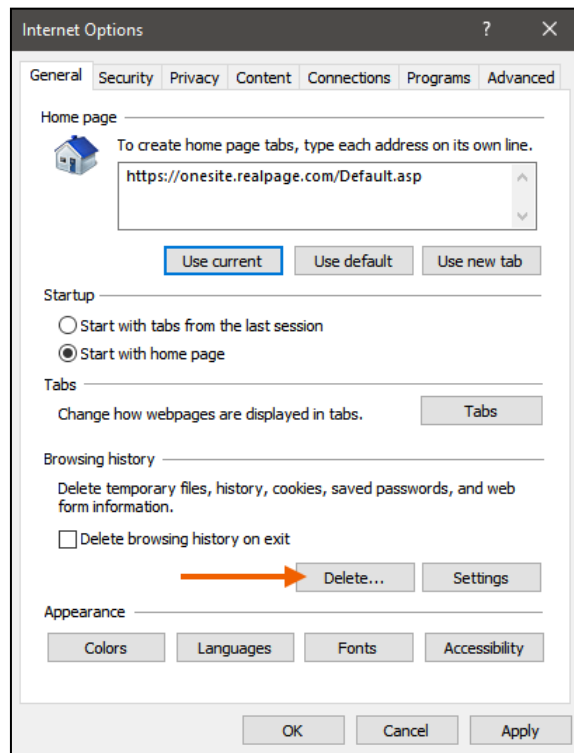
To access Internet Explorer options, click  **Settings** in the upper-right corner of the browser and then select **Internet options** from the drop-down list.



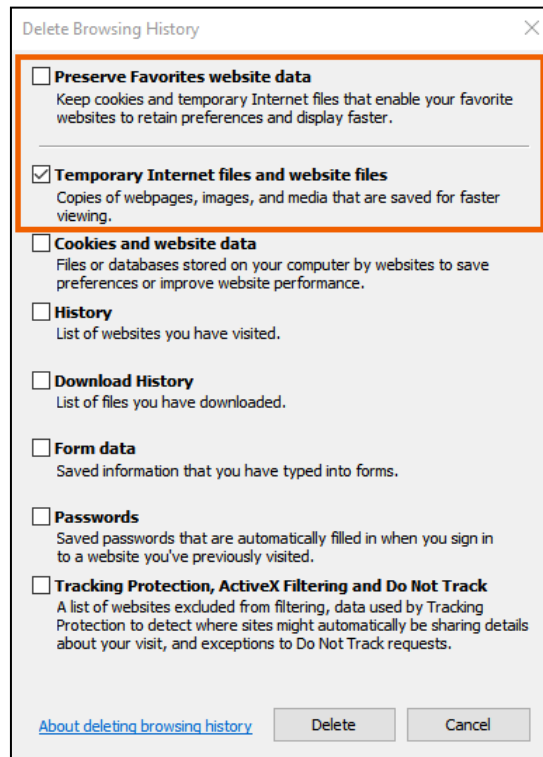
Temp Files

To remove any temporary internet files from your browser:

1. On the **General** tab, in the *Browsing history* section, click **Delete**.

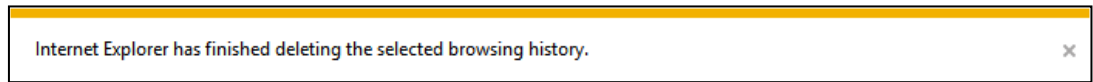


2. On the **Delete browsing history** box, clear the **Preserve Favorites website data** check box and then select the **Temporary Internet files and website files** box.



3. Click **Delete**.

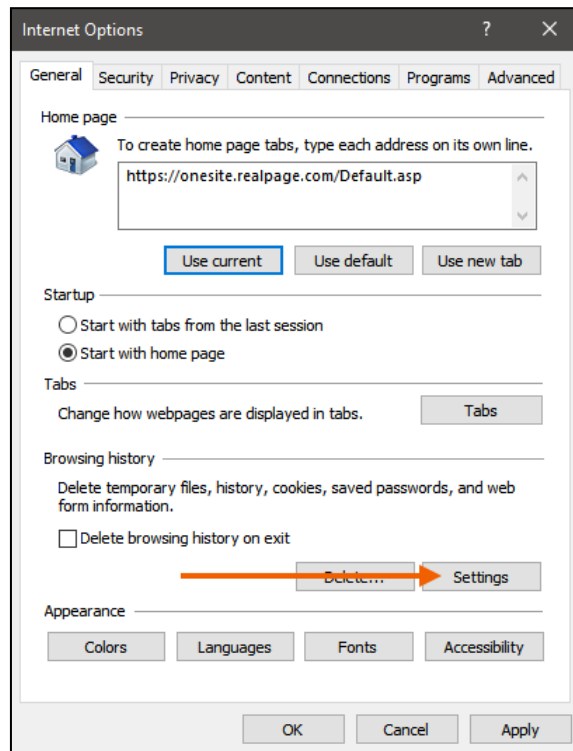
A system message shows at the bottom of the browser when the process is complete.



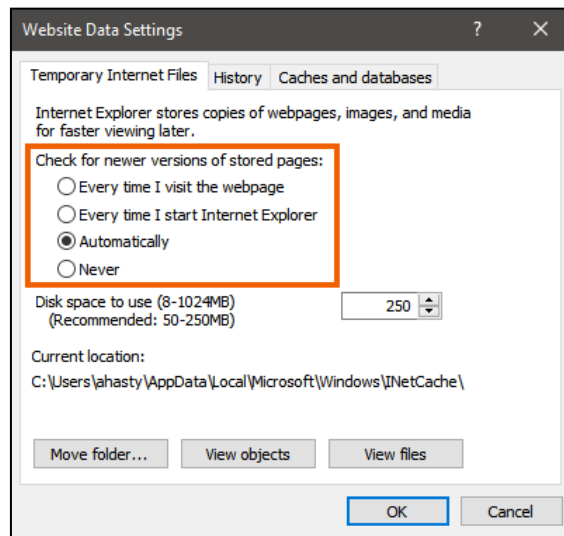
Stored Pages and Disk Space

To configure your stored pages and disk space options:

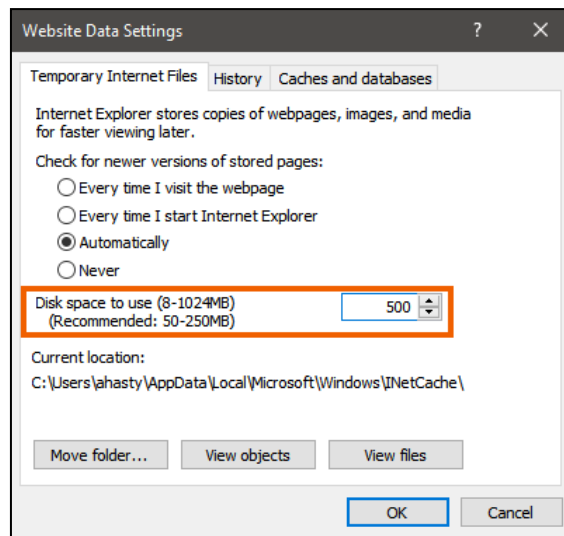
1. On the **General** tab, in the *Browsing history* section, click **Settings**.



2. Set the **Check for new versions of stored pages** option to “Automatically.”



3. For the **Disk space to use** field, enter or select “500.”



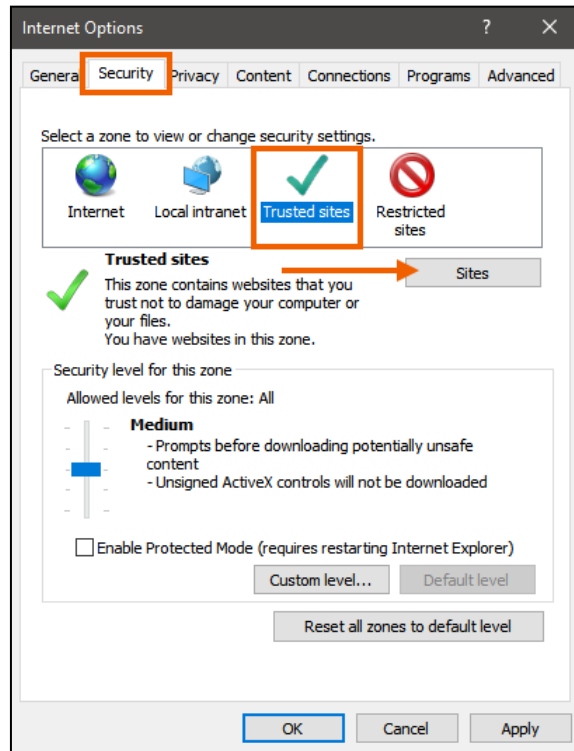
4. Click **OK**.

The **Website data settings** box closes.

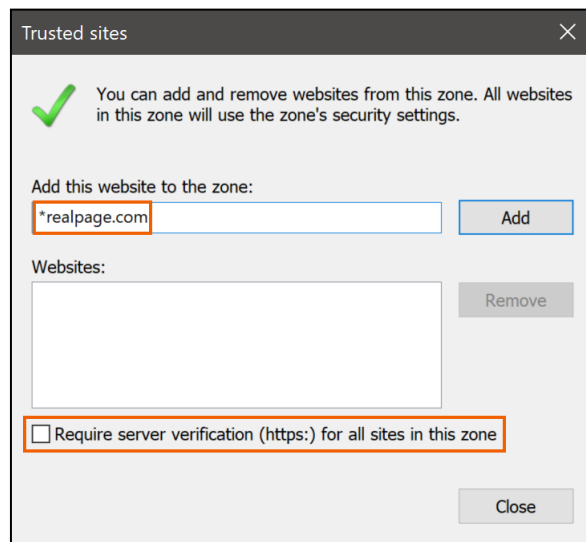
Trusted Sites

To configure your trusted sites settings:

1. Click the **Security** tab, click the **Trusted sites** icon, and then click **Sites**.



2. Clear the **Require server verification (https:) for all sites in this zone** check box.
3. Enter `"*.realpage.com"` in the **Add this website to the zone** field and then click **Add**.



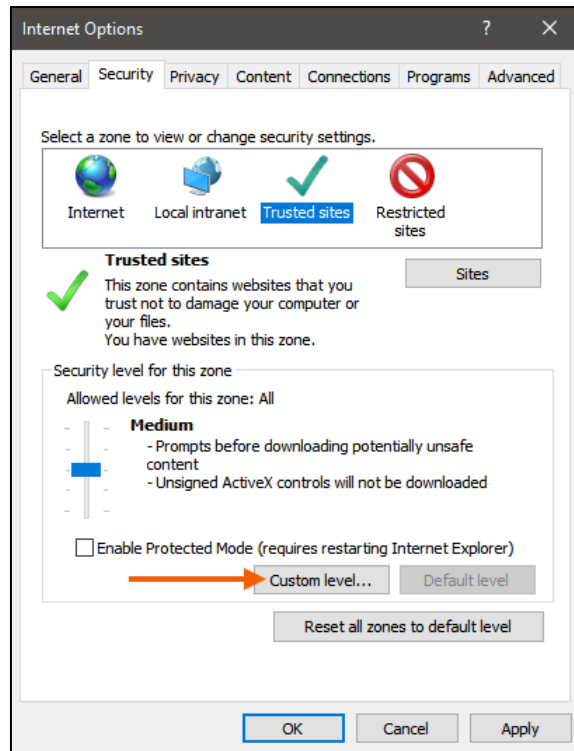
4. Enter `"*.realpagelearning.com"` in the **Add this website to the zone** field and then click **Add**.
5. Click **Close**.

The **Trusted sites** box closes.

Security Level for Trusted Sites Zone

To set the security level of your trusted sites:

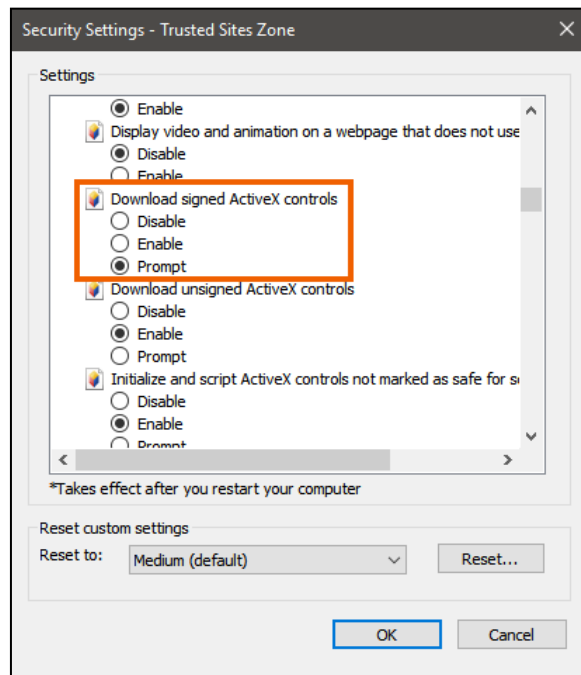
1. On the **Security** tab, in the *Security level for this zone* section, click **Custom level**.



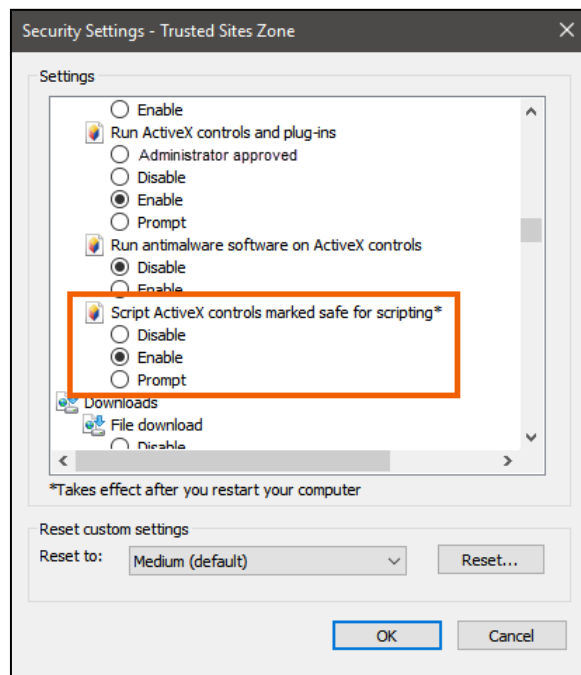
2. Locate the *ActiveX controls and plug-ins* section.

Each ActiveX option has the  ActiveX icon to the left of the option name.

3. Set the **Download signed ActiveX controls** option to "Prompt."

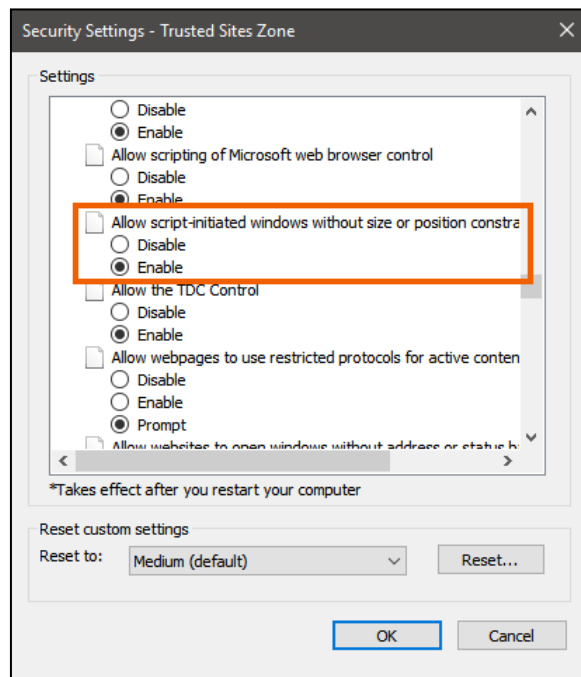


4. Set the **Script ActiveX controls marked safe for scripting*** option to "Enable."



5. Locate the *Miscellaneous* section.

- Set the **Allow script-initiated windows without size or position constraints** option to "Enable."



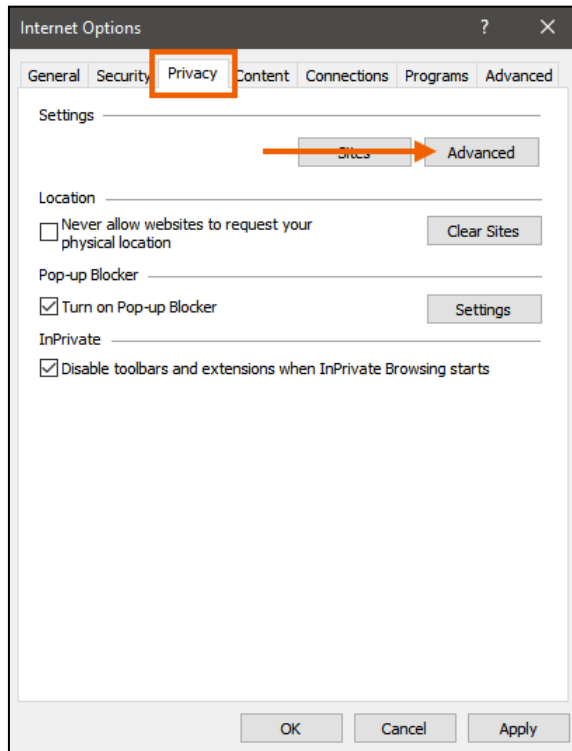
- Click **OK**.

The **Security settings - trusted sites zone** box closes.

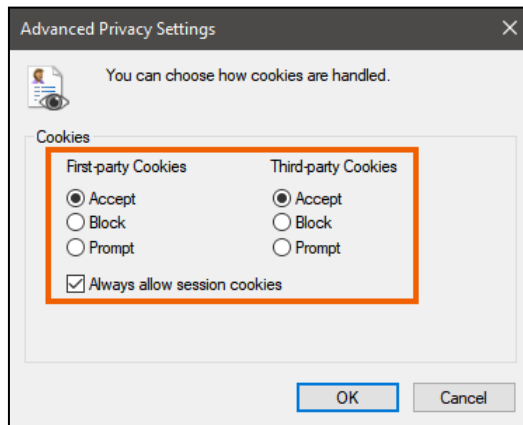
Privacy

To configure your privacy settings:

1. Click the **Privacy** tab and then click **Advanced**.



2. Verify that **First-party cookies** and **Third-party cookies** are both set to "Accept" and the **Always allow session cookies** check box is enabled.



3. Click **OK**.

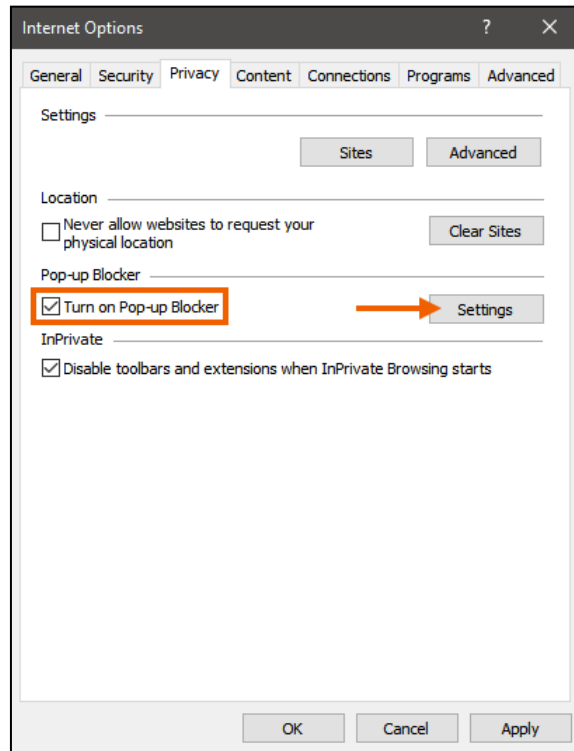
The **Advanced privacy settings** box closes.

Pop-up Blocker

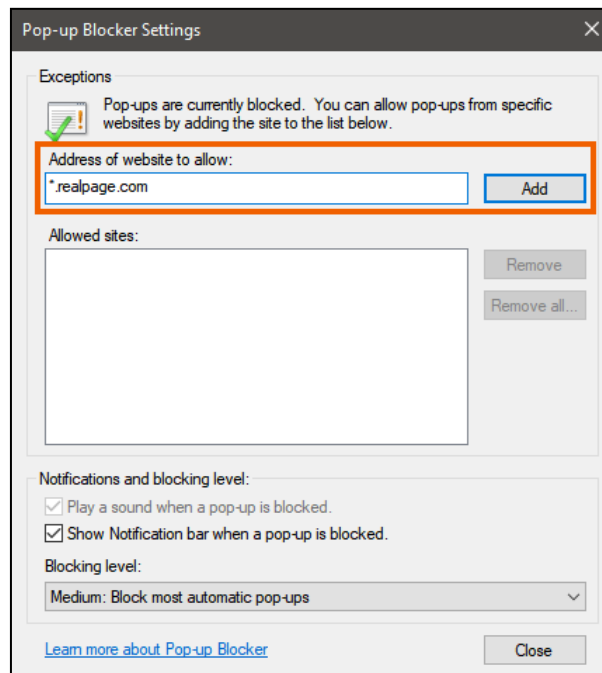
OneSite requires the use of pop-ups. You can choose to disable pop-up blocking completely OR configure Internet Explorer to only allow approved sites, such as RealPage, to use pop-ups.

To configure your pop-up blocker settings:

1. On the **Privacy** tab, select the **Turn on Pop-up blocker** check box and then click **Settings**.



2. In the **Address of website to allow** field, enter `*.realpage.com` and then click **Add**.

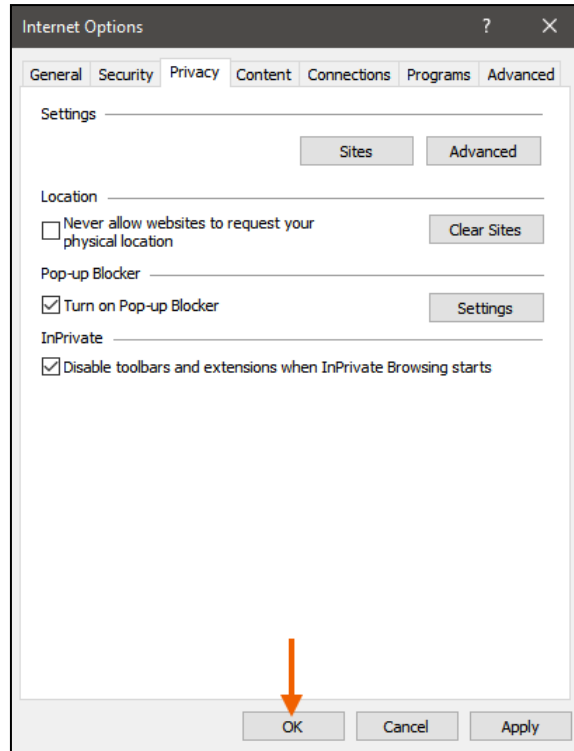


3. Verify that `*.realpage.com` appears in the *Allowed Sites* list and then click **Close**.
The **Pop-up blocker settings** box closes.

Close Internet Explorer

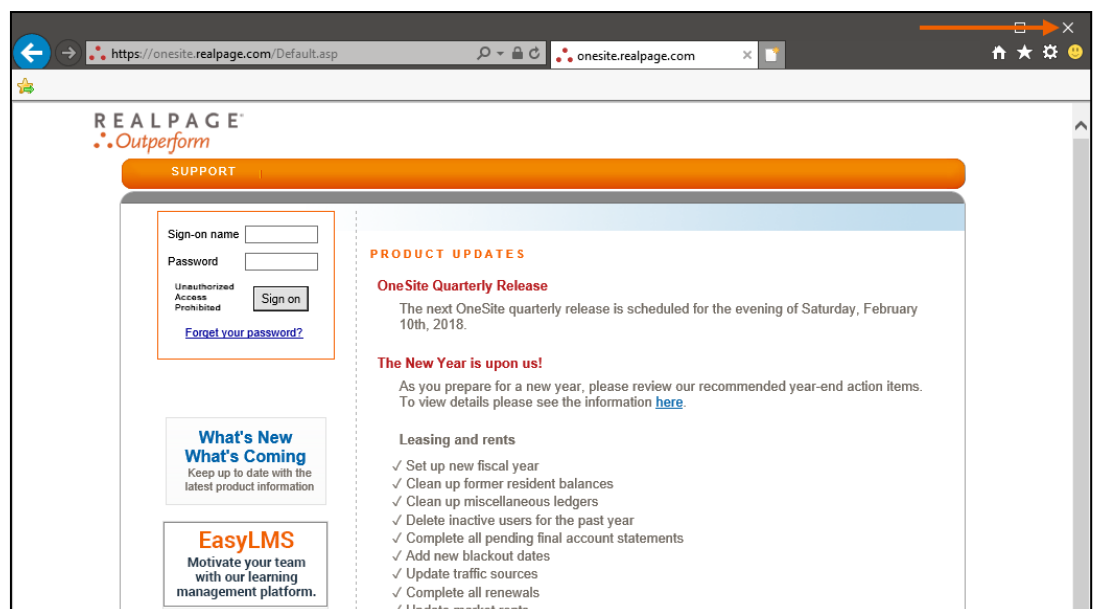
To apply your changes and close Internet Explorer:

1. Click **OK** to save all of your changes.



The Internet options box closes.

2. Click the X button in the upper-right corner to close the Internet Explorer browser window.



Repeat for all Internet Explorer windows that you currently have open, as Internet Explorer cannot apply some of the changes until you have closed all active windows.

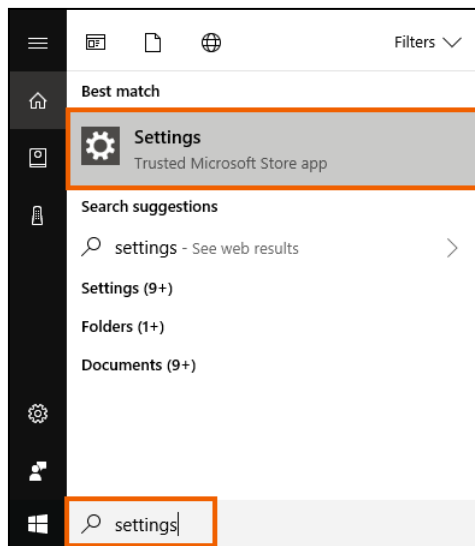
Windows 10 Settings

The following instructions show you how to change your display settings and disable third party pop-up blockers.

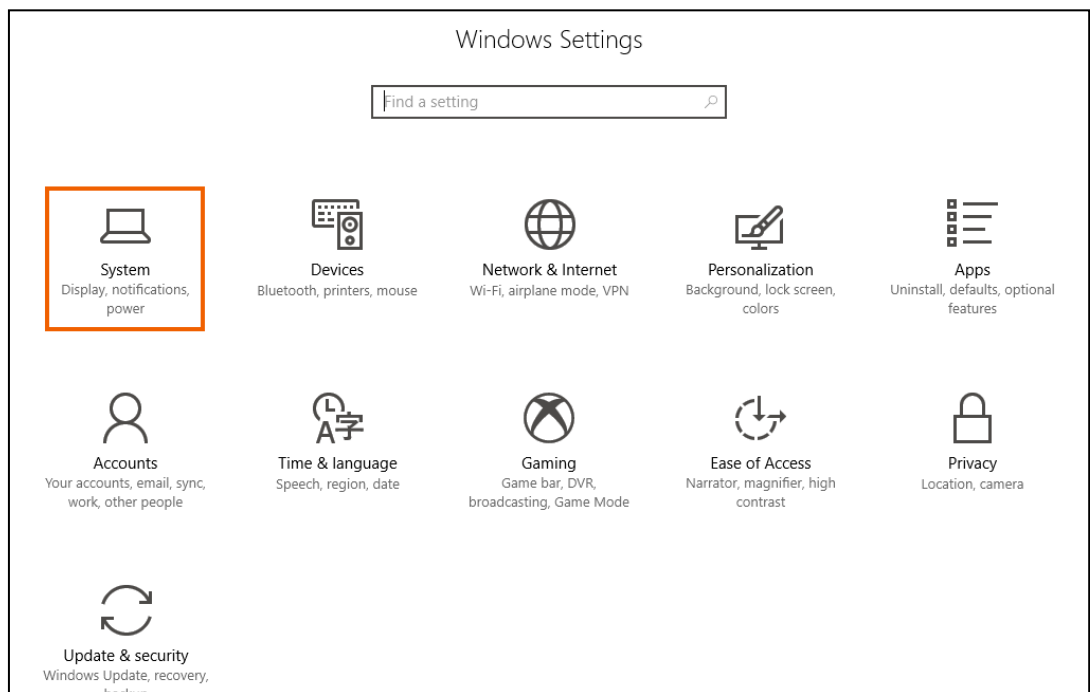
Display Settings

To optimize your display settings for OneSite:

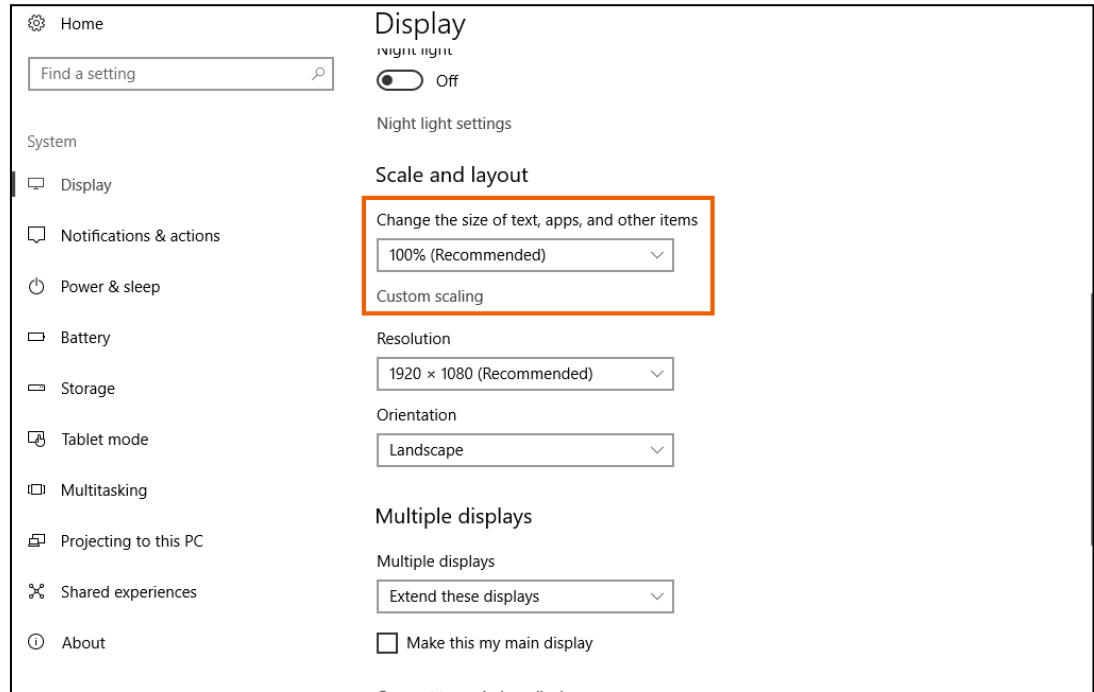
1. Click in the search box on the taskbar, enter "settings," and then select **Settings**.



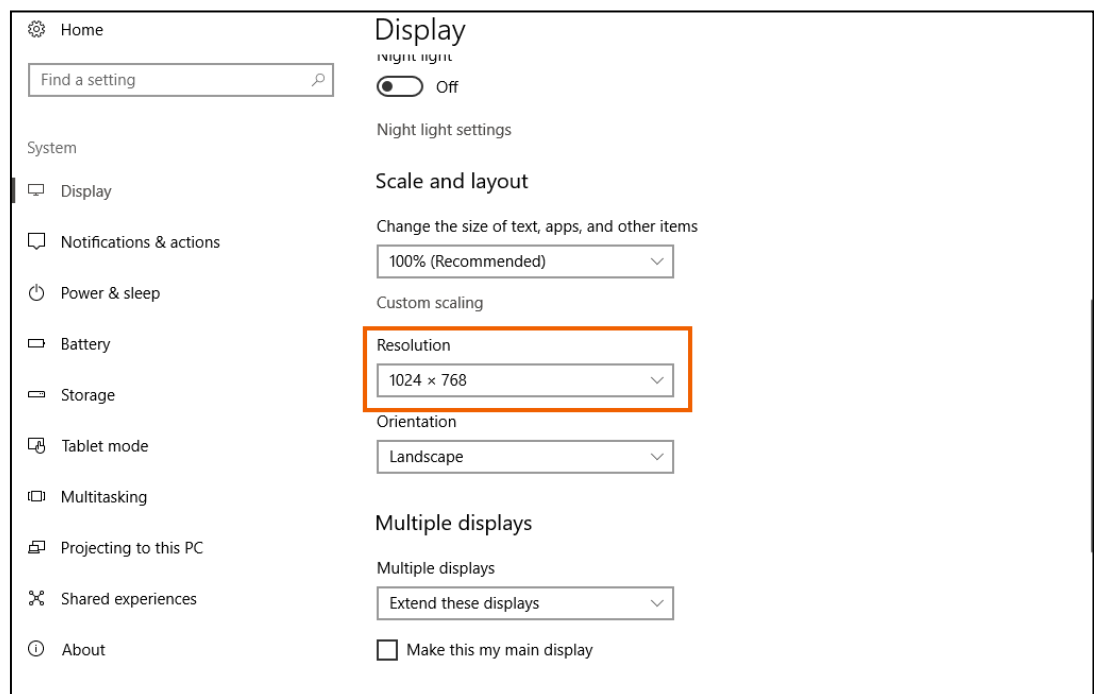
2. On the **Settings** box, click **System**.



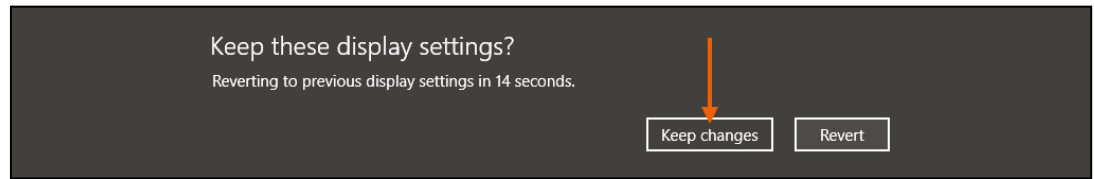
3. On the **Display** page, scroll down to the *Scale and layout* section.
4. Confirm that the **Change the size of text, apps, and other items** field is set to "100%." If this option is not set to "100%," click this drop-down list and then select "100%."



5. Click the **Resolution** drop-down list and then select a resolution of "1024 x 768" pixels or greater.



6. Click **Keep changes** on the confirmation box.



7. Close the **Settings** box.

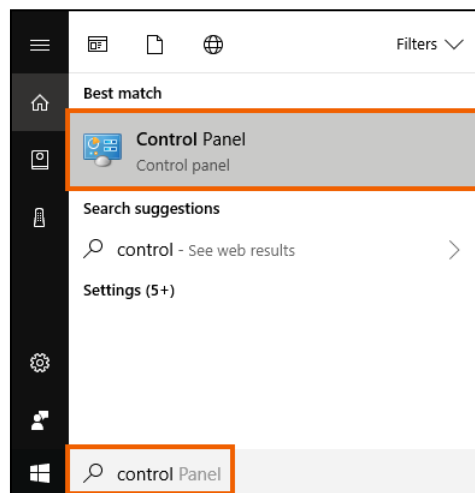
Third Party Pop-up Blockers

OneSite takes advantage of the pop-up functionality allowed by Internet Explorer. Due to spyware and viruses that use pop-ups to infect computers, there is a lot of pop-up blocking software used on personal computers. Anti-virus software, anti-spyware, and toolbar programs are the most common software to contain pop-up blockers.

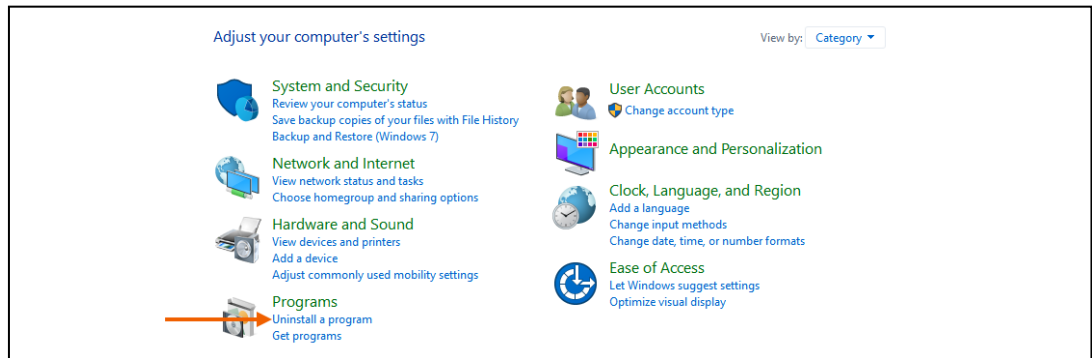
Although RealPage encourages security, OneSite requires the use of pop-ups. If you use a pop-up blocking program on your computer, please contact the program's vendor for instructions on how to configure their pop-up blocker to allow *.realpage.com to have pop-ups.

To uninstall a pop-up blocking program that you do not want to use on your personal computer:

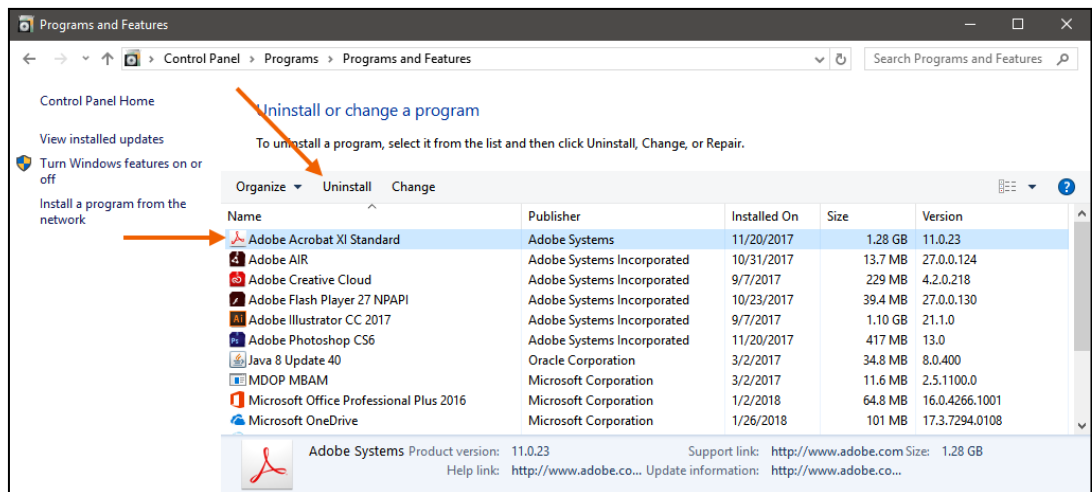
1. Click in the search box on the taskbar, enter "control panel," and then select **Control panel**.



- In the *Programs* section, click **Uninstall a program**.



- Select the program that you want to uninstall and then click **Uninstall**.



- Follow the on-screen prompts until the program is removed.
- Close the **Uninstall or change a program** box.