1   Initial Login

1. Please ensure the Browser settings align to recommendations in the Browser Settings posted under Browser and Email Approval section on the IST website.

2. At the time of initial login, if the user experiences a blank screen or a suppressed Menu, refresh the Home page by clicking on the Home link within the PeopleSoft application and/or refresh the browser session.

3. If the user still experiences a blank screen or a suppressed Menu, the user should delete their browser history, close all browser sessions and try to login again.

2   Generic for all the users: Supported Browsers for Electronic Approval

Browser	Tested	Remarks	Oracle Recommendation
Internet Explorer (11.0)	Yes	Internet Explorer (11), Google Chrome (43 minimum) Firefox (42 minimum) Safari (9.0, 8) Microsoft Edge (25) are recommended by Oracle.	Preferred
Microsoft Edge (25)			Preferred
Firefox (42 or higher)	Yes		Preferred
Safari (8 to 9.0)	Yes		Preferred
Google Chrome (43 or higher)	Yes		Preferred
Mobile Devices			
Android	Yes	For Single Sign-on to work, the email approval request must be opened to a mobile web browser, instead of through the mobile email client. If the approval email is actioned from a non-Google email client, the approver will be prompted to log into PeopleSoft Financials.	None
iPhone (Safari)	Yes		None
iPAD (Safari)	No		None

Email Approval	Tested	Remarks	TCS Recommendation
Google Mail	Yes	The official email system for University of Alberta is Google Mail. Approval email was System Tested for all the electronic approval scenarios using Google Mail and there are no pending issues.	Preferred

Microsoft Outlook 2007/2010	Yes	The approval email is developed using HTML code. HMTL code is not supported on Outlook. Therefore the email approval status field is grayed out and Submit button is disabled in the Outlook email client. In order to approve the transaction through Outlook, the user must perform the following steps: In top left corner of the email the following message will appear **"If there are problems with how this message is displayed, click here to view it in a web browser"**. Click the message. Another message will be displayed which says **"View in Browser".** Click this option. The approval email will be opened in a new browser window. The email message may appear differently but will work exactly the same way as it works for Google Mail.	Not-Supported
Mozilla Thunderbird 24.2.0	Yes	The approval email is working fine with Mozilla Thunderbird 24.2.0. There are issues with previous versions of Mozilla Thunderbird for email approval. It is advisable to use Gmail with any of the recommended browsers for email approval.	Not-Supported

3   **Security Validation/System Limitation of the Approval Email in Google Mail**

Email System	Tested	Validation /System Limitation	
Google Mail	Yes	**Validation:** Single Signon is enabled in PeopleSoft Financials. Only the authorized approver can approve the transaction. If an approver forwards the approval email to another user, user authentication will prevent the user from approving the transaction.	
	Yes	**Validation:** If the approver has approved the transaction through the email once, and the approver tries to approve the transaction a second time, the approver will receive the following message, "There is no action required as the transaction has been actioned".	

	Yes	**Validation:** If the approver forwards the approval email to his/her personal email (Like: Gmail, Yahoomail or Hotmail), the approver will be prompted to login to PeopleSoft Financials using their CCID and password. Once authenticated, the transaction will be approved. If the user is not the authorized approver the following message "You are not authorized to approve this transaction".	
	Yes	**System Limitation**: In the event the PeopleSoft Financials application is down and the approver is trying to approving the transaction through the approval email, the transaction will not be processed and no error message will be displayed to the user. As the message notification is developed within the PeopleSoft Financials application, the message response can only be triggered when the PeopleSoft Financials application is available.	
iPhone	Yes	**Setting Required:** In order to approve transactions through email, users have to ensure that the mobile device browser is setup to accept the cookies. By default these are enabled in all the mobile devices.	