

PeopleSoft Campus Solutions (PSCS) FAQs:

UMass PeopleSoft Campus Solutions Website where all documentation/instructions, etc are located: INSIDE.UMASSMED.EDU – Click on REGISTRAR in the left column.

Question: I'm having trouble logging in. What can I do?

Answer: Do you know your User ID? –**No**, submit a PSCS heat ticket

Yes, click on the 'forgot your password' link and follow the directions to retrieve password.

Single and/or Multiple users still having trouble logging in – submit a PSCS heat ticket

Question: I forgot my password, how do I figure out what it is?

Answer: Click on the '[Forgot your password?](#)' link on the logon page and follow the directions

Question: How do I change my password that is expired or is about to expire?

Answer: Click on the '[Change your password](#)' link and follow the directions

Question: I've signed in, but am kicked out of the system with a time out expiration message. What do I do?

Answer: Clear cache and try logging in again.

Still can't log in? IE8 retains cookies and other data for web sites, even when told to clear all data. By default IE8 has an option to "Preserve Favorites website data" enabled. Uncheck this value and all cookies and other data will be completely removed when clearing temporary files.

Question: I've logged into the system, but am unsure of what to do and cannot locate what I am looking for. What do I do?

Answer: Go to the Inside.umassmed.edu/Registrar web site for documentation/ instructions

Question: I am a student. How can I get assistance to enroll, view class schedule, pay bill online, view 1098T, etc?

Answer: Go to the [Inside.umassmed.edu/ Registrar](http://Inside.umassmed.edu/Registrar) web site for documentation/ instructions

Question: I am a faculty member. How can I get assistance to view class schedule, view advisees, enter team member /interview data etc?

Answer: Go to the [Inside.umassmed.edu/ Registrar](http://Inside.umassmed.edu/Registrar) web site for documentation/ instructions

Question: What if I get kicked out of the system?

Answer: Try clearing cache and logging in again.

Still can't log in? IE8 retains cookies and other data for web sites, even when told to clear all data. By default IE8 has an option to "Preserve Favorites website data" enabled. Uncheck this value and all cookies and other data will be completely removed when clearing temporary files.

Question: How can I find assistance navigating the V9 Menu Structure?

Answer: Go to the [Inside.umassmed.edu/ Registrar](http://Inside.umassmed.edu/Registrar) web site for documentation/ instructions

Question: I am a Mac user and I'm having problems using the student system. What can I do?

Answer: Use one of the recommended browsers certified by the vendor. A list of supported browsers can be found below.

Student Enterprise System			
Supported Browsers for Release 9.0			
Operating System	Internet Explorer	Firefox	Safari
Windows XP	7, 8	3, 3.5	
Windows Vista	7, 8	3, 3.5	
Windows 2003	7, 8	3, 3.5	
Windows 2008	7	3	
Mac OS X 9		3	
Mac OS X 10.4		3, 3.5	3, 4, 2.0.4
Mac OS X 10.5		3, 3.5	3, 4
Mac OS X 10.6		3.6	4

Note: Assumes PS PeopleTools release v8.49, Application Release v9.0

Question: I am using Safari, Mozilla, or Firefox to access the student system and I am experiencing problems. What should I do?

Answer: Check below for a list of browsers that work best with the student system.

Student Enterprise System			
Supported Browsers for Release 9.0			
Operating System	Internet Explorer	Firefox	Safari
Windows XP	7, 8	3, 3.5	
Windows Vista	7, 8	3, 3.5	
Windows 2003	7, 8	3, 3.5	
Windows 2008	7	3	
Mac OS X 9		3	
Mac OS X 10.4		3, 3.5	3, 4, 2.0.4
Mac OS X 10.5		3, 3.5	3, 4
Mac OS X 10.6		3.6	4

Note: Assumes PS PeopleTools release v8.49, Application Release v9.0

Question: How can I download PDFs?

Answer: In IE, click: Tools > Internet Options> click Advanced tab and scroll to bottom. Under the security section, be sure that box labeled: "Do not save encrypted pages to disk" is NOT checked

Question: How can I download to Excel? Appears to be a problem with PopUps.

Answer: Can't download to excel, my popup for excel won't POP. These browser settings are especially important for your production psquery users, most of whom download query results to excel quite frequently.

- You can do one of two things, easy solution is Hold down the "Ctrl" key on your keyboard continually, until it pops.
- Depending on the regions you use, you can add some or all of the addresses to your trusted websites sites.
 - In Internet Explorer, go to Tools > Internet Options > Security > Trusted sites > Sites> **Add** the link provided, Close, click OK and click OK again

Question: What are some of the COMMON ERROR MESSAGES

▼**Your PeopleSoft Connection has expired.**

PeopleSoft automatically logs you out after periods of inactivity. If logging back in does not correct the problem, review these possible solutions:

This can be caused by using a browser other than Microsoft Internet Explorer. PeopleSoft has recommended Internet Explorer as the browser of choice.

Student Enterprise System			
Supported Browsers for Release 9.0			
Operating System	Internet Explorer	Firefox	Safari
Windows XP	7, 8	3, 3.5	
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Windows 2003	7, 8	3, 3.5	
Windows 2008	7	3	
Mac OS X 9		3	
Mac OS X 10.4		3, 3.5	3, 4, 2.0.4
Mac OS X 10.5		3, 3.5	3, 4
Mac OS X 10.6		3.6	4
Note: Assumes PS PeopleTools release v8.49, Application Release v9.0			

If you continue to experience problems, please contact UMass Help Desk at 508-856-8643 or email UMWHelpdesk@umassmed.edu for additional assistance.

▼**Web server appears to be incorrectly configured.**

This can be caused by having cookies disabled on your computer.

ADDITIONAL INFORMATION

Browser Requirements for PS 9 Web-Client

Internet browsers and versions listed below are supported for PeopleSoft 9 Web-client.

PC Users

Internet Explorer 6 (Service Pack 1 or later)	Windows XP (Service Pack 2 or later)
Internet Explorer 7	Windows XP (Service Pack 2 or Later)/ Windows Vista
FireFox 3	Windows XP (Service Pack 2 or Later)/Windows Vista

Mac Users

Firefox 3	Mac OS X 10.4 and above
Safari 4	Mac OS X 10.4 and above

Linux Users

Firefox 3
Mozilla 1.7
Netscape 7.2

UNIX Users

Firefox 3
Mozilla 1.7
Netscape 7.2

End User Workstation Hardware Requirements

256 MB RAM (48MB minimum) - A minimum of 48 MB RAM on the client is required for all power user applications assuming that a typical power user will run three browsers (two for transactions, one for process monitor). Each instance of the web browser will use 10 MB of memory minimum. Self-service end users would only need minimum memory to run their operating system plus one instance of their web browser.

800 MHz Pentium or equivalent processor (133 MHz minimum) -
PeopleSoft will function on minimum requirements for a given browser and OS, but will not achieve optimal performance.

How do I clear my browser cache?

Internet Explorer: Open your Internet Explorer browser and from the menu go to Tools > Internet Options. On the General tab, click the Delete Files button. Next, click the OK button then and close your browser.

Safari: Go to your Safari browser and from the menu select "Reset Safari" to clear your browser history, cache, and cookies all at once. Click "Reset" on the confirmation dialog to complete this process. If you don't want to clear your browser's history, you can go to "Preferences" under the Safari menu and clear cache under "Advanced"