

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



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Contents

Internet Explorer and Windows 10	1
Internet Explorer Settings	2
Accessing Internet Explorer	2
Installing the RealPage ActiveX Object	2
Compatibility View	6
Internet Options	8
Temp Files	8
Stored Pages and Disk Space	10
Trusted Sites	
Security Level for Trusted Sites Zone	13
Privacy	
Pop-up Blocker	
Close Internet Explorer	
Windows 10 Settings	
Display Settings	
Third Party Pop-up Blockers	

CHAPTER 1 Internet Explorer and Windows 10

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

In This Chapter

Internet Explorer Settings	2
Windows 10 Settings	20

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.
- 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:

SUPPORT	
Sign-on name Password Unauthorized Access Prombined Formet your password?	PRODUCT UPDATES OneSite Quarterly Release The next OneSite quarterly release is scheduled for the evening of Saturday, February 10th, 2018. The New Year is upon us!
What's New What's Coming Keep up to date with the latest product information EasyLMS Motivate your team with our learning management platform.	As you prepare for a new year, please review our recommended year-end action items. To view details please see the information <u>here</u> . Leasing and rents < Set up new fiscal year < Clean up former resident balances < Clean up miscellaneous ledgers < Delete inactive users for the past year < Complete all pending final account statements < Add new blackout dates < Update traffic sources < Complete all renewals < Update market rents
Learn About The RealPage User Group	Facilities

- 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 <i>all</i> versions of the RealPage utility object. You may want to do this before installing one of the versions shown below.
• <u>Remove All Versions</u> 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 onen you can return to this name 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.

RealPage Object Version 10
Click the link below to download and install.
You will be asked if you want to "Run" or "Save" this file.
If you choose "Run", the "RealPage Object Version 10.msi" will be downloaded and installation will begin automatically - you can follow the prompts.
If you choose "Save", after the file is saved locally to a location of your choice, you should choose "Open folder" and double-click the RealPage_Object_Version_10.msi file to begin the installation.
Download RealPage Object Version 10 - installation default is "Just me"
Download RealPage Object Version 10 - installation default is "Everyone"
Varify installation

4. On the confirmation box, click Run.

Do you want to run or save RealPage_Object_Version_10.msi (139 KB) from statistics.realpage.com? — Run Save 🔻 Cancel 🗴

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.

🞼 RealPage Object Version 10			×
Select Installation Folder			
The installer will install RealPage Object Version 10 to the following folder.			
To install in this folder, click "Next". To install to a different folder, enter it b	elow or	click "Bro	wse".
Eolder: C:\Program Files (x86)\RealPage, Inc\RealPage Object Version 10\ 		Browse Disk Cost	
Install RealPage Object Version 10 for yourself, or for anyone who uses to © Everyone	his com	nputer:	
Cancel < Back		Nex	t≻

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

🔐 RealPage Object Version 10	🔐 RealPage Object Version 10 - 🗆 🗙
Select Installation Folder	Confirm Installation
The installer will install RealPage Object Version 10 to the following folder.	The installer is ready to install RealPage Object Version 10 on your computer.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".	Click "Next" to start the installation.
Eolder: C:\Program Files (x86)\RealPage, Inc\RealPage Object Version 10\ Browse Disk Cost Disk Cost Install RealPage Object Version 10 for yourself, or for anyone who uses this computer:	
O Everyone	
● Just me	
Cancel < Bask Next >	Cancel < Bask Next >

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.

+ https://onesite.realpage.com/Default.asp	P + ≜ C , onesite.realpage.com × 1	- □ >
		Print > File >
R E A L P A G E ••Outperform		Zoom (100%) > Safety >
SUPPORT Sign-on name Password Unautherized Access Prohibiad Sign on Eorget your password2	PRODUCT UPDATES OneSite Quarterly Release The next OneSite quarterly release is scheduled for the evening 10th, 2018. The New Year is upon us! As you prepare for a new year, please review our recommended ye To view details please see the information <u>here</u> .	Add site to Apps View downloads Ctrl+ J Manage add-ons F12 Developer Tools Go to pinned sites Compatibility View settings Internet options About Internet Explorer
What's New What's Coming Keep up to date with the latest product information EasyLMS Motivate your team with our learning management platform.	Leasing and rents Set up new fiscal year Clean up former resident balances Clean up miscellaneous ledgers Delete inactive users for the past year Complete all pending final account statements Add new blackout dates Update traffic sources Complete all renewals	

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.

Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
	Add
Websites you've added to Compatibility View:	
	Remove
Display intranet sites in Compatibility View Use Microsoft compatibility lists Learn more by reading the Internet Explorer privacy	<u>statement</u> Close

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.

Internet (Options					? >	<
General	Security	Privacy	Content	Connections	Programs	Advanced	đ
Home p	age						
	https	ate home ://onesit	page tabs, e.realpage	type each add .com/Default.	iress on its o asp	own line.	
		Use cu	rrent	Use default	Use n	ew tab	
Startup) tart with ta	bs from t	he last ses	sion			
. ⊙s	tart with h	ome page	ne last ses.				
Tabs -							
Chan	ige how we	ebpages a	re displaye	d in tabs.	Ta	abs	
Browsing history							
Delet form	te tempora information	ry files, hi n.	istory, cool	kies, saved pas	swords, and	d web	
D	elete brow	sing histo	ry on exit				
				Delete	Set	tings	
Appear	ance —						
C	Colors	Lang	guages	Fonts	Acce	ssibility	
			Ok	Ca	ancel	Apply	

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.

Delete Browsing History					
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.					
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.					
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.					
History List of websites you have visited.					
Download History List of files you have downloaded.					
Form data Form data Saved information that you have typed into forms.					
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.					
☐ Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.					
About deleting browsing history Delete Cancel					

3. Click Delete.

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

Internet Explorer	has finished	deleting th	he selected	browsing history.
-------------------	--------------	-------------	-------------	-------------------

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**.

Internet (Options					?	×
General	Security	Privacy	Content	Connections	Programs	Advan	ced
Home page							
To create home page tabs, type each address on its own line. https://onesite.realpage.com/Default.asp 0]		
		Use cu	rrent	Use default	Use n	ew tab	
Startup) tart with ta	bs from t	he last ses	sion			-
. ⊙s	tart with ho	ome page	ne last ses.	3011			
Tabs -							_
Change how webpages are displayed in tabs. Tabs							
Browsing history							
form	information	n.	ISTOL &, COO	Nes, saveu pas	swords, an	a web	
D	elete brow	sing histo	ry on exit				
				Deleterri	🔶 Set	tings	
Appearance							
C	Colors	Lang	guages	Fonts	Acce	ssibility	
OK Cancel Apply							

×

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.

Internet Options ? >	×			
Genera Security Privacy Content Connections Programs Advance	d			
Select a zone to view or change security settings.				
🥥 🔮 🗸 🚫				
Internet Local intranet Trusted sites Restricted sites				
Trusted sites				
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.				
Security level for this zone				
Allowed levels for this zone: All				
Medium - Prompts before downloading potentially unsafe content - Unsigned ActiveX controls will not be downloaded				
Enable Protected Mode (requires restarting Internet Explorer)				
Custom level Default level				
Reset all zones to default level				
OK Cancel Apply				

- 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.

Trusted sites	×
You can add and remove websites from this zo in this zone will use the zone's security settings	ne. All websites
Add this website to the zone:	
*realpage.com	Add
Websites:	
	Remove
Require server verification (https:) for all sites in this	zone
	Close

- 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."

Security Settings - Trusted Sites Zone	×
Settings	
Enable Isplay video and animation on a webpage that does not use Disable Enable	
Download signed ActiveX controls Disable Enable Prompt	
Download unsigned ActiveX controls Disable Enable Promot	
 Initialize and script ActiveX controls not marked as safe for si Disable Enable 	
< Dromot >	
*Takes effect after you restart your computer	
Reset custom settings	
Reset to: Medium (default) ~ Reset	
OK Cancel	

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

Security Settings - Trusted Sites Zone	×
Settings	
Enable Run ActiveX controls and plug-ins Administrator approved Disable Enable Prompt Run antimalware software on ActiveX controls Disable	^
Enable Script ActiveX controls marked safe for scripting* Disable Enable Prompt	
Cownloads File download Disable Sicable Sicab	v
*Takes effect after you restart your computer	
Reset custom settings	
Reset to: Medium (default)	
OK Can	cel

5. Locate the *Miscellaneous* section.

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

Security Settings - Trusted Sites Zone
Settings
Disable Enable Allow scripting of Microsoft web browser control Disable Enable
 Allow script-initiated windows without size or position constra Disable Enable
Allow the TDC Control Disable Enable Allow webpages to use restricted protocols for active conten Disable Enable Prompt Allow webpites to open windows without address or status by
*Takes effect after you restart your computer
Reset custom settings
Reset to: Medium (default) V Reset
OK Cancel

7. 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**.

Internet Options	? ×
General Security Privacy Content Connections Program	s Advanced
Settings	
	dvanced
Location	
Never allow websites to request your physical location	ear Sites
Pop-up Blocker	
Turn on Pop-up Blocker	Settings
Uisable toolbars and extensions when Inprivate browsing s	tarts
OK Cancel	Apply

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.

Adv	anced Privacy Settings		×
Q	You can choose ho	w cookies are handled.	
C	pokies		
	First-party Cookies	Third-party Cookies	
	Accept	 Accept 	
	OBlock	OBlock	
	OPrompt	O Prompt	
	Always allow session of	cookies	
		ОК	Cancel

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**.

Internet Options				?	×
General Security Privacy C	ontent	Connections	Programs	Advar	nced
Settings					- 1
		Sites	Adv	anced	
Location					- 1
Never allow websites to re- physical location	quest yo	our	Clea	r Sites	
Pop-up Blocker					- 1
Turn on Pop-up Blocker		_		ttings	
InPrivate					- 1
Disable toolbars and extension	sions wh	ien InPrivate Bi	rowsing star	rts	
	Ok	(Ca	ancel	Арр	ly

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

Pop-up Blocker Settings	×
Exceptions Pop-ups are currently blocked. You can allow pop-ups websites by adding the site to the list below.	from specific
Address of website to allow:	
*.realpage.com	Add
Allowed sites:	
	Remove all
Notifications and blocking level:	
Play a sound when a pop-up is blocked.	
Show Notification bar when a pop-up is blocked.	
Blocking level:	
Medium: Block most automatic pop-ups	~
Learn more about Pop-up Blocker	Close

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%."

O Home	
Find a setting \wp	Off
System	Night light settings
🖵 Display	Scale and layout
Notifications & actions	Change the size of text, apps, and other items 100% (Recommended)
(¹) Power & sleep	Custom scaling
🖙 Battery	Resolution
📼 Storage	1920 \times 1080 (Recommended) \vee
ල Tablet mode	Orientation Landscape
🖾 Multitasking	Maddin I Paul and
Projecting to this PC	Multiple displays
℅ Shared experiences	Extend these displays
① About	Make this my main display

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

② Home	Display
Find a setting \wp	Off Off
System	Night light settings
🖵 Display	Scale and layout
Notifications & actions	Change the size of text, apps, and other items
🖒 Power & sleep	100% (Recommended) Custom scaling
🖙 Battery	Resolution
📼 Storage	1024 × 768 ~
-문 Tablet mode	Orientation Landscape ~
🖾 Multitasking	· · · · · · · · · · · · · · · · · · ·
Projecting to this PC	Multiple displays
X Shared experiences	Extend these displays
① About	Make this my main display

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**.





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

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

Ī	Programs and Features						- 0	×
<					~ Ō	Search	Programs and Features	P
	Control Panel Home	Uninstall or change a program						
	View installed updates	To unestall a program, select it from the list and then click Uninstall, Change, or Repair.						
•	Turn Windows features on or							
	ott	Organize 🕶 Uninstall Change						?
	Install a program from the network	Name	Publisher	Installed On	Size		Version	^
	\rightarrow	🕨 🍌 Adobe Acrobat XI Standard	Adobe Systems	11/20/2017		1.28 GB	11.0.23	
		🛃 Adobe AIR	Adobe Systems Incorporated	10/31/2017		13.7 MB	27.0.0.124	
		💩 Adobe Creative Cloud	Adobe Systems Incorporated	9/7/2017		229 MB	4.2.0.218	
		🖊 Adobe Flash Player 27 NPAPI	Adobe Systems Incorporated	10/23/2017		39.4 MB	27.0.0.130	
		All Adobe Illustrator CC 2017	Adobe Systems Incorporated	9/7/2017		1.10 GB	21.1.0	
		💼 Adobe Photoshop CS6	Adobe Systems Incorporated	11/20/2017		417 MB	13.0	
		🍰 Java 8 Update 40	Oracle Corporation	3/2/2017		34.8 MB	8.0.400	
		MDOP MBAM	Microsoft Corporation	3/2/2017		11.6 MB	2.5.1100.0	
		1 Microsoft Office Professional Plus 2016	Microsoft Corporation	1/2/2018		64.8 MB	16.0.4266.1001	
		licrosoft OneDrive	Microsoft Corporation	1/26/2018		101 MB	17.3.7294.0108	~
		Adobe Systems Product version: 11.0.23 Support link: http://www.adobe.com Size: 1.28 GB Help link: http://www.adobe.co Update information: http://www.adobe.co http://www.adobe.co						

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