# **IMS Cloud Payroll – Browser Support**

The IMS Payroll Cloud has been designed to operate using the following Internet Browsers

#### Microsoft Internet Explorer – Version 10 or later

If you are running an earlier version of Internet Explorer you will get the following notification.



If you get this notification please update your Internet Explorer or use either Firefox or Chrome.

**Mozilla Firefox** 

**Google Chrome** 

**Apple Safari on Mac** 

When accessing the IMS Payroll Cloud via these browsers for the first time you will be asked to download and install the Browser Add-On Control. Each browsers procedure is different. We have documented below the procedure for each, please skip "Browser Add-on Updating" if you are using a particular browser for the first time.

# **Browser Add-on Updating**

If you have an older plugin/add-on for your browser you will get the following notification displayed. Please ignore any login screens if this notification is displayed, as you will need to upgrade.



1. Click on the "Notification: PLEASE Upgrade Browser Add-on Before Proceeding to Payroll" link, this will take you to the following screen.



- 2. Click on "Download the Go-Global Add-on installer"
- 3. Click Run and then Run again

	Run	Save	•	Cancel	×
Run	Open folder	V	/iew do	wnloads	×
	Run	Run Open folder	Run Open folder V	Run Open folder View do	Run         Open folder         View downloads

4. Install the Graphon add-on, and once you have installed, click Allow

			30
What's the risk?	Allow	•	

5. After restarting your browser – You will be good to go...



# Microsoft Internet Explorer

#### 1. After clicking our IMS Cloud Login - Click Download

**GO-Global** requires a browser Add-on to run:

**Download** the GO-Global Add-on installer. **Install** the GO-Global Add-on. **Restart** your browser to complete the installation.

IMS Payroll	
	GO-Global requires a browser Add-on to run:
	Download the GO-Global Add-on installer. Install the GO-Global Add-on. Restart your browser to complete the installation.
	WELCOME TO
	IMS CLOUD

#### 2. Click Run and then Run again

Do you want to run or save gg-client.ie.exe (7.60 MB) from 192.168.0.56?		Run	Save	•	Cancel	×
The gg-client.ie.exe download has completed.	Run	Open folde	V	iew do	wnloads	×
3. Install the Graphon add-on, and once you have installed	l, click <b>Allo</b>	w				
This webpage wants to run the following add-on: 'GraphOn GO-Global ActiveX Client' from 'GraphOn Corpora What's the risk?	ation (unverified pu	blisher)'.		Ļ	Allow 🔻	×

4. After restarting your browser – You will be good to go...

# If you are unable to install the Go Global and your computer is on Internet Explorer 11 on Windows 8.1

# **Diagnosis and fix for Go Global on IE11 on Window 8.1**

## **Issue:**

Go Global unable to be installed on Internet Explorer 11. (IE11)

If go Global add on will not install on IE11, this will manifest itself with a message stating that the component will not install.

## **Remedy:**

- 1. Before installing you will need to run IE11 in Administrator Mode
  - a. On the keyboard select the "Windows" key and "E" key at the same time, this opens windows explorer. Alternatively right click on your start menu to open windows explorer.
  - b. Go To the directory "C:\program files\Internet Explorer\"
  - c. Right click on iexplorer, and select run as Administrator.
- 2. Install Go Global as per normal.
  - **3.** Once finished, restart IE normally.



1. After clicking our IMS Cloud Login - Click Download

**GO-Global** requires a browser Add-on to run:

**Download** the GO-Global Add-on installer. **Install** the GO-Global Add-on. **Restart** your browser to complete the installation.



### 2. Click Save File

Opening gg-clie	nt.firefox.exe	>
You have chosen to open:		
<b>gg-client.firefox.exe</b>		
which is: Binary File (7.6 MB)		
from: http://192.168.0.56		
Would you like to save this file?		
	Caulo Eile	Concel

3. Click gg-client.firefox.exe



#### 4. Click **Allow**

Allow 192.168.0.56 to run "GraphOn GO-Global"?	Continue <u>B</u> locking	<u>A</u> llow	×
			^

## 5. Click **Allow and Remember**

(*) i	🗎 🔪 🕙 192.168.0.56/Ga	Global/IMSFront.ht 🔍 🕑	Q. Search
	Allow 192.168.0.56 to ru Learn More	in "GraphOn GO-Global" <mark>?</mark>	×
	Allow Now	Allow and <u>R</u> emembe	r

6. After restarting your browser you are good to go....



### Google Chrome

1. After clicking our IMS Cloud Login - Click Download



2. Select to run the downloaded installer gg-client.chrome.exe



3. Once this screen appears, select 'Add to Chrome'

OVERVIEW	REVIEWS	SUPPORT	RELATED	G+1 3
A				Compatible with your device
	<ul> <li>A drame excession (general and a second secon</li></ul>	dbra/main.html	.©]≡	
	e Cost			GO-Global browser plug-in. GO-Global lets you access Windows Applications and Files from Anywhere, on any platform
Andre Angeler Ange	() () ( (ar / you you you )		3	The GO-Global extension for Chrome allows users to connect to GO-Global hosts directly through their browser. You must install the GO-Global Host software to use this extension. Please visit http://www.graphon.com to download a free trial.
				A Website
				Report Abuse Version: 5.0.0.21662
	a a		2 <sup>2</sup>	Updated: May 27, 2015 Size: 45 37KB
				Language: English (United States)
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You are now ready to go.



Apple Safari

- 1. After clicking our IMS Cloud Login
- 2. Click Download

	GO-Global Mac	OS X (	lient Ins	stallation	
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Download the Mac OS X Client installer Open gg-client.mac.dmg Double-click gg-client.mac.pkg Run the installation wizard using the default settings Run Applications | GO-Global from the dock Restart your browser to access the GO-Global Add-On

3. Click gg-client.mac.dmg



4. Click **gg-client.mac.pkg.** If a message is displayed stating that the file can't be opened then hold down the Control key, click the package and select Open from the displayed menu. An administrator password will be required (and user name if logged in as a non-administrator).

	gg-client.mac	
×	1 item	-0
gg-client.mac.pkg		

#### 5. Click Continue





7. After restarting your browser you are good to go....