

SURVIVAL BASICS

Checklist:

1. Have you completed the PeopleSoft Navigation tutorial? It can be found at:
<http://www.und.edu/dept/cndtrain/Finance/ps-tutorial.htm>
2. Are you locked out of PeopleSoft? Please call the Help Desk at: (866) 457-6387
3. Is the system running slow? It is recommended that you clear your cookies and your cache on a daily basis. Find the instructions at:
<http://www.und.edu/cnd/docs/Tip%20Sheets/Cache%20&%20Cookies%20082305.pdf>
4. The Pop-up Blocker must be disabled for the PeopleSoft production webpages. If not, you will have trouble with accessing screens when you click search. To disable the pop-up blocker, follow the instructions:
 - a. Open the PeopleSoft Portal and log into the system
 - b. Once logged in, the menu bar should be on the left hand side of the screen
 - c. On the toolbar on the top of the page, select: Tools, Pop-up Blocker, Pop-up Blocker Settings.
 - d. In the “Address of website to Allow” box that opened, at the prompt, type in the following web address: www.connectnd.us and hit the ADD button. Hit close.
 - e. This should disable the pop-up blocker for the website
5. Have you asked your Departmental Finance Contact your question? Find your department’s contact at:
<http://www.und.edu/cnd/docs/Contacts%20for%20listservs%20071205.xls>
6. Having trouble downloading reports? Download Adobe Reader:
<http://www.adobe.com/products/acrobat/readstep2.html>
7. If after completing the checklist, your question is not answered, please email the question to the appropriate email address. The email addresses can be found at:
<http://www.und.edu/cnd/HTML/ContactsContactUs.htm>

THANK YOU FOR YOUR TIME AND PATIENCE!