HOW TO FIX MyHUB WEB BROWSER ISSUE

I'm sorry for the difficulty you are having with the site. You are most likely experiencing a browser related issue. Since each person's computer is different, it is difficult for us to know exactly what happened in your individual instance. Personal software/security updates may have adjusted/interfered with some settings in your Internet Explorer. For about 75% of the people who experience this problem, the first set of steps listed below will resolve the issue. For the other 25%, the second set of steps needs to be completed. If after completing these steps, you are still experiencing issues, please send us the details of the error and we will work to help you resolve the issue. You may contact us at HRIS Technical<**HRISTechnical@UPMC.EDU** > or call **412-647-1408** and select **option 6** to speak to a member of the HRIS team.

Please Note

You may have tried some of the things listed below already – we have found that doing *all of these items in order* can make all the difference to resolving the problem, so thanks in advance for your patience!

- For optimal performance, it is recommended that you access MyHUB using **Internet Explorer** from a computer.
- If you are attempting to access MyHUB from your phone or a tablet, please note that we cannot guarantee optimal access from a mobile device.
- You may still be able to use **Safari**, **Firefox**, or **Chrome** – but you will need to make certain that browser settings are restored to default and that cache is cleared.
- **Please Note**   While navigating within UPMC, please avoid using the internet browsers 'back' and 'forward' buttons.

1. **Please check the following things in Internet Explorer:**
   - Is UPMC set as a trusted site? (Go to the Tools menu on your Internet Explorer browser and click on Internet Options. A box will open. On the Security tab, click on Trusted Sites. Click on the Sites button. Under "Add this website to this zone," type ***.upmc.com** Click Add and then click OK twice to close the Internet Options box.)
   - Are pop-ups turned on?
   - **Log out of MyHUB**
   - Clear your Internet cache/cookies *(please note: specific boxes must be checked/unchecked)*
     Open Internet Explorer >> go to the Tools menu and select Internet Options.
     Another window will open.
     On the first tab, labeled **General**, there will be a section called **Browsing History** - click the **Delete** button.
       - In the Delete Browsing History box, **uncheck** Preserve Favorites Website Data and **check** Temporary Internet Files, Cookies, and History - then click the **Delete** button.

       - A window will appear showing the progress of the browser history deletion.
       - Once this window closes, click the **OK** button on the Internet Options box to close.
   - Reset your Trusted Sites Security & Advanced settings in Internet Explorer
       - Go to Tools >> Internet options
       - Go to the Security Tab
       - Click on Trusted Sites
       - At the bottom, click Restore to Default Level and verify that the setting is on (Low)
       - Click Apply
       - Go to the Advanced Tab
       - Click Restore Advanced Settings
       - Click Apply, then OK
   - **Close your Internet Explorer**
   - Re-open Explorer
   - Log on again using this link **https://myhub.upmc.com**

     If you are using Internet Explorer 10 or 11 please try switching to Compatibility mode
     To turn Compatibility mode on, start from the login page: In the web address bar, click the Compatibility View button to make the icon change from an outline to a solid color.
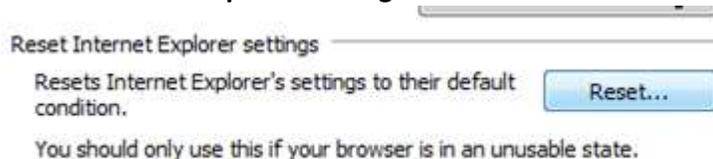
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2. **If problem persists, check the following:**

   1. Verify that personal firewalls are disabled

   2. Please click on this link to check your version of Java & follow instructions to update if needed
      (**IMPORTANT NOTE:** As of 02/09/2015, all UPMC work computers should be running **JAVA version 7, update 71**.
      If you need assistance with updating your work computer, please call the main ISD HelpDesk at **412-647-HELP (4357).**
      http://www.java.com/en/download/installed.jsp

   3. Please verify that you are running the most recent version of Adobe Flash Player and Adobe Reader – update if needed
      http://get.adobe.com/flashplayer/
      http://get.adobe.com/reader/

   4. If things are still not working properly, you will need to reset all of your Internet Explorer settings & reboot your computer.

      - Go to Tools >> Advanced Settings
      - Click **Reset Internet Explorer Settings**

        Reset Internet Explorer settings

        Resets Internet Explorer's settings to their default condition.   Reset...

        You should only use this if your browser is in an unusable state.

      - After you reset, you will need to reboot your computer, verify the original IE checklist of settings (UPMC trusted site, setting=low, pop-ups on, cache/cookies - checkboxes verified & cleared) and try again using this link: **https://myhub.upmc.com**