

System Configuration Tip Sheet For IHaveAPlanIowa

IHaveAPlanIowa is a web-based system provided by the Iowa College Student Aid Commission. With any web-based product, certain internet settings and browsers must be utilized to ensure that your students/users have a positive experience when accessing the system at your school or institution. Please take a moment to check your internet browser and settings prior to working with your students in the classroom or prior to hosting a training workshop. To ensure a successful user experience, please check to make sure your internet connections, browsers, and settings align with the information below.

Browsers Supported:

Internet Explorer – Compatible and fully tested with 6 and 7, not fully tested with 8. No known issues with Internet Explorer 8

Firefox – Tested with versions 3.0 to 3.6. No known issues with higher versions.

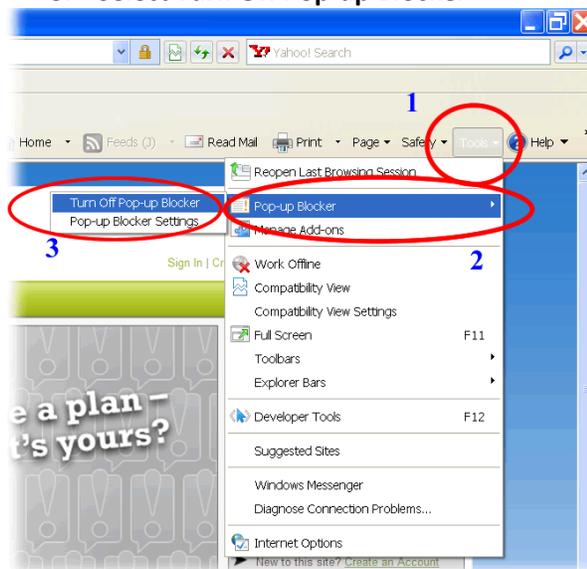
Safari – Compatible with version 1 and higher. Version 5.1.7 requires ALL cookies be allowed. See cookie section below.

Browser Configuration Specifications:

Pop-ups - Need to be allowed (Note: The toggle to the Student Center from the Professional Center is a pop-up). To allow all pop-ups from the Student and Professional Centers:

Pop-Ups / Internet Explorer: (See screen shot below)

1. Select **Tools**
2. Select **Pop-up Blocker**
3. Select **Turn Off Pop-up Blocker**



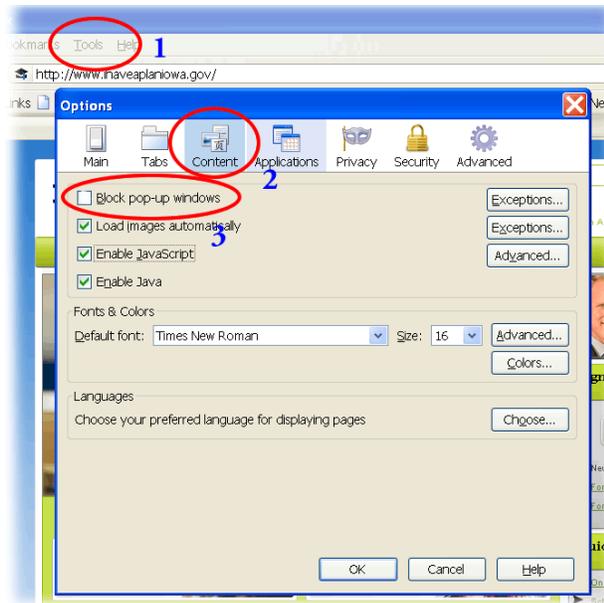
Provided by Iowa College Aid

03/13/13

877-272-4456

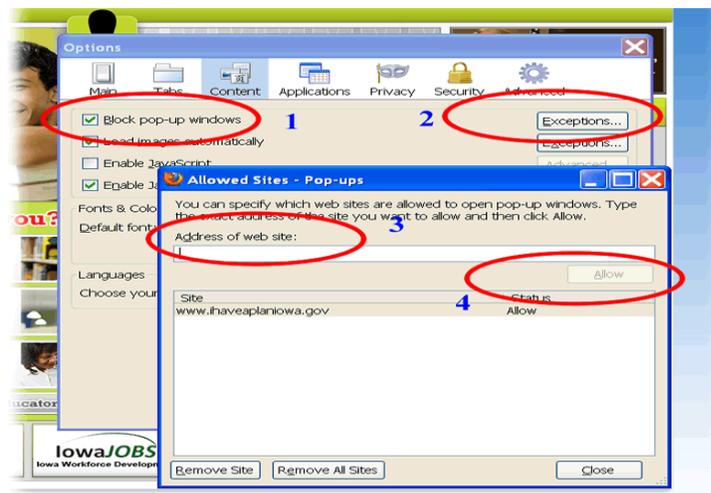
Pop-Ups / Firefox:

1. Select **Tools** and **Options**
2. Click on **Content**
3. Uncheck **“Block pop-up windows”**



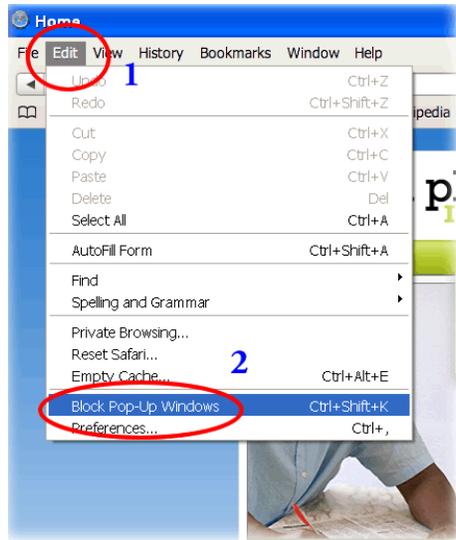
To block pop-ups for a particular site:

1. Check **“Block pop-up windows”**
2. Click the **“Exceptions”** button
3. Add <http://www.ihaveaplaniowa.gov/> to the **“Address of web site”**
- 3b. Add <https://procenter.ihaveaplaniowa.gov/> to the **“Address of web site”** (for Professional Center access)
4. Click the **Allow** button



Pop-Ups / Safari:

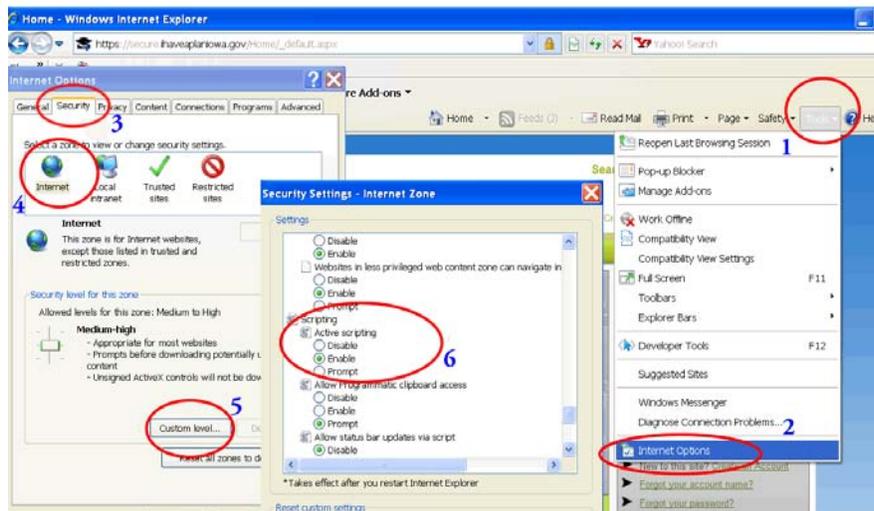
1. Select **Edit**
2. Uncheck **"Block Pop-Up Windows"**



JavaScript - Must be enabled.

JavaScript / Internet Explorer:

1. Select **Tools**
2. Select **Internet Options**
3. Go to the **Security** tab
4. Select **Internet**
5. Click **Custom Level**
6. Scroll to the **"Scripting"** section of the list
7. Click **Enable**. **Close** and **restart** your browser



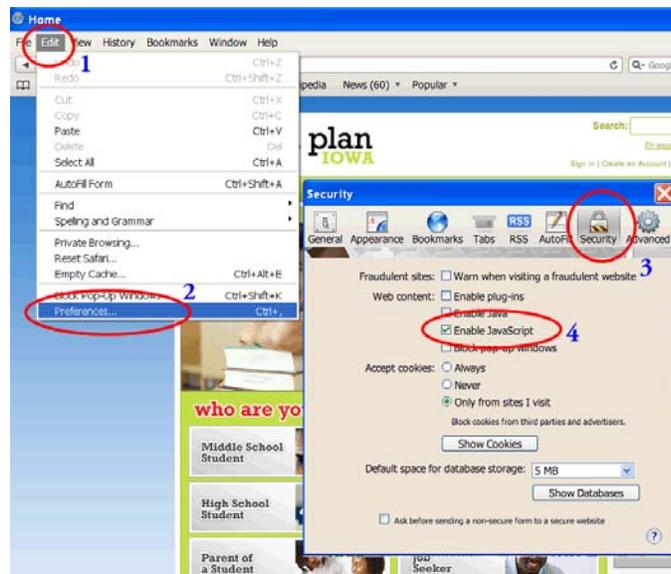
JavaScript / Firefox:

1. Select **Tools**
2. Choose **Options**
3. Check the **“Enable JavaScript”** box



JavaScript / Safari:

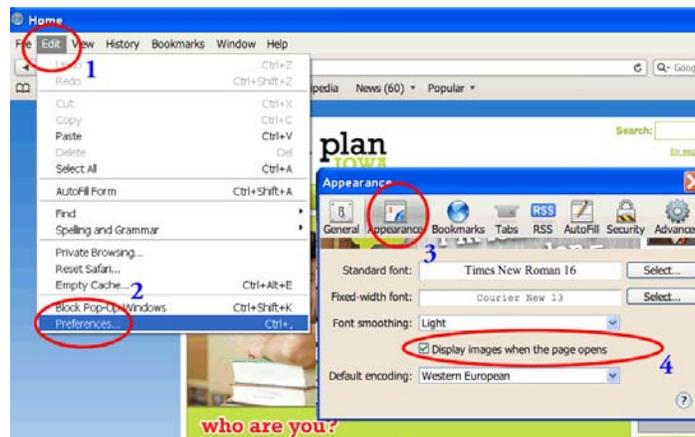
1. Select **Edit**
2. **Preferences**
3. **Security**
4. Check the **“Enable Javascript”** box



Images – Must be displayed.

If Safari is not displaying images:

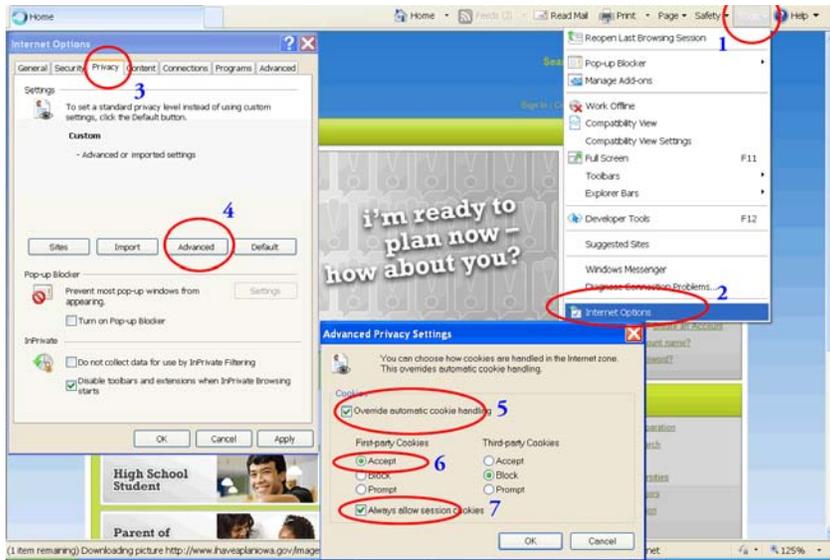
1. Select **Edit**
2. Choose **Preferences**
3. Go to **Appearance**
4. Select the checkbox **“Display images when the page opens”**



Cookies - As with most web sites, IHaveAPlanIowa operates best when cookies are enabled. If you do not want cookies, you can set your browser to disable or refuse cookies or to alert you when cookies are being used. You should note, however, that various services of this site might not function properly when cookies are not utilized.

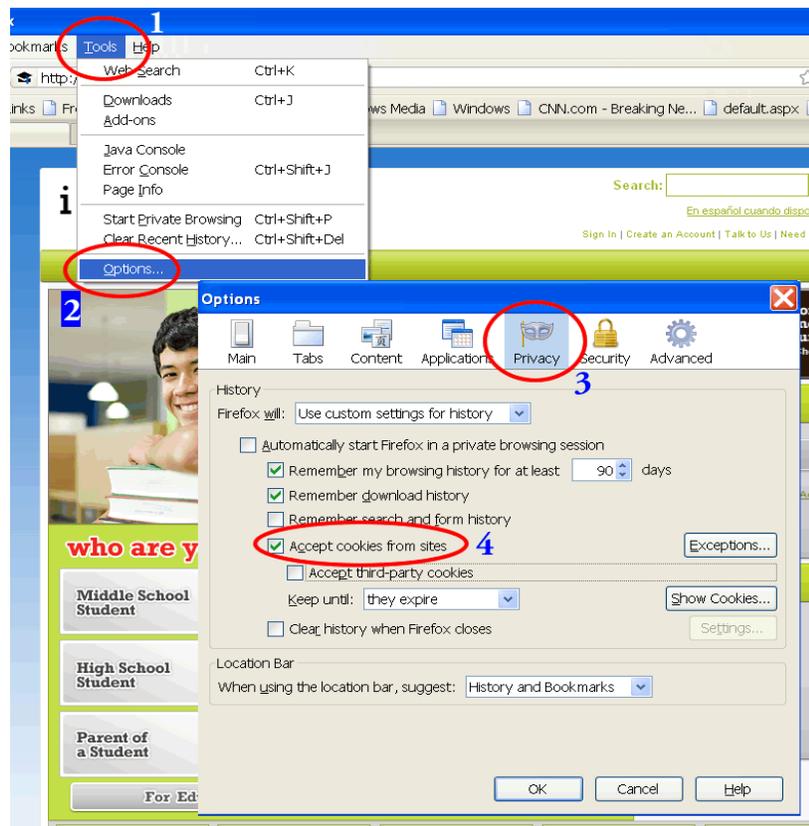
Cookies / Internet Explorer (accept cookies):

1. Select **Tools**
2. Select **Preferences**
3. Go to the **Privacy** tab
4. Click **Advance**
5. Check **“Override automatic cookie handling”**
6. Check **“Accept”** under **“First-party Cookies”**
7. Check **“Always allow session cookies”**



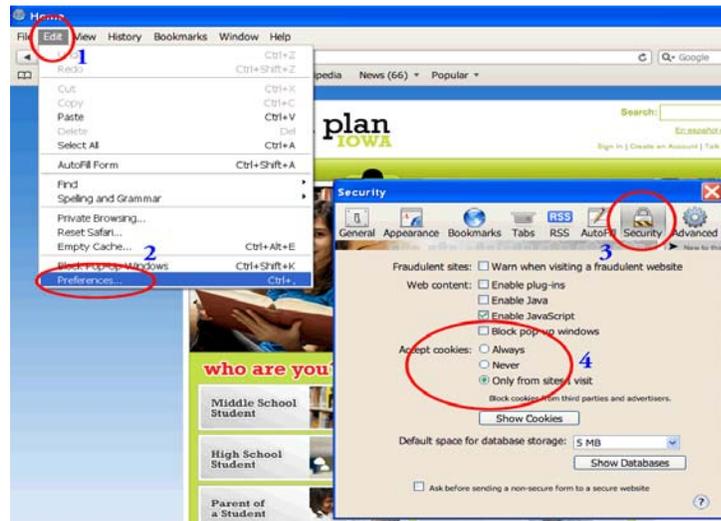
Cookies / Firefox:

1. Select **Tools**
2. Select **Options**
3. Go to **Privacy**
4. Check **“Accept cookies from sites”**



Cookies / Safari:

1. Select **Edit**
2. Select **Preferences**
3. Go to **Security**
4. Under “**Accept Cookies**” check “**Only from sites I visit**”
5. Version 5.1.7 requires the user to allow all cookies instead of the default “block 3rd party and advertiser cookies”.



Proxy/Firewall Settings - For IHaveAPlanIowa to work correctly, web proxies or firewalls must list 4 URLs as exceptions. Contact your Network Administrator for assistance or details on how to list a URL as an exception. The 4 URLs that should be listed as exceptions follow:

- IHaveAPlanIowa Homepage: <http://www.ihaveaplaniowa.gov/>
- IHaveAPlanIowa State of Iowa Enterprise A&A Page: https://entaa.iowa.gov/entaa/sso?appId=CSACPORT&callingApp=https%3a%2f%2fsecure.ihaveaplaniowa.gov%2fCustom%2flowa%2fWeb%2faa_portal.aspx%3fnextPage%3d%2f&tab=&comm andName=GetLogon#topHeader
- Professional Center: <https://procenter.ihaveaplaniowa.gov/>
- Professional Center State of Iowa Enterprise A&A Page: <https://entaa.iowa.gov/entaa/sso?appId=CSACPORT&callingApp=https%253a%252f%252fsecure.ihaveaplaniowa.gov%252fCustom%252flow>

If you have any questions about the system requirements of IHaveAPlanIowa, please contact Iowa College Aid’s Information Service Center at 877-272-4456.