

## Guidelines to ensure success with the Works Payment Manager

### 1. Potential Issues:

- Users may experience issues related to Internet browser version, browser settings or a proxy server between your users and the Internet. Here are a few things to verify:
- Local IT/network function – We will talk with the IT contact if appropriate.
- Local firewalls – The Works.com domain must be in the local “trusted sites” list.
- Web Proxy Server – Many organizations use proxy servers to cut down on local bandwidth consumption. The proxy server stores frequently accessed web pages locally so they can be served up to users without pulling the data through the organizations Internet connection. The Works Payment Manager software does not work with any known web proxies. Verify the Works entry on the “ignore” list so the site does not cache any pages nor block anything for "payment2.works.com" or "demo.works.com".
- The Works Payment Manager software requires use of HTTP 1.1. The older version HTTP 1.0 will not communicate properly.
- **Check out any SPAM blockers. Allow mail from Works. Generally the spam blockers will snag on “do not reply directly”. The Works generated email typically has a phrase like:**
- Users may experience issues related to Internet browser version, browser settings or a proxy server between your users and the Internet. Here are a few things to verify:

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This email was automatically generated by Works Payment Manager. Please do not reply directly to this email. If you have questions about this email, please contact your company's program administrator.

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### 2. Bookmarks:

- <http://payment2.works.com>
- <https://payment2.works.com/wpm/bookmark>

### 3. Supported Web Browser's:

- A. **Internet Explorer Version 6.0 plus Service Pack 1 plus patches** – Install the latest Microsoft security and Internet Explorer updates. Very important.
  - Listed below are custom settings for IE to function with the Works Payment Manager:
  - On the tool bar go to: Tools > Internet Options

- Click the "General" tab, in the "Temporary Internet Files" section.
  - Click Delete Cookies
  - Click Delete Files including all offline content
- Click the "Settings" tab
  - Ensure that the option for "Check for newer versions of stored pages" is set to "Automatically"
- Click the "Privacy" tab
  - Click the "Advanced" button & ensure that the option to "Override automatic cookie handling" is **NOT** set.
- Click the "Advanced" tab
  - Click the "Restore Defaults" button – (Both our development team and our QA team use the defaults provided by Microsoft so these will work. Carefully validate each non-default choice. We will interoperate properly with SSL 3.0 or TLS 1.0.)
  - Reboot your PC so that all of the changes are finalized.

**B. Firefox 1.0 or greater**

**C. Mozilla 1.5 or greater**

#### **4. Pop-up Blockers**

- **Your web browser must Allow Pop-ups or at least accept pages from the Works Payment Manager.**
- **Windows XP includes a pop up blocking capability that is set on by default. The user must either enable pop ups or add the Works web site address "payment2.works.com" to the allowed list in Pop-up Window Management.**
  - Microsoft article explains how to do this  
<http://msdn.microsoft.com/security/productinfo/XPSP2/securebrowsing/popupmanager.aspx>  
 Note that there are also other software components that an end user can add to block pop-ups (i.e., Google tool bar and downloadable shareware). These components must either be disabled or customized to allow pop-ups for the Works web address.
- There are a variety of Pop-up blockers available. Generally an icon, for the pop-up blocker, will be on the tool bar of your web browser. Sometimes you can right click on that icon & select something like "allow/accept pages from payment2.works.com".