Internet Explorer 11+
Regional User Required Settings

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NOTE: Internet Explorer version 11 or higher is the version currently supported with security updates from Microsoft required for secure use at Sykes.

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Internet Explorer v.11.x

NOTE: Internet Explorer v.11+ is primary supported browser for access to Sykes Regional Applications and tools.

Internet Explorer 11 can't be installed on Windows Vista or Windows XP. If you are using those Operating systems, you will need to contact Support Center for assistance with settings for Older versions Internet Explorer. We currently support Windows 7 or 8.1 Operating Systems for our employees. Windows Vista and XP are end of life systems no longer supported by Microsoft for Security patches and bug fix updates.

Identifying your version of Internet Explorer

1) Open Internet Explorer, click **Tools** (Gear Icon)

2) Choose “About Internet Explorer” to see the version you have.

Should display showing “Internet Explorer 11” with the latest update version listed.

3) Verify the check box is selected for automatic updates and Close.
Verify your settings for Internet Explorer Settings 11.x

1) Change **Compatibility View Settings** for IE11 to work properly with Sykes Home Regional applications and tools.
   a. With any Internet Explorer window open
   b. click **Tools** icon option.
   ![Compatibility View Settings](image)
   c. select **Compatibility View Settings**
   ![Compatibility View Settings](image)
   d. In the Add this web site field
      i. type `alpineaccess.com` and click the Add button.
      ii. It should now appear in the REMOVE section.
   e. Verify Unchecked – Use Microsoft compatibility lists
   f. Click **Close** button.
1) From Internet Explorer Window – select Tools (Gear Icon) - Choose Internet Options;

2) Internet Options windows will appear;

From the General tab

a. Locate – Tabs Button – to open the Tabbed Browsing Settings window.

b. You can customize these to your preferences, we recommend the following settings;

1. Tab Browsing (see Illustration above).
   i. Check “Warn me when closing multiple tabs”
   ii. Uncheck “Always switch to new tabs when they are created”
   iii. Check “Show previews for individual tabs in task bar”
   iv. Check “Enable Tab Groups” (By default “Open each new tab next to current tab” will be checked and grayed out)
   v. Uncheck “Open only first home page when Internet Explorer starts
2. “When new tab is opened, open:”
   i. A blank page
   ii. The new tab page - SELECT
   iii. Your first home page
3. “When a pop-up is encountered”
   i. Let Internet Explorer decide how pop-ups should open – SELECT
   ii. Always open pop-ups in new window
   iii. Always open pop-ups in new tab
4. “Open links from other programs in:”
   i. A new window
   ii. A new tab in current windows – SELECT
   iii. The current tab or window

   Click OK button and Tabbed Browsing Window closes and returns you to the General tab of the Internet Options window.

c. General tab – Under Browsing history
   i. Click on Settings Button (Website Data Settings window is displayed)

   ![Website Data Settings](image)

1. Temporary Internet Files
   a. Check for newer version of stored pages:
      i. Every time I visit the webpage
      ii. Every time I start Internet Explorer – SELECT
      iii. Automatically
      iv. Never
   b. Disk space to use (8-1024MB) set to 200

2. Click OK (Website Data Settings window will disappear)
a. Click on the **Security** Tab of Internet Options

i. **Trusted Sites**
   1. Click on **Trusted Sites** zone with Green Check icon
   2. Click the **Default Level** button and
   3. Change slider to **LOW**
   4. Click **Apply** button.

5. Click the **Custom Level** Button and scroll to the very bottom
6. Under **User Authentication** *(Make sure Prompt for Username and Password)*
7. Click **OK**

ii. Select **Trusted Sites** again

1. Now Click the **Sites** button (Trusted Sites window will appear)
2. Uncheck “Requires server verification (https:) for all sites in this zone”
3. In the “Add this website to the zone”, enter *.alpineaccess.com
4. click Add button and verify it shows up in the listed Websites
5. Do the same to add *.sykes.com and click Add button
6. Check spelling of sites added which is common issue then Click Close
   (Trusted sites window will disappear)

Corporate USERS using ComITTS or Accord will need the following additional modification to allow those
tools to display correctly.

In Internet Options Security menu

a. Click on the Security Tab of Internet Options

   ![Internet Options Security Tab](image)

b. Click on Local Intranet
c. Click on Sites

d. Click on Advanced

e. Add comitts.sykes.com into the field and click add

f. OPTIONAL (If an Accord user) - Add accord.sykes.com into the field and click add

g. Click Close
d. **Privacy Tab**

![Internet Options settings window]

i. **Settings**
   1. Adjust slider to **LOW**

ii. **Location**
   1. **Check** – “Never allow web sites to request your physical location”

iii. **Pop-up Blocker**
   1. **Uncheck** – “Turn on Pop-up blocker”

   **THIS TURNS OFF POP-UP BLOCKER FOR THE TRUSTED SITES ONLY and is important to be able to function in our Regional applications and tools.**

iv. **InPrivate**
   1. **Uncheck** – “Disable toolbars and extensions when InPrivate browsing starts”

v. Click **APPLY**
e. **Programs Tab**

   ![Internet Options window with Programs tab highlighted]

   i. **Default web browser**
      1. Make Default button should be grayed out or selected.
      2. **Check** – “Tell me if Internet Explorer is not the default browser”
      3. Click **OK**

   ![Internet Options window with OK button highlighted]

   f. Internet Options window will close.
   g. **Close Internet Explorer browser and relaunch for settings to take effect.**
Java

Identifying if you have the latest version of Java installed

Test to ensure that you have Java installed and that it is the correct version

1. This is a quick test to verify that you are using the version of Java that recommended for Sykes regional applications and tools.
2. Our current recommendation is: The latest version of Java.
3. Online verification: CLICK HERE (or enter this URL into your browser: http://www.java.com).
4. Click “Do I have Java?” If you have an older version, it will prompt you to update.

Java Settings – Version 8 Update 25 or HIGHER

Regardless of the version of Internet Explorer all users must have latest Java installed as noted to work with the Sykes Home Regional Applications and tools.

1. Test to ensure that you have Java installed and that it is the correct version
   1. This is a quick test to verify that you are using the version of Java that Alpine recommends.
   2. Our current recommendation is: The latest version of Java.
   3. Online verification: CLICK HERE (or enter this URL into your browser: http://www.java.com).
   4. Click “Do I have Java?” If you have an older version, it will prompt you to update.

What’s changed?

Java 8 Update 25 or higher requires SYKES employees to maintain an Exception Site List in order for some of our normal java applets to runs successfully. (SPARC Softphone, Call Recordings Player, SiteScope, etc.).

1.1. Java 32-bit or 64-bit
SYKES Java applets only require the 32-bit version of Java. So there is no need to download the 64-bit just because your Windows is 64-bit.
Java Control Panel
Please get use to accessing this while you get use to updating your Exception Site List. Hopefully with the changes in this document you will only have to do this once. But remember this will be required for every system you use to work from. Windows 7 Start > Control Panel > View Small or Large Icons > Java (32-bit) Windows 8 > Search Control Panel
Java Security Tab

Here is where your Exceptions Site List is kept and maintained.

1) Change Security level to **HIGH** – (default is Very High).

2) Click Edit Site List

New window appears “Exception Site List”

Click the **Add** button to add an entry and then click the **Add** button to accept the entry.
• **IMPORTANT** - For basic SYKES applets such as Sparc softphone and Call Recording Player to work you will need to add [https://www1.alpineaccess.com](https://www1.alpineaccess.com)

• **Click OK**

Security Warning may appear if site is http instead of https; verify the location is the same as the URL you typed in and click **CONTINUE**. You can add more sites if needed.

Click the **OK** button when done. (The Exception Site List will disappear taking you back to the Java Control Panel > Security Tab.)

Click **OK** again.

Test the site or applet again to verify the Java Applet is no longer blocked.