

LaMPSS Operations Support

Labour Market Programs Support System

LaMPSS Computer Compatibility Guide

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1 INTRODUCTION

1.1 LAMPSS OVERVIEW

Labour Market Programs Support System (LaMPSS) is a common system and set of business processes being developed to focus on the administration of labour market programs and services for the Department of Advanced Education and Skills.

LaMPSS is an on-line web based support system that will provide you with the ability to:

- Submit applications on-line for Labour Market Program funding;
- Submit activity and financial reports electronically;
- Access your current and past funding agreements;
- View payment / cheque history;
- Share information in both official languages (where appropriate) securely, privately and efficiently;
- Update your organization's information once registered in LaMPSS;
- Identify which government staff person to contact for information on your agreement; and
- Receive ongoing user support.

1.2 DOCUMENT PURPOSE

This document provides guidance and examples of how to check your computer so you can ensure your computer has the right versions of software installed and settings to operate properly with LaMPSS.

There are minimum computer requirements that your computer must have so that you are able to work in the LaMPSS system. This document will describe the steps to help you verify your computer is setup with these minimum requirements.

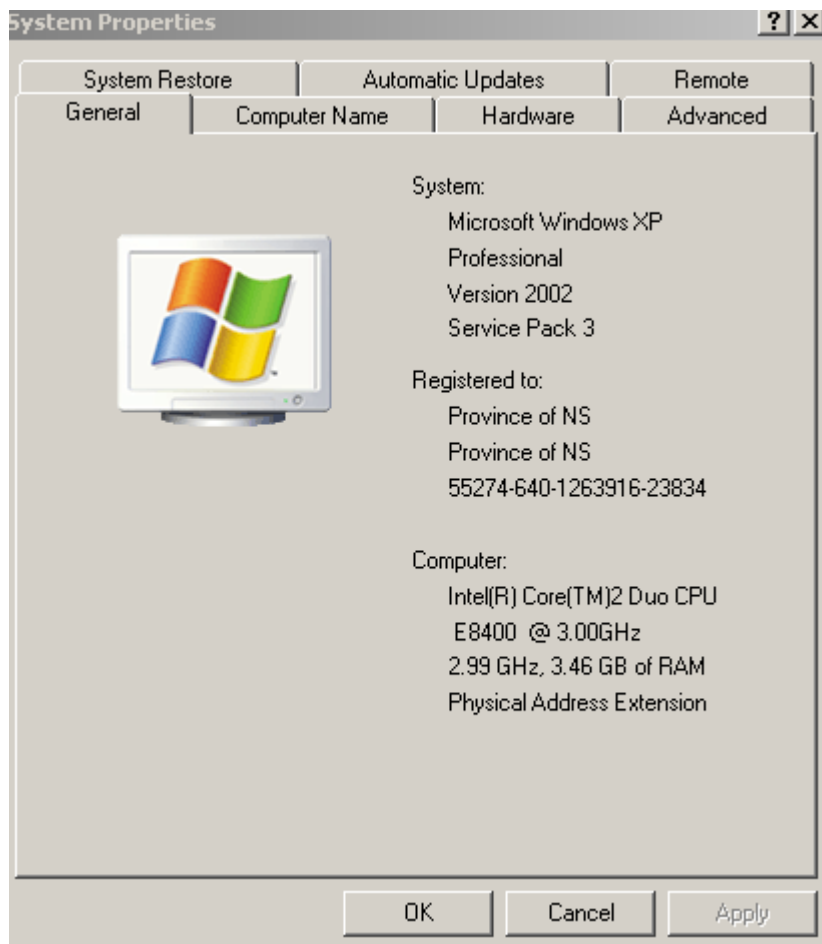
2 COMPUTER REQUIREMENTS

LaMPSS is a web based system and a computer is required to use and access LaMPSS. This section describes the software and the minimum versions that are required on your computer to access LaMPSS.

2.1 OPERATING SYSTEM

Below are the steps to check which Operating System you have on your computer.

1. From your desktop or your “Start Menu”;
2. Right click on “My Computer”;
3. Select “Properties”; and
4. Under “System” it will indicate what Operating System is on your computer. Depending on what Operating System you are using you will see one of the following screens.



2.2 MICROSOFT WINDOWS XP

The following software is supported when accessing LaMPSS from a computer running Microsoft Windows XP:

- Internet Browsers
 - Microsoft Internet Explorer 8.0 or higher
 - Mozilla Firefox 3 or higher

- Form Reader
 - Adobe Acrobat Reader 9.3.3 or higher

2.3 MICROSOFT WINDOWS 7

The following software is supported when accessing LaMPSS from a computer running Microsoft Windows 7:

- Internet Browsers
 - Microsoft Internet Explorer 8.0 or higher
 - Mozilla Firefox 3 or higher

- Form Reader
 - Adobe Acrobat Reader 9.3.3 or higher

2.4 APPLE MAC OS X

The following software is supported when accessing LaMPSS from a computer running Apple Macintosh OS X:

- Internet Browser
 - Apple Safari 5 or higher

- Form Reader
 - Adobe Acrobat Reader 9.3.3 or higher

3 WEB BROWSERS

LaMPSS is a web based system and requires a web browser to use and access LaMPSS. This section describes the web browsers that are supported by LaMPSS. We have outlined the steps to take in order to verify the version of the web browser installed on your computer to ensure you have the minimum version required by LaMPSS. We have also detailed how to verify which web browser is set as your default browser.

- Internet Browsers
 - Microsoft Internet Explorer 8.0, 9.0 , 10 (in compatibility mode) and 11 (in compatibility mode)
 - Mozilla Firefox 3 or higher
 - Apple Safari 5 or higher

- Form Reader
 - Adobe Acrobat Reader 9.3.3 or higher

3.1 GOOGLE CHROME

Please note that “GOOGLE CHROME” is not a supported browser. If you have Google Chrome as your default browser you will experience problems with the functionality of LaMPSS. Ensure that one of the browsers below is your default while using LaMPSS.

3.2 INTERNET EXPLORER

3.2.1 Windows Internet Explorer Version (Microsoft Windows)

1. Click on the “Start” button in the bottom left of the screen.
2. Click on “Programs” in the Start menu.
3. Click on the “Internet Explorer” program link to launch Internet Explorer.
4. From the Internet Explorer window, click on the “Help” option at the top of the screen.
5. Select “About Internet Explorer”.

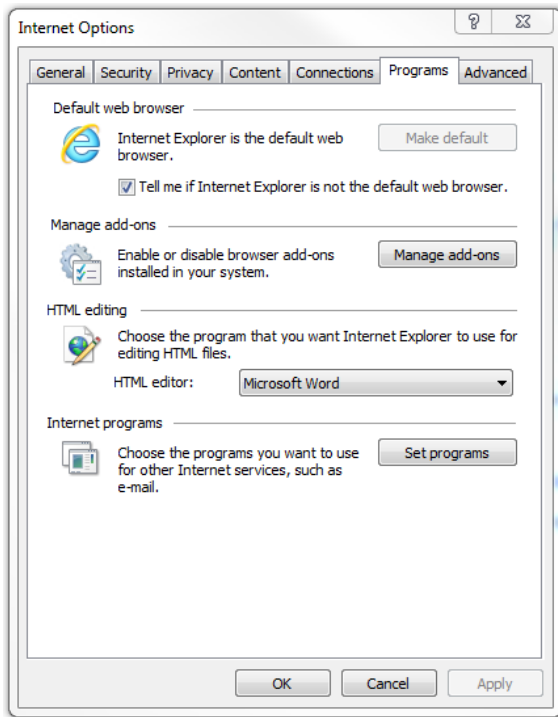


6. Note the version indicated in the "About" pop-up window



3.2.2 Checking Your Default Browser Using Internet Explorer

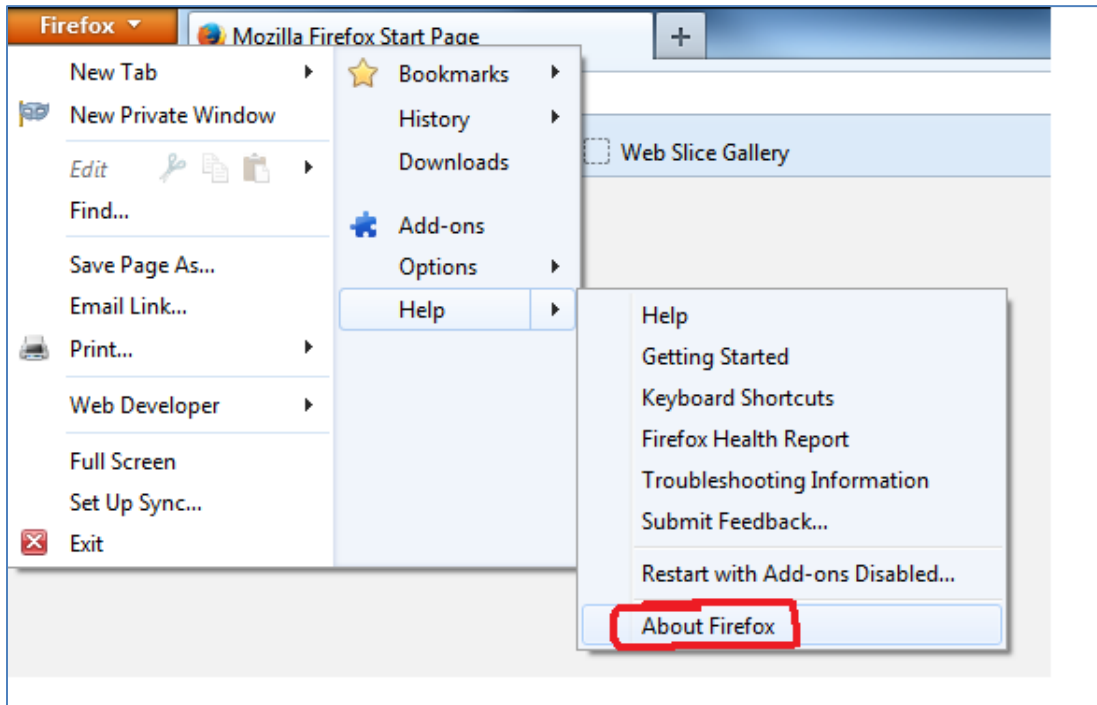
1. Open your Internet Browser.
2. Click on "Tools".
3. Click on "Internet Options".
4. Select the "Programs" tab.
5. Under "Default Web Browser" it will indicate what web browser is your default.
6. Ensure that Internet Explorer is your default browser.



3.3 MOZILLA FIREFOX

3.3.1 Firefox Version (Microsoft Windows)

1. Open your Firefox Internet Browser.
2. Depending on the version of Firefox you are using, click on the “Help” option at the top right of the screen or click on the “Firefox” option at the top left of your screen.
3. Select “About Firefox”.

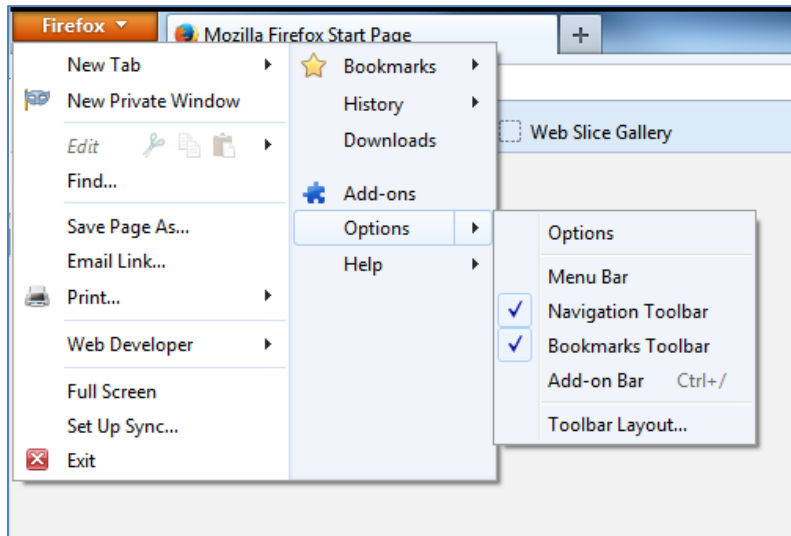


4. Note the version indicated in the “About” pop-up window.

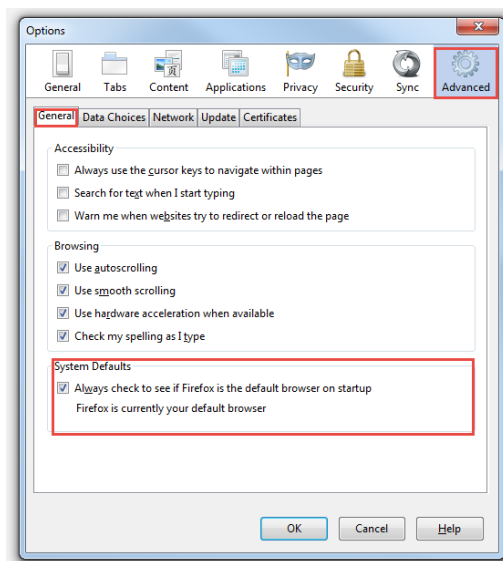


3.3.2 Checking Your Default Browser Using Firefox

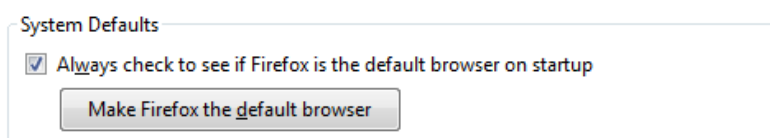
1. Open your Firefox Internet Browser.
2. Depending on the version of Firefox you are using, click on the “Help” option at the top right of the screen or click on the “Firefox” option at the top left of your screen.
3. Click on “Options”.



- 4. Select the “Advanced” tab, then select “General” tab.
- 5. Under System Defaults, you will see text indicating if Firefox is your default browser.



- 6. Otherwise you will see a button that will make Firefox your default browser.



- 7. If you want to set Firefox as your default select “Make Firefox the default browser”

3.4 SAFARI

3.4.1 Apple Safari Version (Mac OS X)

1. Click on the Safari program icon at the bottom of the screen to launch Safari.
2. When Safari launches, click on the “Safari” in the menu bar at the top of the screen.
3. Select “About Safari”.
4. Note the version indicated in the “About” pop-up window.



3.4.2 Checking Your Default Browser Using Safari

1. Open Safari.
2. From the “Safari” menu open “Preferences”.
3. Click the “General Tab” it will indicate what web browser is your default.

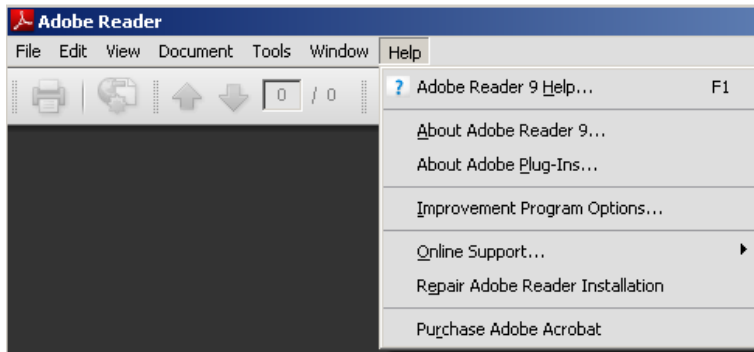


4 ADOBE READER VERSION

To submit an Application on-line for Labour Market Program funding and to submit Activity and Financial reports electronically, a minimum of Adobe Reader 9.3.3 is required. In this section it details the steps to check the version of Adobe Reader installed on your computer to ensure you have the minimum version required by LaMPSS.

4.1 ADOBE READER VERSION (MICROSOFT WINDOWS)

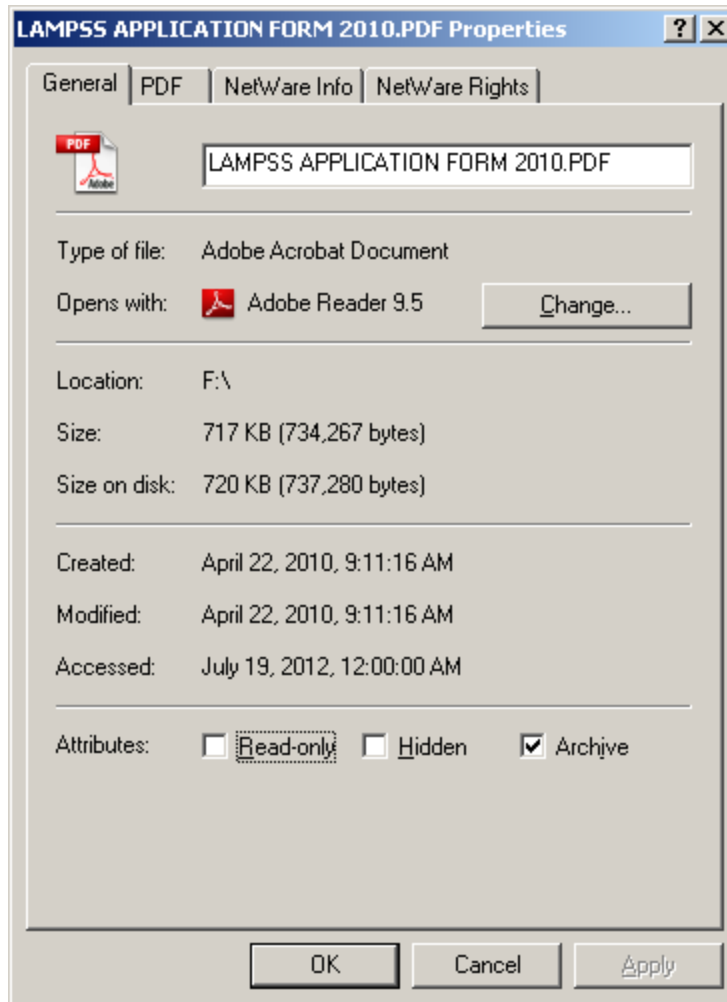
1. Click on the “Start” button in the bottom left of the screen or the “Start” tile on your screen if using Windows 8.
2. Click on “Programs” in the Start Button menu.
3. Click on the “Adobe Reader” program link to launch Adobe Reader.
4. From the Adobe Reader window, click on the “Help” option at the top of the screen.
5. Select “About Adobe Reader”.



6. Note the version indicated in the “About” pop-up window.
7. If you do not have the right version of Adobe you can log into LaMPSS and on the home page there is a shortcut that will take you to the Adobe website. Here you can download the most current Adobe version.

4.1.1 Adobe Reader Default (Windows OS)

1. Select an Adobe form on your computer.
2. Right click and select “Properties”.
3. The file properties window will appear. Choose the “General tab”.
4. You'll see a field called "Opens with".
5. Click the change button and select the program that you prefer.



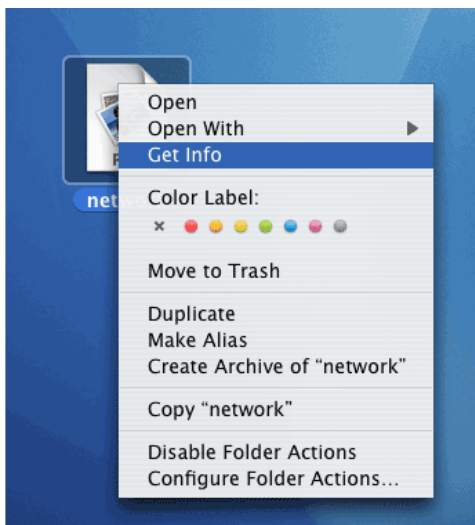
4.2 ADOBE READER VERSION (MAC OSX)

When using a Mac computer, adobe is not the default forms viewer. You may have to download Adobe to your computer and select Adobe as your default viewer.

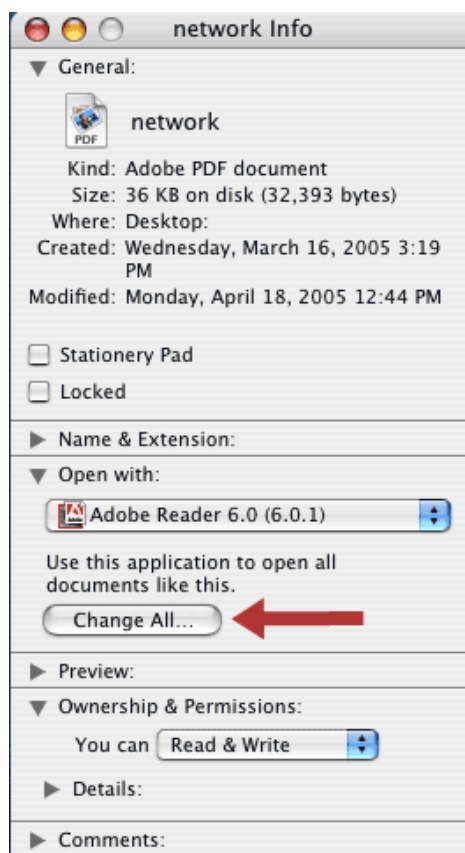
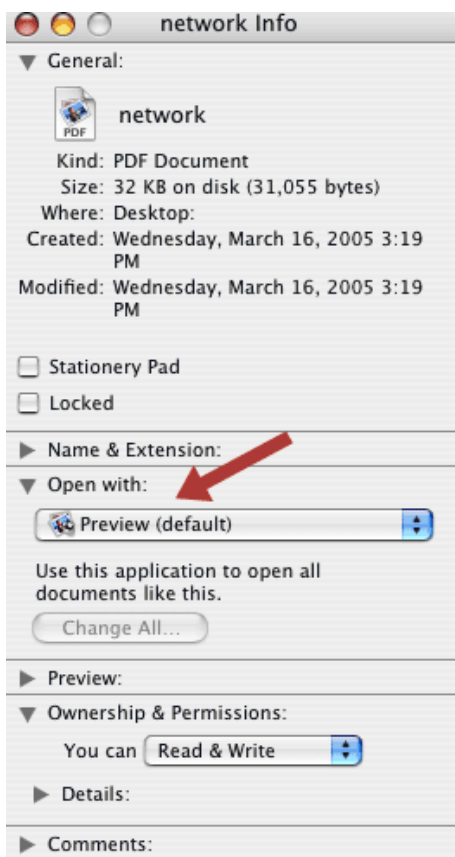
1. Click on the Adobe Reader program located in the Applications folder.
2. After Adobe Reader launches, click on the "Adobe Reader" in the menu bar at the top of the screen
 - Note – If the Adobe Reader icon is not shown at the bottom of your screen you will have to open the Applications folder and click on it there.
3. Select "About Adobe Reader".
4. Note the version indicated in the "About" pop-up window.

4.2.1 Adobe Reader Default (Mac OSX)

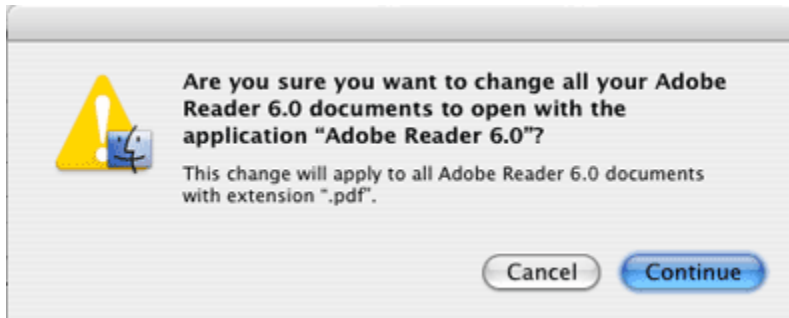
1. Single click a PDF file you wish to open or any PDF file in general while holding the *control* key. Then select 'Get Info' from the menu you've opened.



2. Under the heading 'Open with,' the current default application for opening PDF's is listed. In this menu locate the most recent version of Adobe Reader.
3. Select the 'Change All' button so that all subsequent PDF files will be opened by the Adobe Acrobat reader.



4. Select the "Continue" button to confirm that you'd like to change your settings. Now all PDF files will be opened by the Adobe Acrobat Reader.

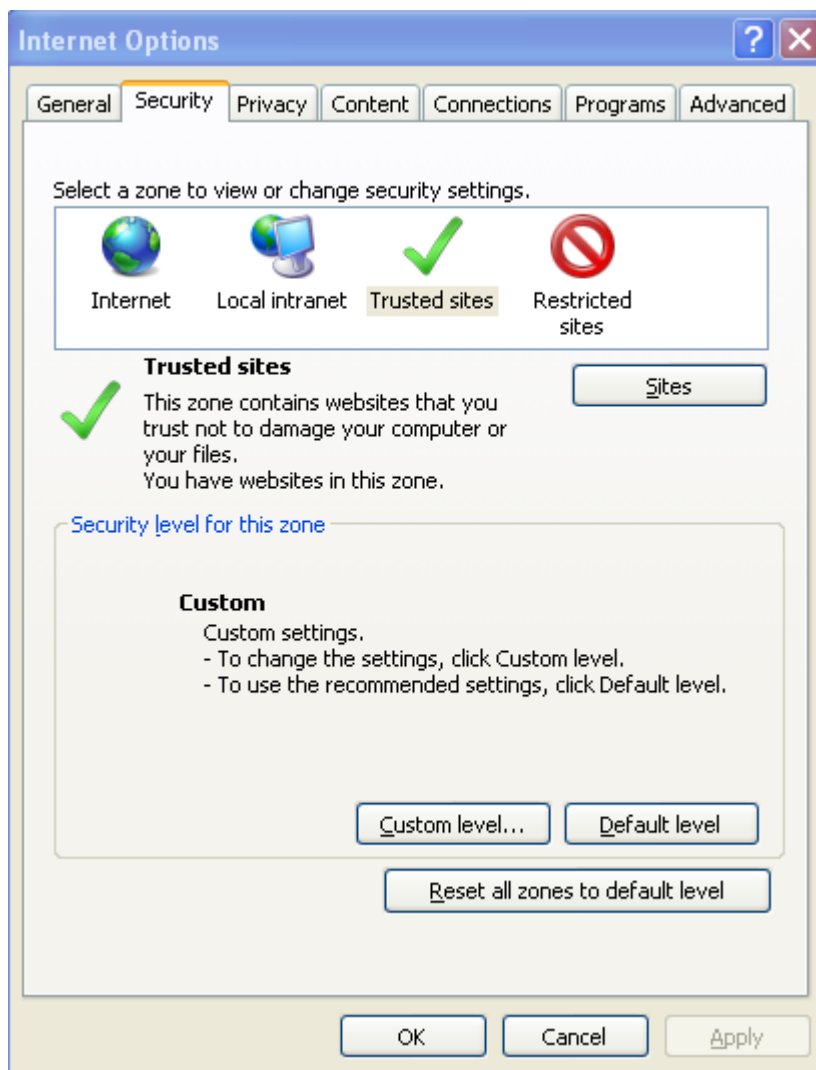


5 MICROSOFT WINDOWS TRUSTED SITE SETUP

Setting up the LaMPSS site as a “trusted” site will improve the user experience for LaMPSS users. Without the trusted site setup, the user will experience warning messages when downloading forms, and other similar issues.

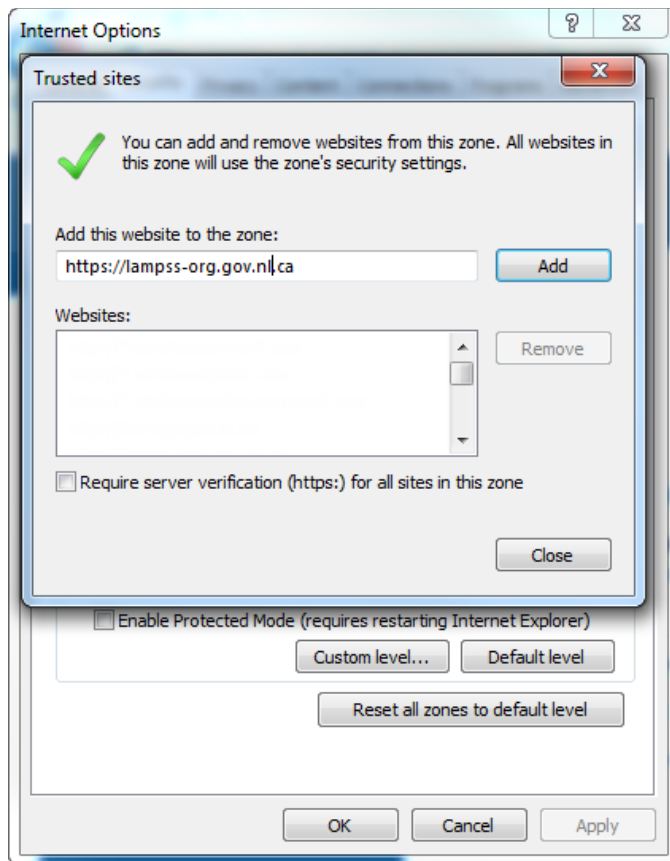
5.1 TRUSTED SITE SETUP WITH INTERNET EXPLORER (MICROSOFT WINDOWS)

1. Launch Internet Explorer and go to the website (e.g. - <https://lampss-org.aes.gov.nl.ca>).
2. In Internet Explorer, go to Tools >> **Internet Options**.
3. In Internet Options, select the Security tab and click on **Trusted Sites**.

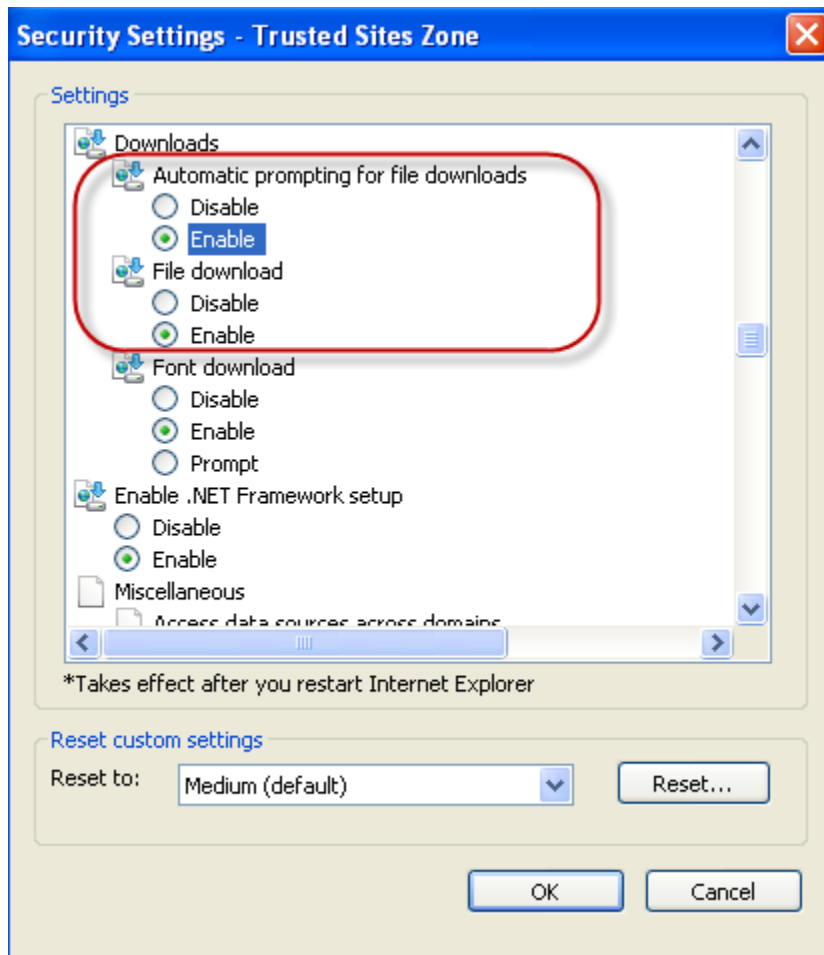


4. Click on Sites.

5. The primary URL for the current site (if it is not already a trusted site) will be defaulted into the “Add this website to the zone” field.



6. Now click the “Add” button with the primary URL for the current site in the “Add this website to the zone” field and then click the “Close” button.
7. Click on the “Custom level...” button to launch the “Security Settings – Trusted Sites Zone” window.
8. In the “Security Settings – Trusted Sites Zone” window, scroll down to the Downloads settings.
9. Ensure the following settings are set to “Enable”
 - “Automatic prompting for downloads”.
 - “File download”.



10. Click OK to save any changes and close the “Security Settings – Trusted Sites Zone” window.
11. Click OK to save any changes and close the “Internet Options” window.

6 LOGIN ISSUES

6.1 INVALID CREDENTIALS/PASSWORD - ORG ID, USER ID OR PASSWORD IS INVALID

User receives an error of invalid credentials, possible issues might be:

- Passwords are case sensitive.
- If you are using copy and paste to insert your password into the PASSWORD box
 - Ensure that you do not highlight an extra space at the beginning or end of the password when selecting it.
- This can occur if the user's password has expired. The password automatically expires after 6 months. The user is required to change their password and try the submission again.
 - To reset your password – go to the LaMPSS site at <https://lampss-org.aes.gov.nl.ca> and click on FORGOT YOUR PASSWORD? Button.
 - Enter your Organization ID and User ID, click Submit button.
 - A new password will be sent to your email address on your account.
- This can also occur if the user has insufficient rights. Call or email AES Systems Support (extorghelp@gov.nl.ca) to verify the user has the correct security to submit applications.

Passwords cannot be recycled within five password resets.

7 SUBMISSION ISSUES

7.1 MAKING LAMPSS A “TRUSTED” SITE

Setting up the LaMPSS site as “trusted” site will improve the user experience for LaMPSS users. Without the trusted site setup, the user will experience warning messages when downloading forms, and other similar issues.

- Site that you should add to your “trusted” site: <https://lampss-org.aes.gov.nl.ca>
- Below is the link to instructions on trusted site setup

[Trusted site setup with Internet Explorer \(Microsoft Windows\)](#)

7.2 TRUSTED SITE ALLOWED

- Submitting adobe forms (e.g. Application Form, Financial Report, or Activity Report) to LaMPSS, the user is required to know their Organization ID, their username, and their password and to enter it into the Submission section of the form.
- This information is not saved when they save the form, so they must re-enter it each time.

Submit Application

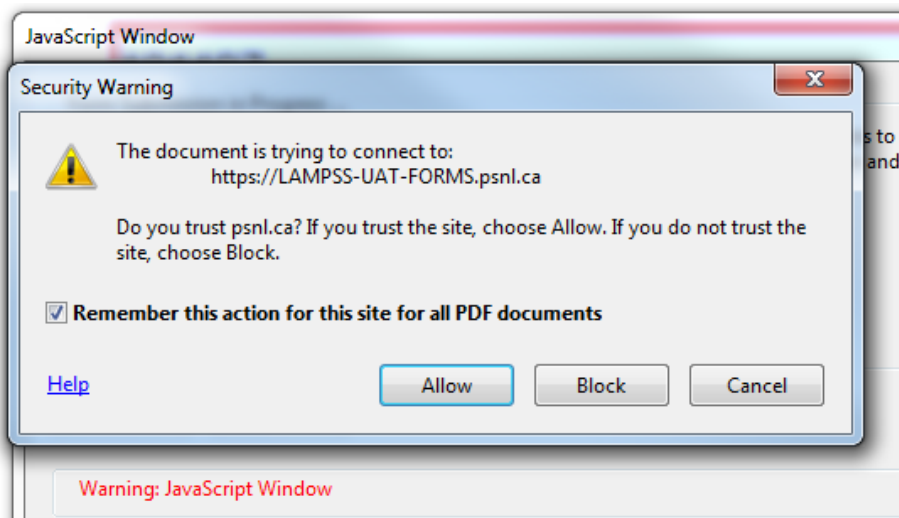
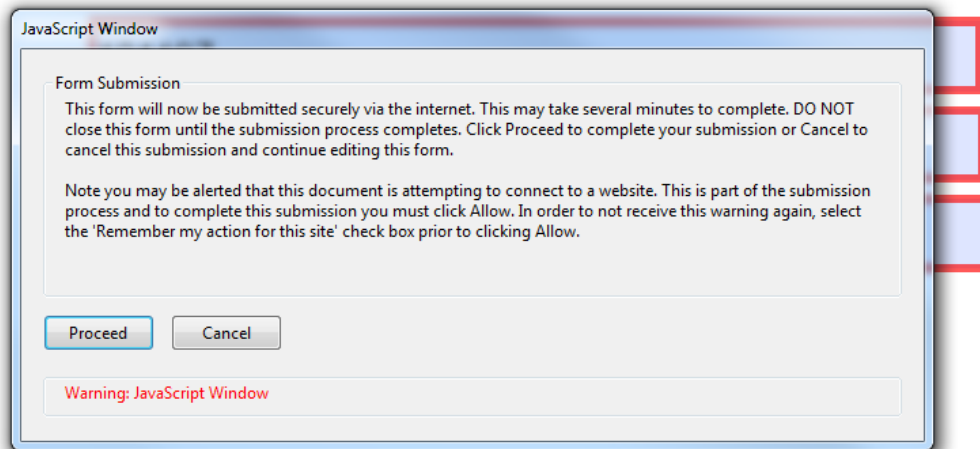
Enter your LaMPSS Self-Service information below and click the Submit Application button to submit this application for funding. It may take several minutes for the submission to complete. Do not close the form during submission.

Organization ID *

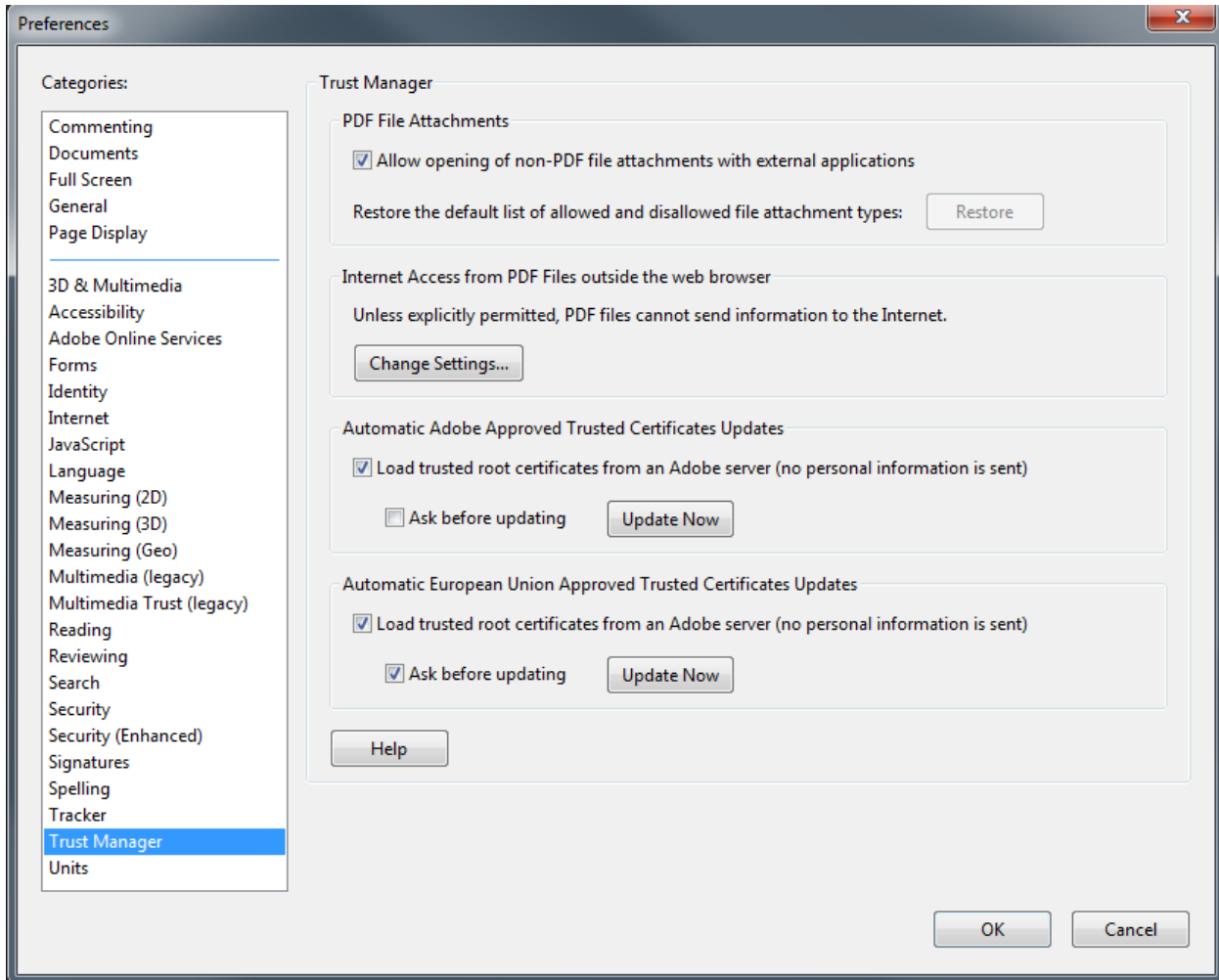
Username *

Password *

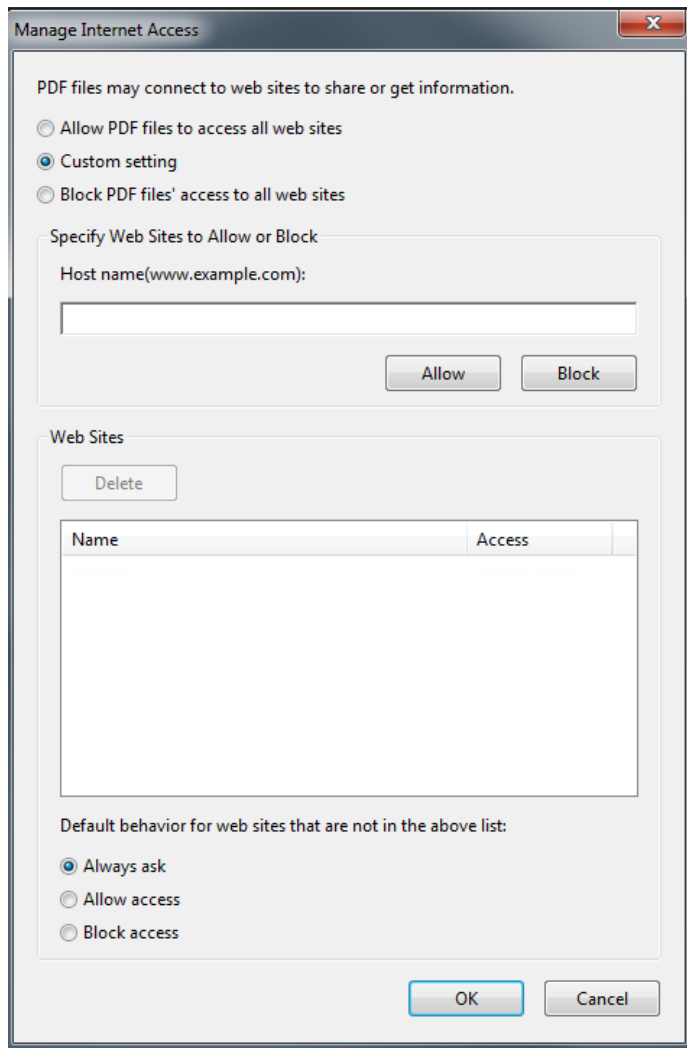
- When the user clicks the Submit button, depending on their security settings, they may get a warning looking like below.



- If the user does not click **Allow**, the submission will fail. If they accidentally have clicked Block they will get an unexpected error. At this point they can simply resubmit.
- If the user clicks Block and selects “Remember my action for this site”, the user will not be able to submit any forms until this is fixed. The user should then follow these steps to allow Adobe Reader to connect to <https://www.lampss-forms.aes.gov.nl.ca>
 - 1) Open Adobe;
 - 2) Under the Edit menu select Edit then Preferences;
 - 2) Select Trust Manager from the left menu;



- 3) Select the Change Settings button; and
- 4) A list of “Web Sites” are displayed in “My Web Sites”. Ensure that the following Web Site is **not** blocked: <HTTPS://www.lampss-forms.aes.gov.nl.ca>



7.3 UPDATE ADOBE VERSION

Users receive an error when trying to submit an application form; however the user is able to login to the self-serve LaMPSS site with their credentials.

- The user will get an error if they do not have Adobe 9.3.3 or higher installed on their computer. Refer to section 4.0 above to help you check your Adobe version and try to re-submit.

7.4 DOCUMENT ATTACHMENT SIZE

- Total size of all file attachments per application is 5 MB.
- Each file cannot be larger than 1MB.
- Please refer to the program guidelines and only provide the required information.

7.5 ISSUES ATTACHING DOCUMENTS TO APPLICATION FORM

If you are having trouble attaching documents to an application form – make sure the document is **CLOSED** before attaching.

7.6 INTERNET EXPLORER BLOCKING DOWNLOADS (TURNING OFF POP-UP BLOCKERS)

Eventually, you will be opening and downloading documents from within LaMPSS. When downloading files from LaMPSS in Internet Explorer (IE), you are forced to take extra steps.

To prevent IE from blocking file downloads, you should do the following now:

1. Open Internet Explorer
2. Click the **Tools, Internet Options**.
3. Click the **Security** tab
4. Click **Custom level...**
5. Scroll down to the **Downloads** section of the list; click **Enable by Automatic prompting for file downloads**.
6. Click **OK**, click **Yes** to confirm that you want to make the change, and then click **OK** again.