



Technical Support

Georaia 811 FDFN



Browser Requirements



- Currently EDEN only "supports" Internet Explorer versions 6, 7, 8, 9, and 10.
- Compatibility View must be turned on for the GAUPC.com domain. (See below on how to turn on the Compatibility View)
 - All browser pop-up blockers (IE, Yahoo, Google, etc...) must be set to allow pop-ups from EDEN.GAUPC.com.
 - o See below for steps to change IE pop-up blocker settings
 - If you have other tool bars (i.e. Yahoo, Google, etc.) you will need to turn off the pop-up blocker there as well.

Common Problems / Solutions

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- Here are a few common problem calls and solutions.
- **Problem:** When I click submit the system just refreshes but does NOT give me a request number.
 - **Solution:** The pop-up blocker will block the pop-up box that displays the request number. See: Pop-up Blocker Settings to fix this issue.
- **Problem:** The map is extremely slow or the map throws up a pop-up box asking for a username and password.
 - Solution: This happens when one of the map servers go down. Select Refresh on the web browser (or select the F5 key on their keyboard). Please contact the Member Services Dept. so that the map servers can be reset.
- **Problem:** I am unable to select the grids manually or received an error when Submit was selected that states "Must Create a Valid Dig site". My save button shows busy and just freezes.
 - Solution: Set the Compatibility View Setting. See: Compatibility View below.
- Problem: I am trying to save my dig site on the map but the save button shows busy and just freezes.
 Solution: Set the Compatibility View Settings. See: Compatibility View below.
- Problem: My map goes to McIntyre instead of the location I entered for the ticket.
 - **Solution:** Select the Initial Center and Scale Tool at the top of the map.
- Problem: I receive an error message when I am returning <u>FROM</u> the map.
 - Solution 1: Check to see if you chose Overhead or Both in the Overhead/Underground drop down. If so, make sure that you select the Begin and End date of the overhead protection *BEFORE* going to the map.
 - **Solution 2:** If the above is not the case you may need to turn off Content Advisor under Internet Options in IE. See: Disable Content Advisor below.
- **Problem:** I no longer have the EDEN options at the top of the page.
 - Solution: Set the Compatibility View Setting. See: Compatibility View below.
- Problem: The page looks "jumbled" and I am unable to select information from the drop down fields.
 - **Solution:** Check and set the Compatibility View Settings and the Encoding. See: Compatibility View and Encoding below.
- **Problem:** My drop downs aren't working.
 - **Solution:** Check and set the Compatibility View Settings. See: Compatibility View below.
- **Problem:** I get a Dialog Box that pops up when I select Submit.
 - **Solution:** Select Refresh on the web browser (or select the F5 key on their keyboard). If issue continues, contact Member Services Department.

Technical Support Continued



Internet Explorer Version

- 1. Open Internet Explorer.
- 2. Select Tools Menu.
- 3. Select About Internet Explorer.

🥖 Home - Windows Internet Exp	olorer provided by Georgia 811 - Call Before You Dig
🕒 🗸 🖉 http://eden.gaupc.co	om/Home/tabid/36/Default.aspx
File Edit View Favorites Tools (Help
	Contents and Index Internet Explorer Tour Online Support Send Feedback
PRIS Viewer - CHECK POSITIVE RESP	About Internet Explorer

4. The version will then be shown on the pop-up box. (i.e. this one is Version 7).



Technical Support Continued



Turn on Compatibility View in Internet Explorer

- 1. Open Internet Explorer.
- 2. Select the Tools Menu
- 3. Select Compatibility View Settings.



- 4. Enter GAUPC.com into the Add this website field
- 5. Select the Add button.

Compatibility View Settings	X
You can add and remove websites to be displa Compatibility View.	yed in
Add this website:	
gaupc.com	Add
Websites you've added to Compatibility View:	
	Remove
Include updated website lists from Microsoft	
Display intranet sites in Compatibility View	
Display all websites in Compatibility View	
	Close



Turn on Compatibility View in IE Continued

- 6. Now, you should see GAUPC.COM in the Websites you've added to Compatibility View list.
- 7. Select the **Close** button.



8. Internet Explorer will then refresh its own page.

Pop-up Blocker Settings

- * How to set IE to allow pop-ups from EDEN.GAUPC.com
 - 1. Open Internet Explorer.
 - 2. Select Tools Menu.
 - 3. Scroll over Pop-up Blocker.
 - 4. Select Pop-up Blocker Settings.





Pop-up Blocker Settings Continued

- 5. Type eden.gaupc.com into the Address of website to allow field.
- 6. Select Add.



- 7. You will now see the website in the Allowed Sites list
- 8. Select Close.

Address of website to allow:	
Address of website to allow:	
	Add
Allowed sites:	
*.gaupc.com	Bemove
eden.gaupc.com	
	Remove all.
Intifications and filter level	
Plau a cound when a non-up is blocked	
Charu Information Providence and units Manhad	
 Show momentation bar when a pop-up is blocked. 	
Filter level:	
Medium: Block most automatic pop-ups	•
Ponum Blocker FAO	Close

How to turn off IE pop-up blocker

- 1. Open Internet Explorer.
- 2. Select Tools Menu.
- 3. Select Pop-up Blocker.
- 4. Select Turn off Pop-up Blocker.





Reset Internet Explorer 7 and 8 Settings

- ✤ If the caller has IE 6, suggest that they upgrade to IE 7 or IE 8.
 - 1. Open Internet Explorer.
 - 2. Go to the Tools Menu.
 - 3. Select Internet Options.



- 4. Select the Advanced Tab on Internet Option pop-up box.
- 5. Select Reset ... button.



6. Select Reset on the Reset Internet Explorer Settings pop-up box.



7. You will now need to close and reopen Internet Explorer.



Reset Security Zones

- 1. Open Internet Explorer.
- 2. Select Tools Menu.
- 3. Select Internet Options.



- 4. Select the Security Tab.
- 5. Select the Reset all Zones to Default Level.





Turn off Smart Screen Filter

- 1. Open Internet Explorer.
- 2. Select Tools Menu.
- 3. Scroll over to Smart Screen Filter.
- 4. Select Turn off Smart Screen Filter.

	Delete Browsing History InPrivate Browsing Diagnose Connection Problems Reopen Last Browsing Session	Ctrl+Shift+Del Ctrl+Shift+P		
	InPrivate Filtering InPrivate Filtering Settings	Ctrl+Shift+F		
	Pop-up Blocker	,		
	SmartScreen Filter	,	Check This Wel	bsite
	Manage Add-ons		Turn Off Smart	Screen Filter
v	Compatibility View Compatibility View Settings		Report Unsafe	Website 12
	Subscribe to this Feed Feed Discovery Windows Update	,		Get Locate
	Developer Tools	F12	[2] Excavator Id:	
	Send to OneNote Blog This in Windows Live Writer		Work Type:	
	Internet Ontions		City:	

Disable Content Advisor

- 1. Open Internet Explorer.
- 2. Select Tools Menu.
- 3. Select Internet Options.
- 4. Select Content Tab
- 5. Make sure Content Advisor is disabled. (It will show Enable, if it is currently disabled.)

Internet Options	23
General Security Privacy Content Connections Programs Advance	ced
Content Advisor Ratings help you control the Internet content that can be viewed on this computer.	-
Certificates	J
Use certificates for encrypted connections and identification.	
Clear SSL state Certificates Publishers	
AutoComplete AutoComplete stores previous entries AutoComplete stores previous entries for you. Settings	
Feeds and Web Silces provide updated Settings Feeds and Web Silces provide updated Settings read in Internet Explorer and other programs.	
OK Cancel Apply	y

6. Click OK.



Internet Explorer 11 Settings

- F12: Document Mode and Agent String Setting
 - 1. Select F12
 - 2. Select the icon that looks like a computer monitor and a phone on left
 - 3. Ensure the Document mode is set to "5"
 - 4. Ensure the User Agent String to "Default"

F12	Emulation	
	Mode	
╘╼╘┛	Document mode	5 (Default) 🔽 🚺
	Browser profile	Desktop 🗸
	User agent string	Default 🗸 🗸



Encoding

(Note: Use this when your screen looks "jumbled" and you are unable to select from the drop

downs. See Example 1)

Example 1:

<u> </u>			a 🗙
File Edit View Favorites Tools H	ateRequestCreation.aspx P - C Ø Locate Request Creation ×		↑ ★ ☆
	Agent: Helissa Kimsey - Date/Time Taken: 8/6/2014 11:58:51 AH Versiontumber: Locate Request Status: Complete select	Locate Request Type: Normal Notice select	^
	Company Info Excavator Phone: Excavator /Company Name: Excavator Zip: Excavator Zip: Excavator Zip: Trime Select Excavator /Company Address: Trime Select Excavator/Company Address: Trime Select Excavat	Excavator ID: Excavator/Company Type: [7] select [7] Excavator State: [7] GA select [7]	
	Caller Name: [7] Caller Email Caller Alt-Phone [[7] Caller Fax [dd Field Contact[7] Type of Work:	: [7] [7] roject Duration:	
	[7] Which the Work For? [7] Digsite Info [7] Interaction to Interaction [7]		
	Digsite County: Digsite City: select	10	
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- 1. Select View from the Menu bar
- 2. Hover mouse over Encoding
- 3. Select Auto-Select

	Toolbars	,	The second s	Wednesday, August 06, 2014	
-	Explorer bars Go to Stop Refresh	Esc F5	anel Request Hanager Positive Response Hanager EDEN Ad	min* Reports* Archives Posifive Response Viewer 5A Hap Hanagement* Helissa Kimsey Logout Locate Request Creation	
E	Text size Encoding Style	, , , ,	Auto-Select Western European (Windows)	Locate Request Type: Normal Notice - [7]	
	Source Security report International webs Webpage privacy p Full screen	Ctrl+U ite address policy F11	Unicode (ull r-a) More Left-to-right document Right-to-left document Trote325766 T	Excavator ID: 51214 V [7]	
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