## **Back Office Web Configuration User Guide**



Back Office must be accessed using Internet Explorer, other web browsers will not work. If you are getting an error that Internet Explorer 5.5 or higher is required, there is an issue with the compatibility and trusted sites settings in Internet Explorer. This is commonly a result of window updates which often make changes to Internet Explorer's settings.

Windows 10 has a new web browser called "Microsoft Edge", the icon for which is on the left below. Edge has a very similar icon to Internet Explorer, the icon on the right:



Back Office will not work with Microsoft Edge or other web browsers such as Firefox, Safari, or Google Chrome, and can only be used with Internet Explorer.

To change or correct Internet Explorer's settings, first open Internet Explorer:

€ → <mark>⊘</mark>		D + C 🧔 New tab	×	- ~ × ^ * ¢ •
Bing	search the web			م
Ding	Search the web			~
Frequen	t			

Next, click on the settings icon in the upper right of the window:



This will display a drop down menu. Click on "Internet Options" from this menu to bring up a new pop-up window:

		,	Internet Options ? X
—			General Security Privacy Content Connections Programs Advanced
	🔥 🛧 🔅 (		Home page
Print		^	To create home page tabs, type each address on its own line.  http://acer15.msn.com/?pc=ACTE
File	>		
Zoom			Use current Use default Use new tab
Safety	>		Startup
Add site to Apps			O Start with tabs from the last session
View downloads	Ctrl+J		Start with home page Tabs
Manage add-ons	Curry		Change how webpages are displayed in tabs. Tabs
F12 Developer Tools			Browsing history
Go to pinned sites			Delete temporary files, history, cookies, saved passwords, and web form information.
Compatibility View setting	IS		Delete browsing history on exit
			Delete Settings
Internet options			Appearance
About Internet Explorer			Colors Languages Fonts Accessibility
			OK Cancel Apply

In the "Internet Options" pop-up, click on the "Security" Tab



This will bring up the security settings for Internet Explorer. To protect the security of your computer, do not change settings other than the ones listed in this guide.

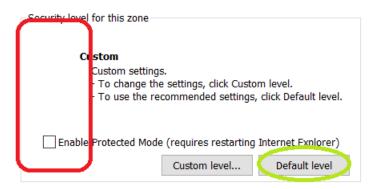
Next, click on the "Trusted Sites" icon:



The security level for Trusted sites needs to be set to "Low". This is done with a slider in the lower part of the pop-up window. Click and drag the slider down to the "Low" setting:

✓	Trusted sites This zone contains we trust not to damage ye your files. You have websites in	our computer or	Sites
Securit	ty level for this zone —		
Allov	ved levels for this zone	: All	
	- provided - Most content i - All active cont	uards and warning pr s downloaded and ru ent can run or sites that you absol	, n without prompts
	Enable Protected Mode	(requires restarting ]	Internet Explorer)
		Custom level	Default level
		Reset all zone	s to default level

Sometimes this slider will not be shown, highlighted in red in the image below, to make the slider reappear click on the "Default Level" button:



Next you will need to add radiant's website to the list of trusted sites. To do this, while in the "Security Tab" under "Trusted Sites" you will need to click on the "Sites" button on the right:

~	Trusted sites This zone contains we trust not to damage yo your files. You have websites in t	our computer or	Sites
Securi	ty level for this zone		
Allov	ved levels for this zone:	All	
-	provided     - Most content is     - All active content		run without prompts
	Enable Protected Mode	(requires restartir	ng Internet Explorer)
		Custom level	Default level
		Reset all zo	nes to default level

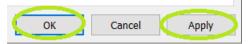
This will bring up a new smaller pop-up window:

Trusted sites	×
You can add and remove websites from this zon in this zone will use the zone's security settings	
Add this website to the zone:	
	Add
Websites:	
	Remove
Require conververification (https:) for all sites in this	7000
Require server verification (https:) for all sites in this	zone
	Close

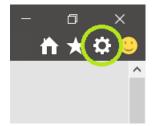
In the text box labeled "Add this website to the zone" enter <u>https://qsr.radiantenterprise.com</u>and click the "Add" button. This will put the site into the list labeled "Websites" below the text box you just entered it into:

Trusted sites X	Trusted sites ×
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone: https://qsr.radiantenterprise.com Add	Add this website to the zone:
Websites:	Websites:
Remove	https://qsr.radiantenterprise.com
Require server verification (https:) for all sites in this zone	Require server verification (https:) for all sites in this zone
Close	Close

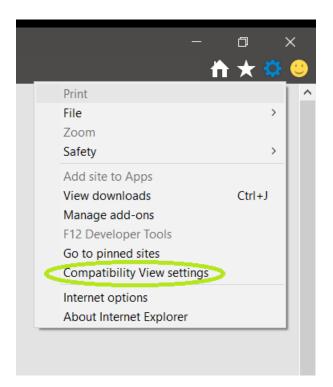
If the site was added correctly and is displayed in the list of trusted websites as shown in the right picture above, you can click "Close" in the lower right of the pop-up. Back Office's website is now in your list of trusted sites. This will bring you back to the "Internet Options" window. Here you will need to click "Apply" and then "Ok" to apply the changes that have been made:



Now that Back Office's website is in your list of trusted sites with the security setting changed Internet Explorer will not block the things the site needs to do in order to function, but Back Office also needs to be added to Internet Explorer's "Compatibility View Settings". To do this, start by clicking on the settings icon in the upper right of the Internet Explorer window:



From the Settings drop-down menu that comes up click on "Compatibility View Settings":



This will bring up a pop-up similar to the "Internet Options" one that you just configured:

Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
	Add
Websites you've added to Compatibility View:	
	Remove
Display intranet sites in Compatibility View	
Use Microsoft compatibility lists	
Learn more by reading the Internet Explorer privac	y statement
	Close

Here you will added radiantenterprise.com to the list of sites. In the text box labeled "Add this website" enter "radiantenterprise.com" and click "Add":

Add this website:	
radiantenterprise.com	Add

If done correctly "radiantenterprise.com" should appear below in the list "Websites you've added to Compatibility View" box:

Websites you've added to Compatibility View:	
radiantenterprise.com	

You can then click the "Close" button, the setting has been applied correctly.

For these settings to take full effect you will need to completely close Internet Explorer and open it again. You should then be able to access Back Office without issue. If these steps did not solve your problem or you are still having trouble accessing Back Office or have a different issue, please call our support department at:

## 1-800-779-7052