Troubleshooting SF Employee Portal and eBenefits features On mobile devices

SF Employee Portal self-service features is available on any mobile device: Android, Iphone, or tablet. If you are having difficulties accessing certain self-service features within the SF Employee Portal, please reference the troubleshooting steps below. Instructions include Chrome, Firefox, Internet Explorer, and Safari.

A) Clear my cache

B) Enable pop-ups

C) Enabled cross site tracking

Chrome Instructions:

A) Clear my cache

1. On your Android, Iphone, or tablet, open the Chrome app.

2. Click on the 3 dots on the top right

3. Tap History. Clear browsing data.

4. At the top, choose a time range. To delete everything, select All time.

5. Next to "Cookies and site data" and "Cached images and files," check the boxes.

6. Tap Clear data.
B) Enable pop-ups

1. On your Android, Iphone, or tablet, open the Chrome app.

2. Click on the 3 dots on the top right

3. Tap Settings.

4. Tap Content Settings.

C) Enabled cross site tracking

1. On your Android, Iphone, or tablet, open the Chrome app.
2. Click on the 3 dots on the top right
3. Tap Settings.
4. Tap Default Browser
5. Tap Open Chrome Settings
6. Allow Cross-Website Tracker. Select On
**Default Browser**

You can open links in Chrome automatically by making it your Default Browser App.

Follow the steps below:

1. Open Chrome Settings
2. Tap Default Browser App
3. Select Chrome

**Open Chrome Settings**

**Chrome**

ALLOW CHROME TO ACCESS

- Location: While Using
- Photos: Add Photos Only
- Microphone
- Camera
- Face ID
- Siri & Search
- Cellular Data

Default Browser App: Chrome

Allow Cross-Website Tracking: On

PREFERRED LANGUAGE

Language: English
Firefox Instructions:

A) Clear my cache

1. On your Android, Iphone, or tablet, open the Firefox app.
2. At the bottom right, tap More.
3. Tap Settings.
4. Tap on Data Management.
5. Select Browsing History, Cache, and Cookies.
What's new in Firefox for iOS (version 30)

Welcome to a new version of Firefox for iOS.

With this release, you get the latest fixes for a more stable and secure browsing experience. See our Github list for details.

Thank you for supporting Firefox/Mozilla and our mission for privacy, safety and inclusion on the Web.
B) Enable pop-ups

1. On your Android, Iphone, or tablet, open the Firefox app.
2. At the bottom right, tap More.
3. Tap Settings.
4. Make sure Block Pop-up Windows is deselected.
What's new in Firefox for iOS (version 30)

Welcome to a new version of Firefox for iOS.

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C) Enabled cross site tracking

1. On your Android, Iphone, or tablet, open the Firefox app.
2. At the bottom right, tap More.
3. Tap Settings.
4. Tap on Tracking Protection.
5. Enhanced Tracking Protection is deselected.

6. Protection Level is Standard (default).
Internet Explorer Instructions:

A. Clear my cache
   1. On your Android, Iphone, or tablet, open the Edge (Internet Explorer) app.
2. At the bottom middle, tap More.

3. Tap Settings.

4. Tap Privacy and security.

5. Tap Clear browsing data.

6. Select Browsing history, Cookies and site data, and Cache.

7. Tap Clear browsing data.
Select Browsing history, Cookies and site data, and Cache.

Select Clear browsing data.
B. Enable pop-ups

1. On your Android, Iphone, or tablet, open the Edge (Internet Explorer) app.

2. At the bottom middle, tap More.
3. Tap Settings.
4. Tap Privacy and security.
5. Under Security, make sure Block pop-ups is de-selected.
6. Browsing data.
C. Enabled cross site tracking

1. On your Android, Iphone, or tablet, open the Edge (Internet Explorer) app.

2. At the bottom middle, tap More.

3. Tap Settings.

4. Tap Privacy and security.
5. Under Security, tap Tracking prevention

6. Make sure Tracking Prevention is selected. Make sure Basic is selected.
Privacy and security

Share usage data for personalization

When you share data about how you use the browser, we’ll use it to personalize your experiences across Microsoft products and services. Those experiences include things like recommendations, tips, and ads. We’ll also use this data for business intelligence.

PASSWORDS

Offer to save passwords

Saved passwords

Never saved

ADRESSES & MORE

Save and fill addresses

Saved addresses

SECURITY

Tracking prevention

Block pop-ups

Cookies Block only third party cookies
Safari Instructions:

A. Clear my cache
   1. On your Android, Iphone, or tablet, open the settings.
2. Find the Safari app.

B. Enable pop-ups

1. On your Android, Iphone, or tablet, open the settings.
2. Find the Safari app.
3. Under General, make sure Block Pop-ups is de-selected.
C. Enabled cross site tracking

1. On your Android, Iphone, or tablet, open the settings.

2. Find the Safari app.

3. Under Privacy & Security, make sure Prevent Cross-Site Tracking is de-selected.
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