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.
- 5. Block Pop-ups. Chose Off.

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- 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





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.
 - 6. Tap Clear Private Data.



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Home	Firefox Home >		
Mail App	>	Website Data	
Set as Default Browser			
Siri Shortcuts	>	Clear Private Data	0
Theme	System Theme >	Browsing History	5
Block Pop-up Windows		Cache	6
Offer to Open Copied Links	s	Cookies	6
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Close Private Tabs When Leaving Private Browsing			
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- 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.



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Settings	Done
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Logins & Passwords	>
Face ID & Passcode	>
Data Management	>
Close Private Tabs When Leaving Private Browsing	
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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).

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Settin	lgs Done	< Settings Tracking Protection
Home	Firefox Home >	
Mail App	>	Enhanced Tracking Protection 6
Set as Default Browser		Reduces targeted ads and helps stop advertisers from tracking your browsing.
Siri Shortcuts	>	PROTECTION LEVEL
Theme	System Theme >	 Standard (default) Allows some ad tracking so websites function properly.
Block Pop-up Windows		Strict
Offer to Open Copied Links When Opening Firefox	s	Blocks more trackers, ads, and popups. Pages load faster, but some functionality may not work.
Show Link Previews When Long-pressing Links		
PRIVACY		
Logins & Passwords	>	
Face ID & Passcode	>	
Data Management	>	
Close Private Tabs When Leaving Private Browsing		
Tracking Protection	4 >	
Privacy Policy		

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. Tab Clear browsing data.



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Settings	Dor	ne
Privacy and security	4	>
News feed		>
Content blockers	Off	>
News rating	Off	>
Coupons	Off	>
Notifications		>
Translate	On	>
Set as default browser		>
Advanced settings		>
What's new and tips		
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Sign in		
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Light tabs, dark InPrivate tabs		
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- 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.



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sign in			Saved add	resses	
Sign in with work or school account			SECURITY		
THEME			Tracking p	revention	On
Microsoft Edge Light tabs, dark InPrivate tabs			Block pop-	-ups	\bigcirc
Device	,	/	Cookies	Block only third part	y cookies

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.



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Safari Instructions:

- A. Clear my cache
 - 1. On your Android, Iphone, or tablet, open the settings.

- 2. Find the Safari app.
- 3. Under Privacy & Security, select Clear History and Website Data.

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Settings Safari	
Block Pop-ups	
Downloads	iCloud Drive >
TABS	
Show Tab Bar	
Show Icons in Tabs	
Open Links	In New Tab 🗦
Close Tabs	Manually >
Allow Safari to automatically close tab been viewed.	is that haven't recently
PRIVACY & SECURITY	
Prevent Cross-Site Tracking	
Block All Cookies	
Fraudulent Website Warning	
Check for Apple Pay	
Allow websites to check if Apple Pay i have an Apple Card account. About Safari & Privacy	s enabled and if you
Clear History and Website Dat	:a 3
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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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Settings	Safari
Block Pop-ups	
Downloads	iCloud Drive >
TABS	
Show Tab Bar	
Show Icons in Tabs	
Open Links	In New Tab >
Close Tabs	Manually >
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PRIVACY & SECURITY	
Prevent Cross-Site Tra	cking 3
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