

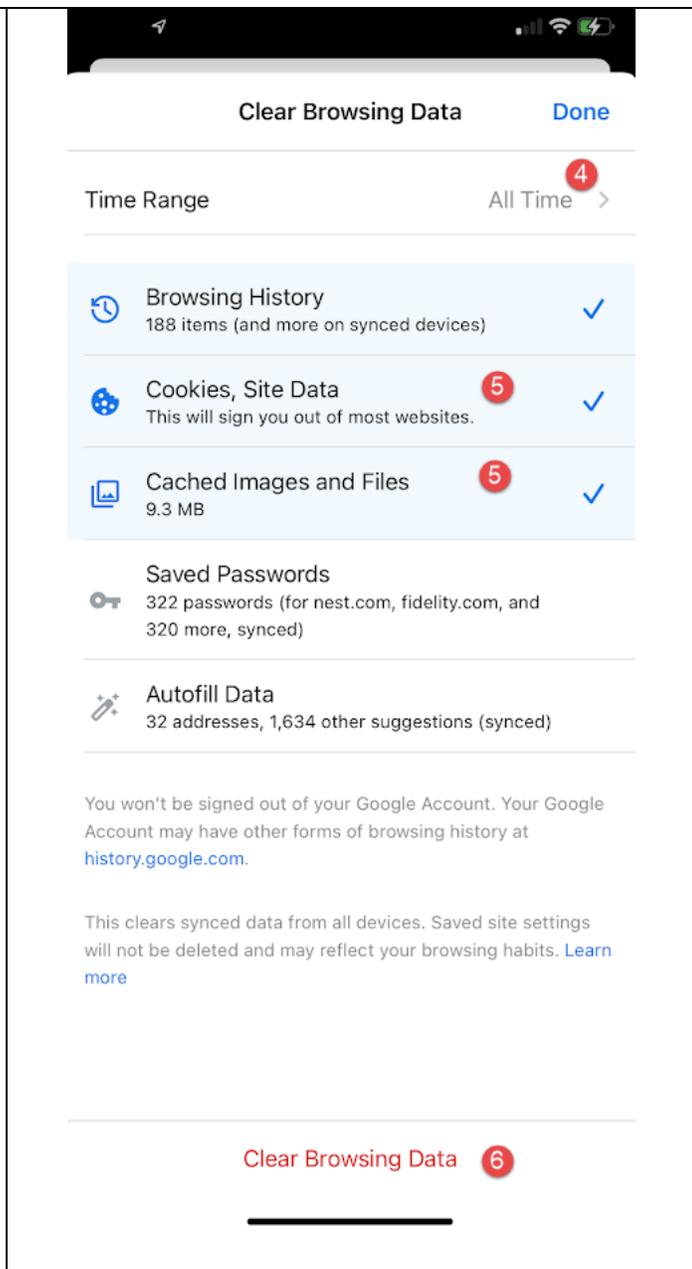
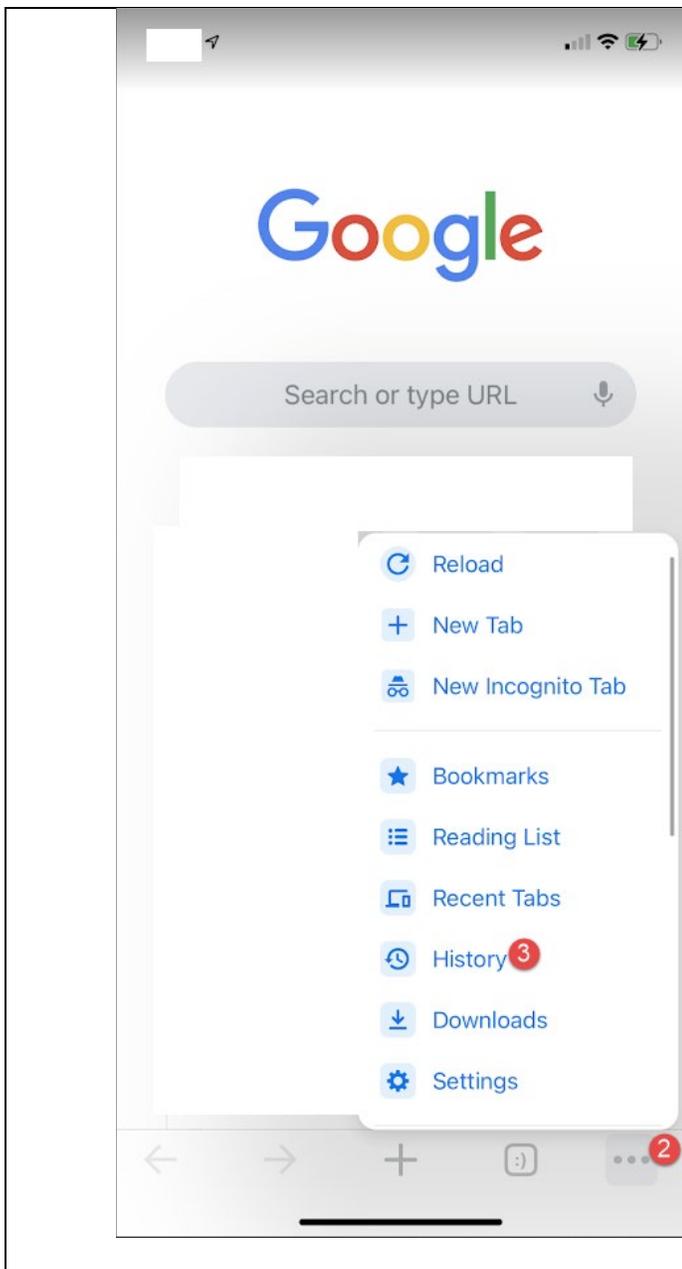
# Troubleshooting SF Employee Portal and eBenefits features On mobile devices

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

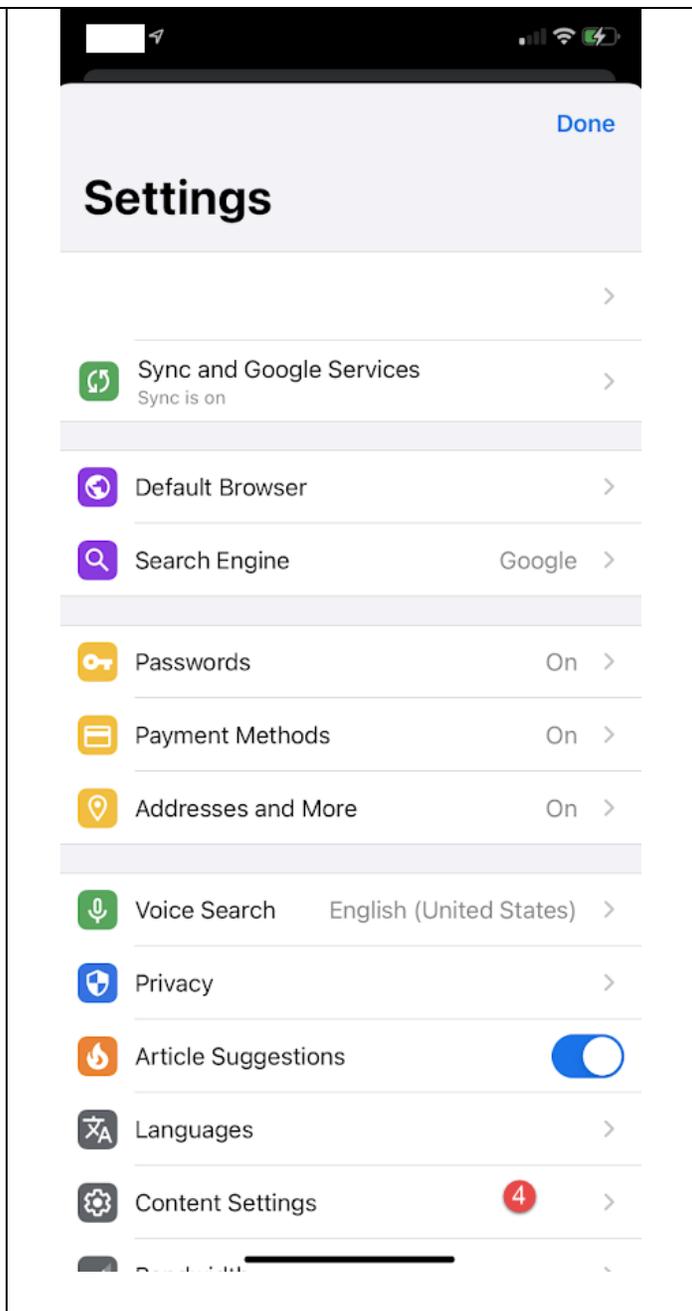
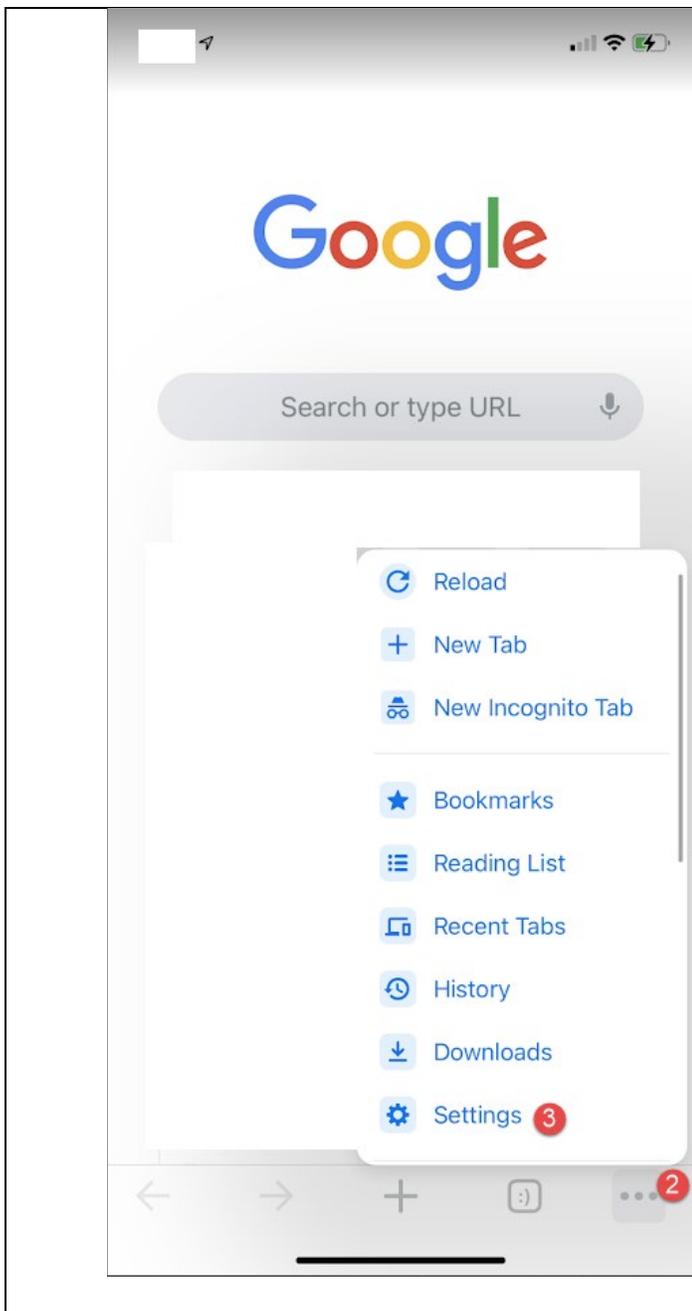
## **Chrome Instructions:**

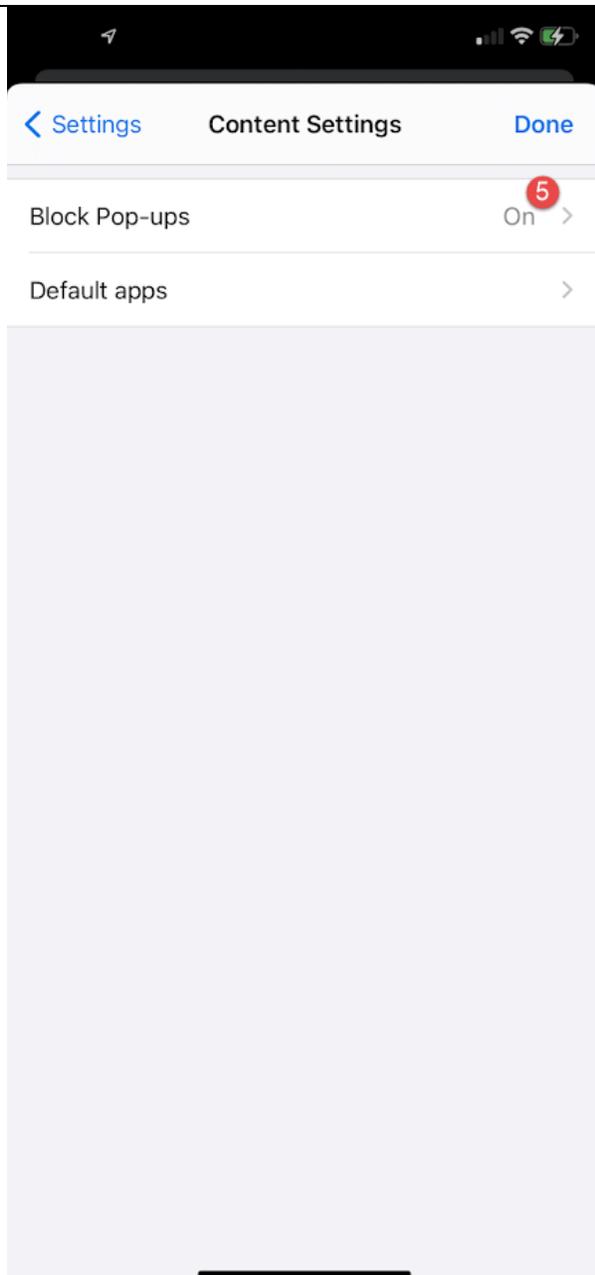
- A) Clear my cache
  1. On your Android, Iphone, or tablet, open the Chrome app.
  2. Click on the 3 dots on the top right
  3. Tap History. Clear browsing data.
  4. At the top, choose a time range. To delete everything, select All time.
  5. Next to "Cookies and site data" and "Cached images and files," 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.

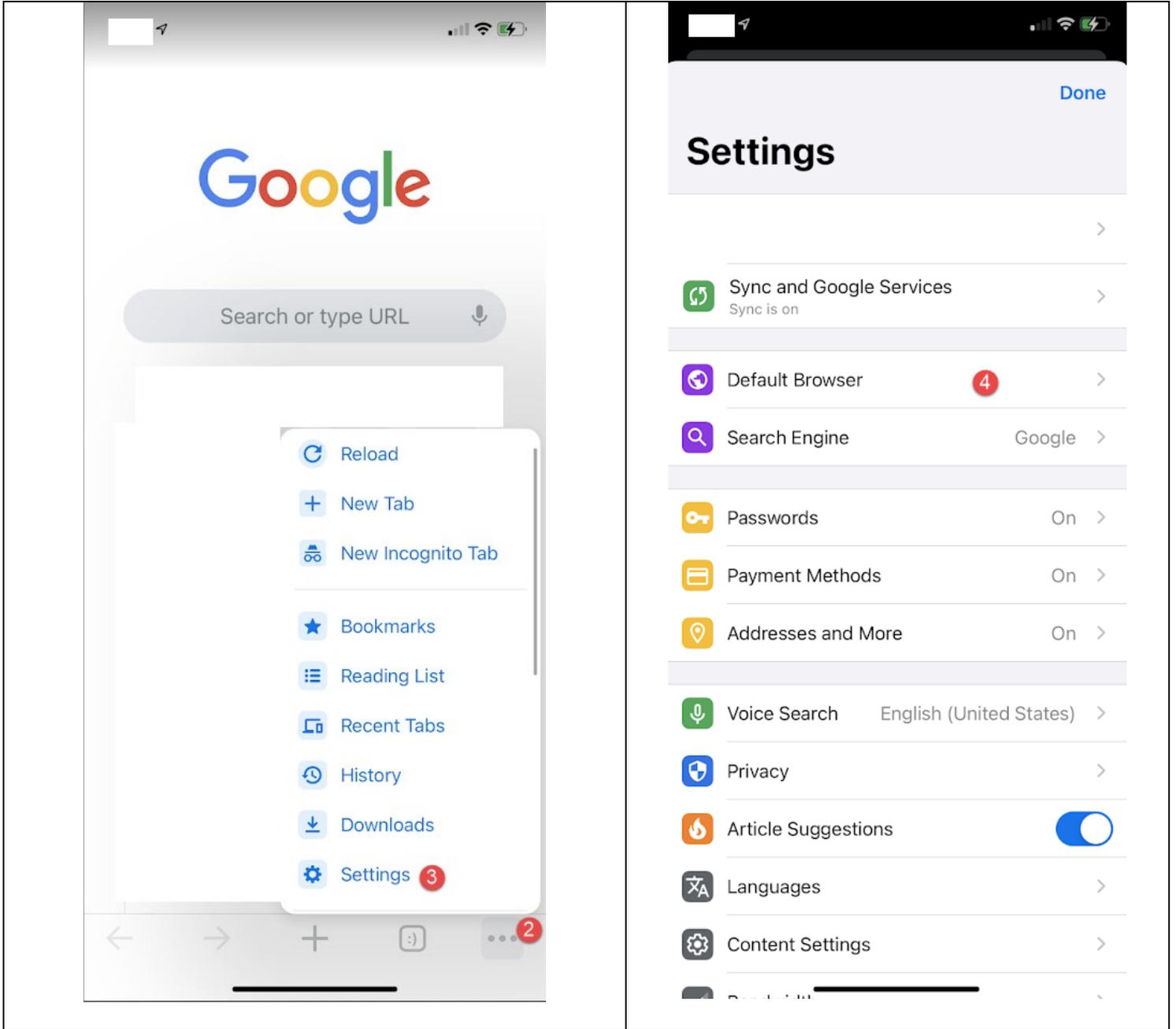


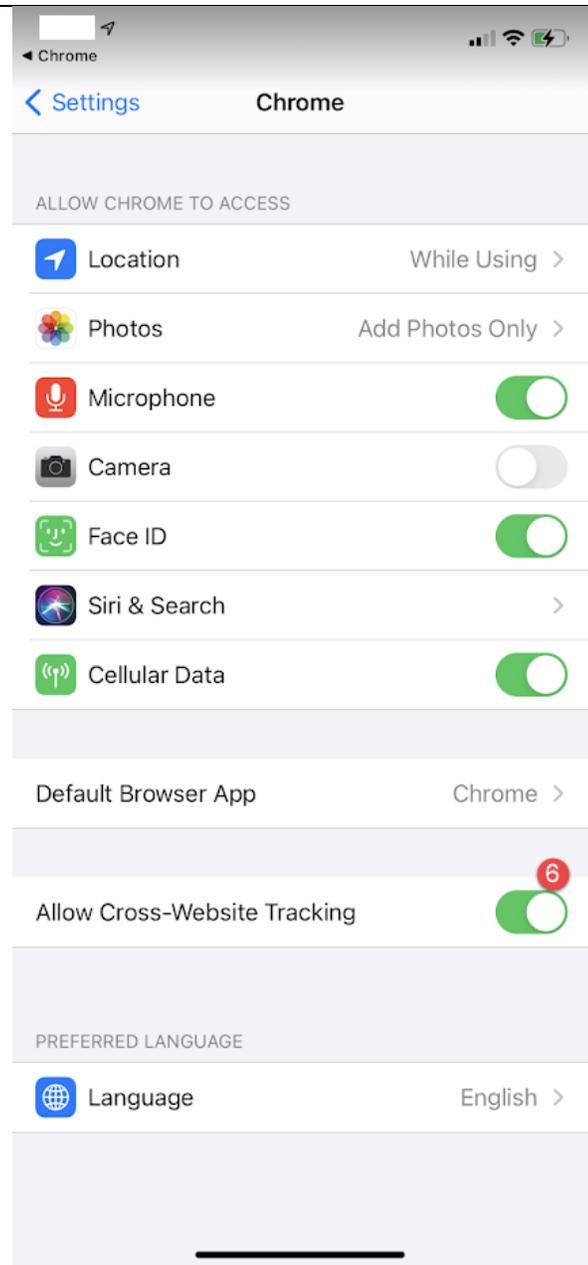
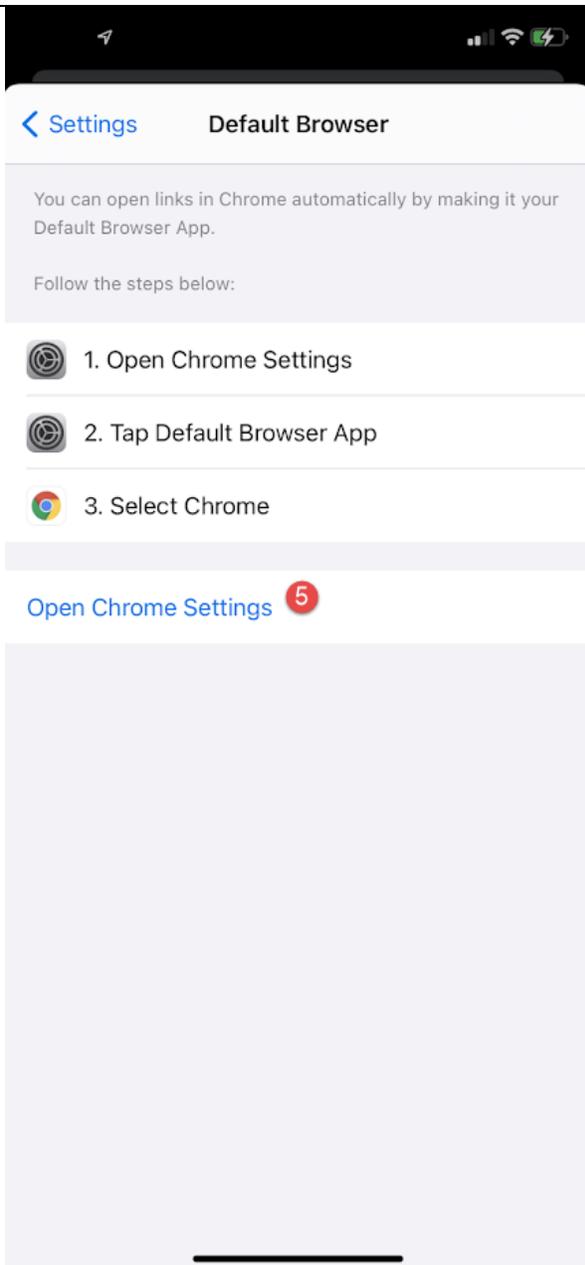


C) Enabled cross site tracking

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

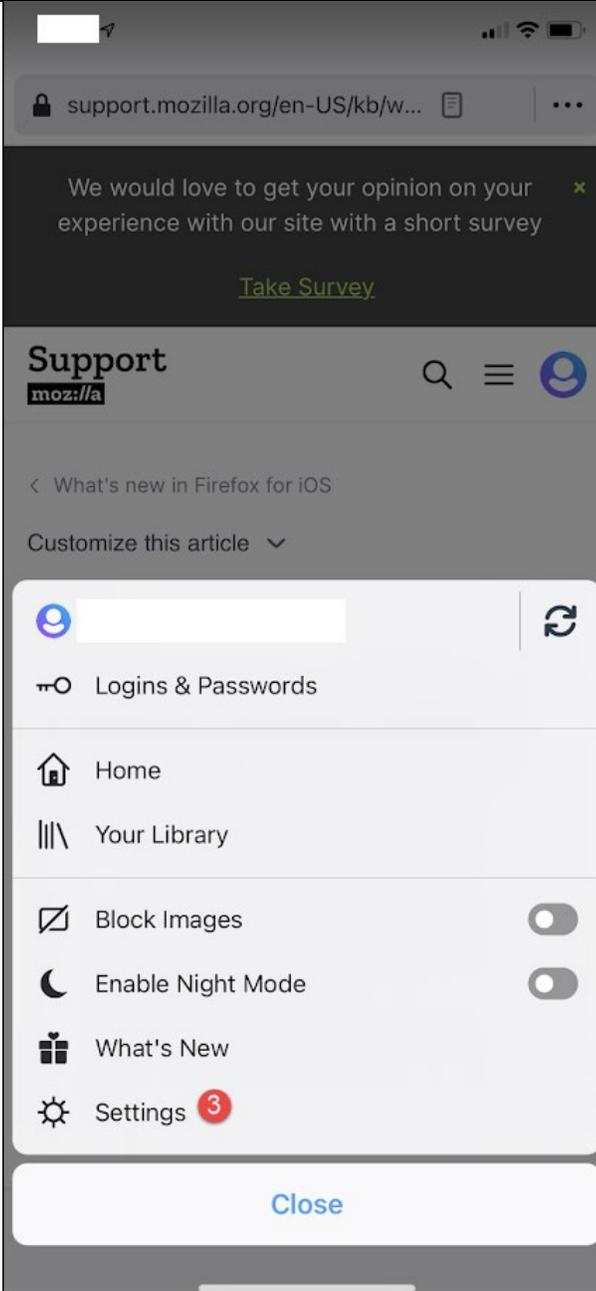
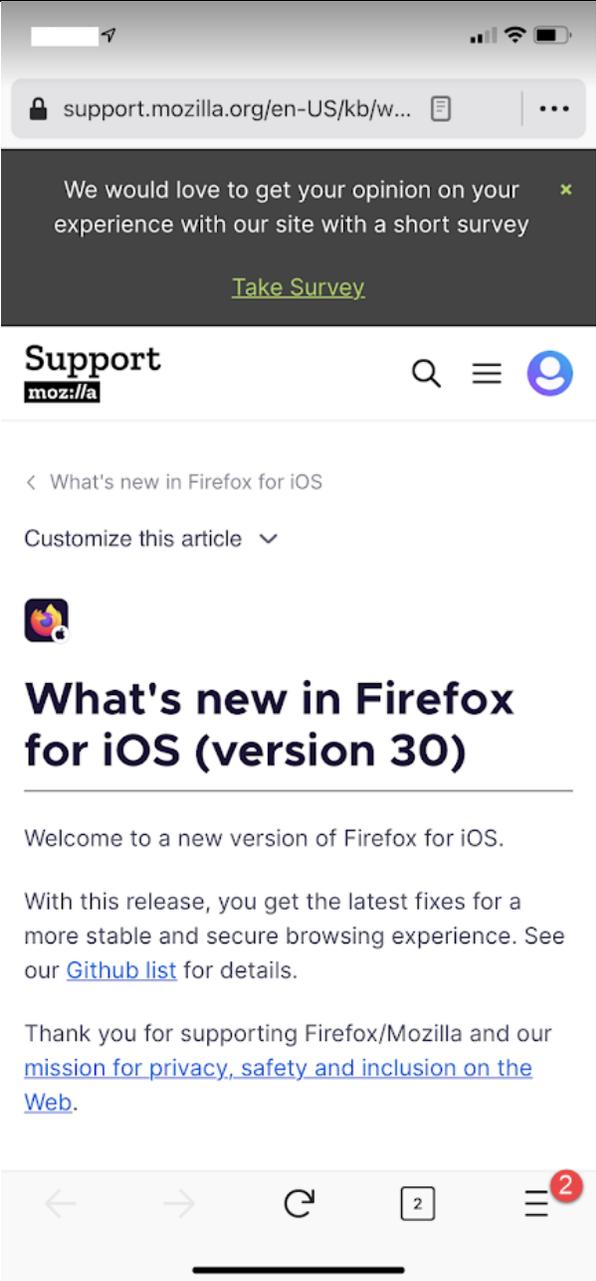


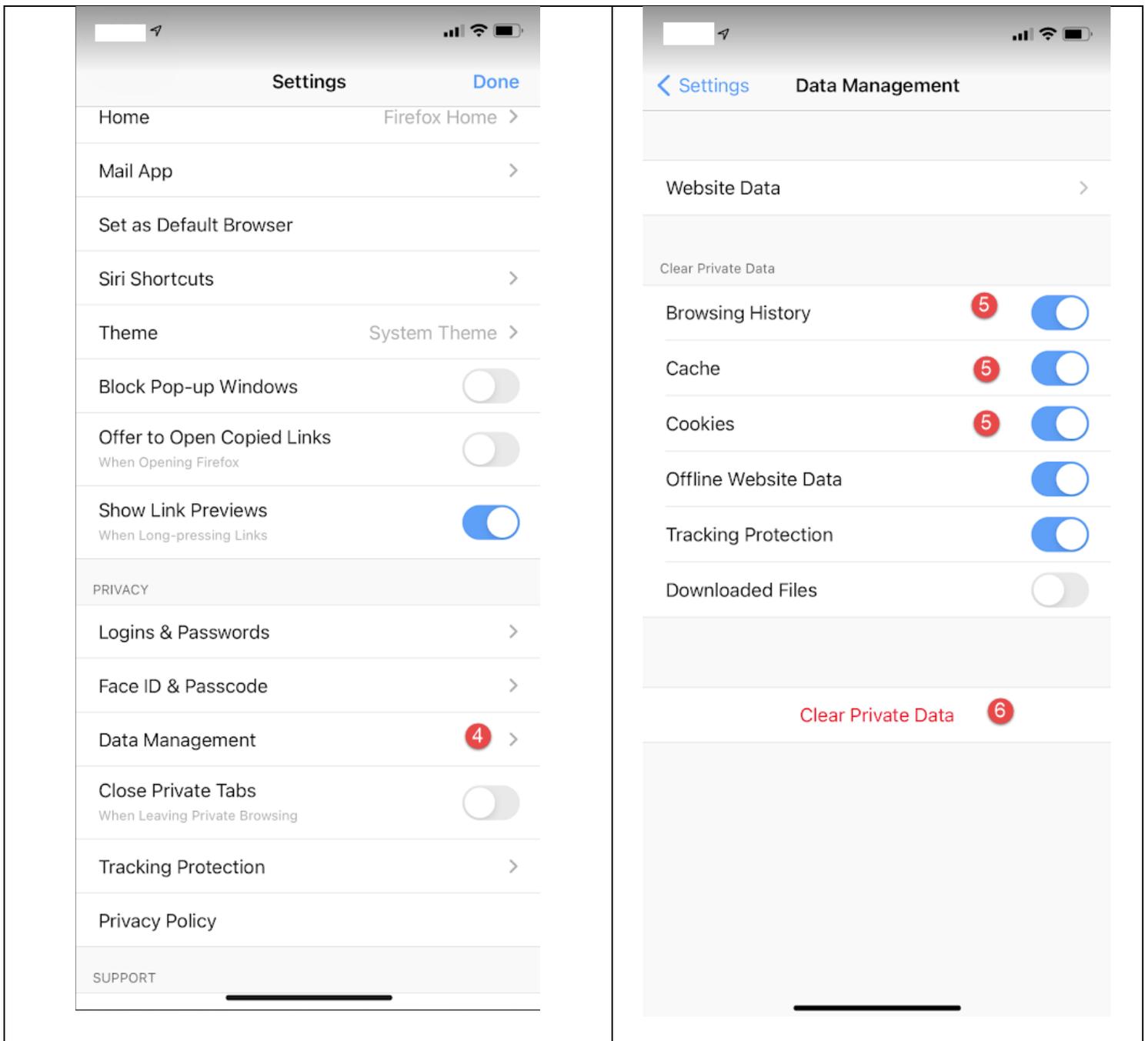


## **Firefox Instructions:**

### A) Clear my cache

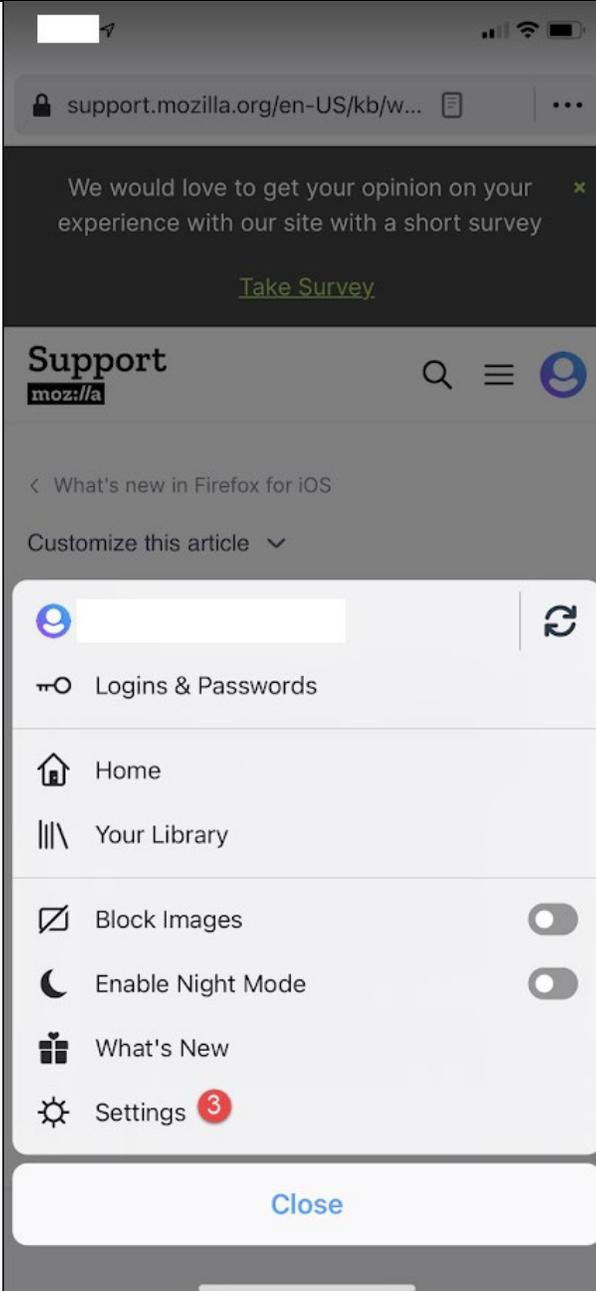
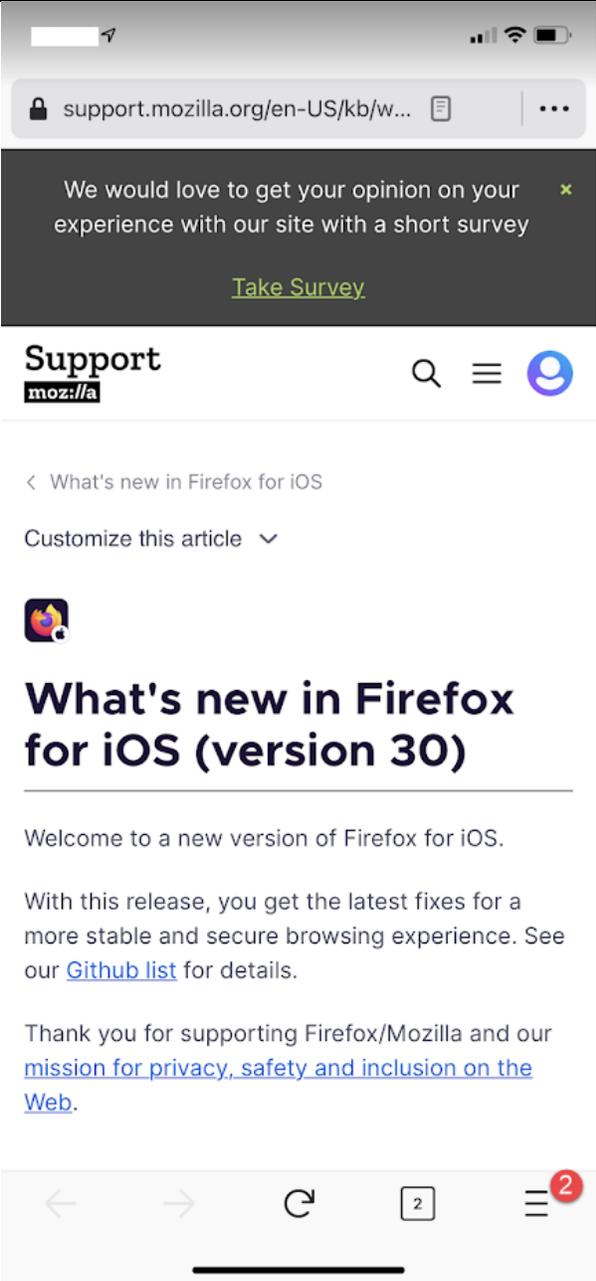
1. On your Android, Iphone, or tablet, open the Firefox app.
2. At the bottom right, tap More.
3. Tap Settings.
4. Tap on Data Management.
5. Select Browsing History, Cache, and Cookies.
6. Tap Clear Private Data.

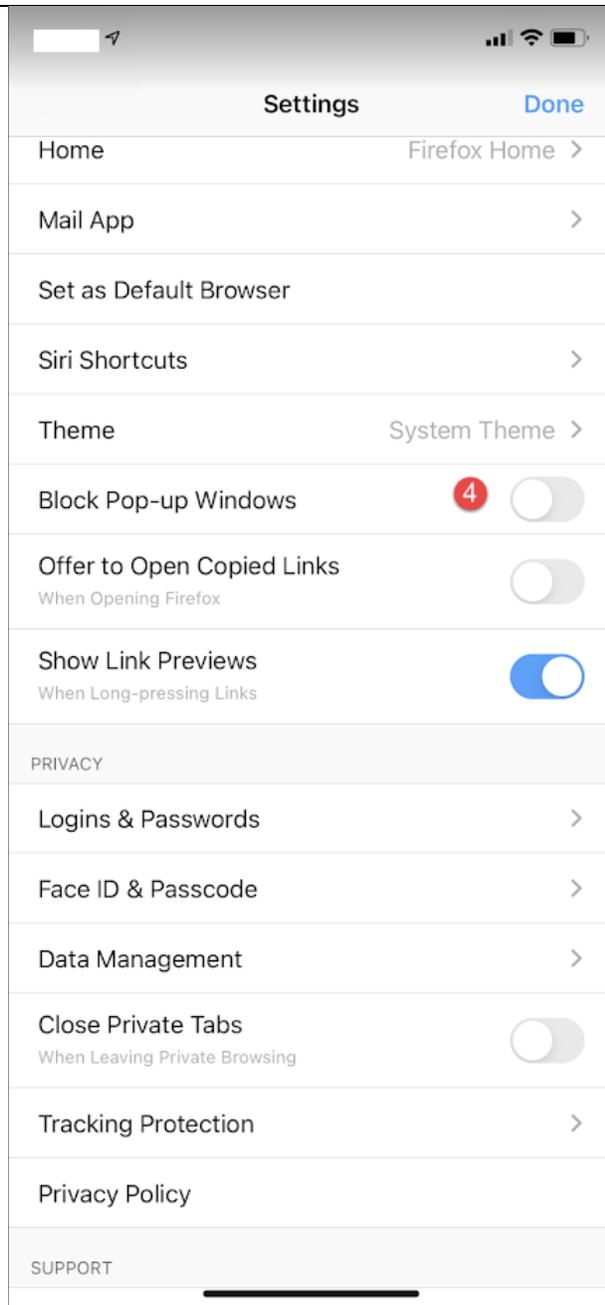




## B) Enable pop-ups

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.

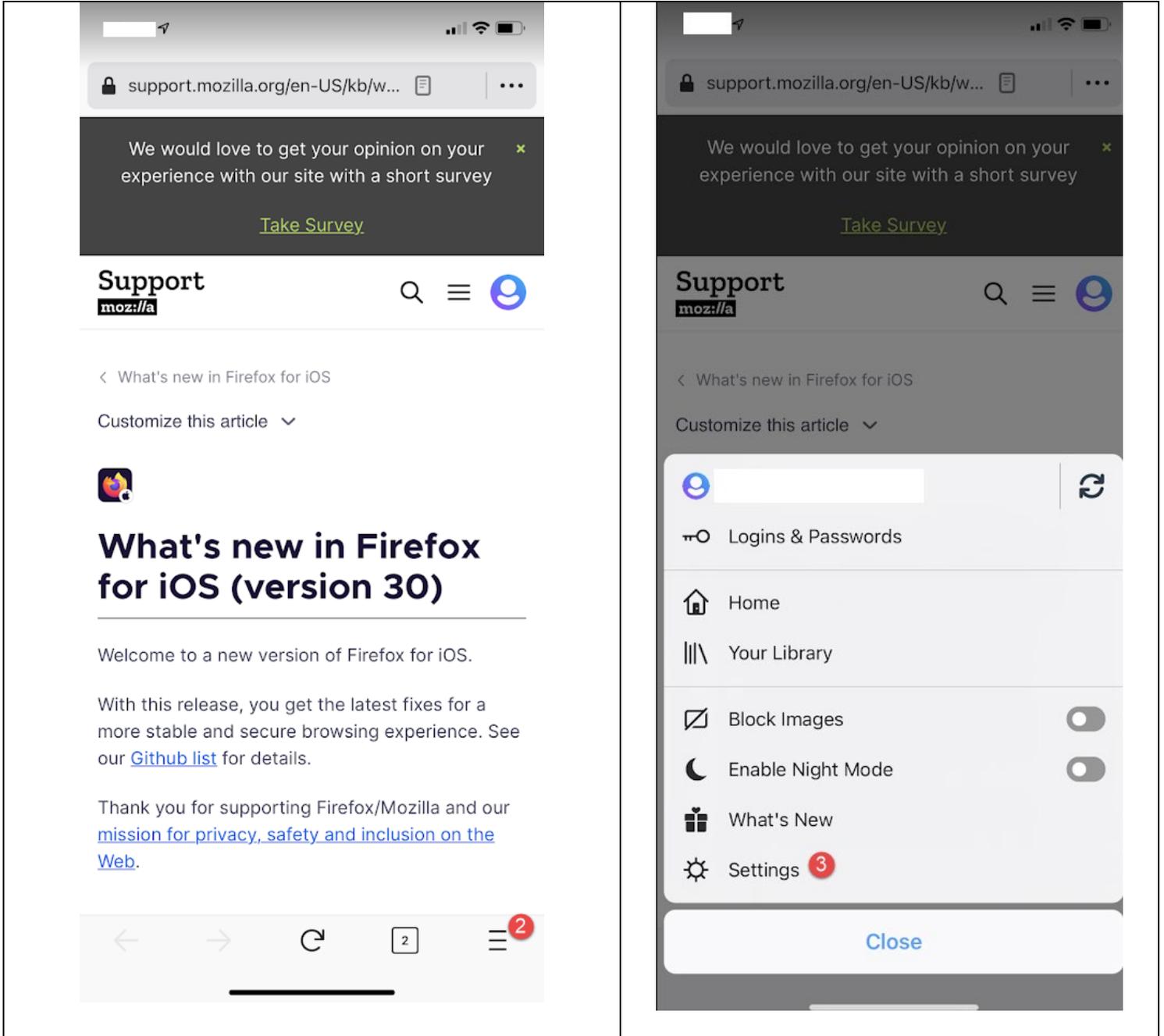


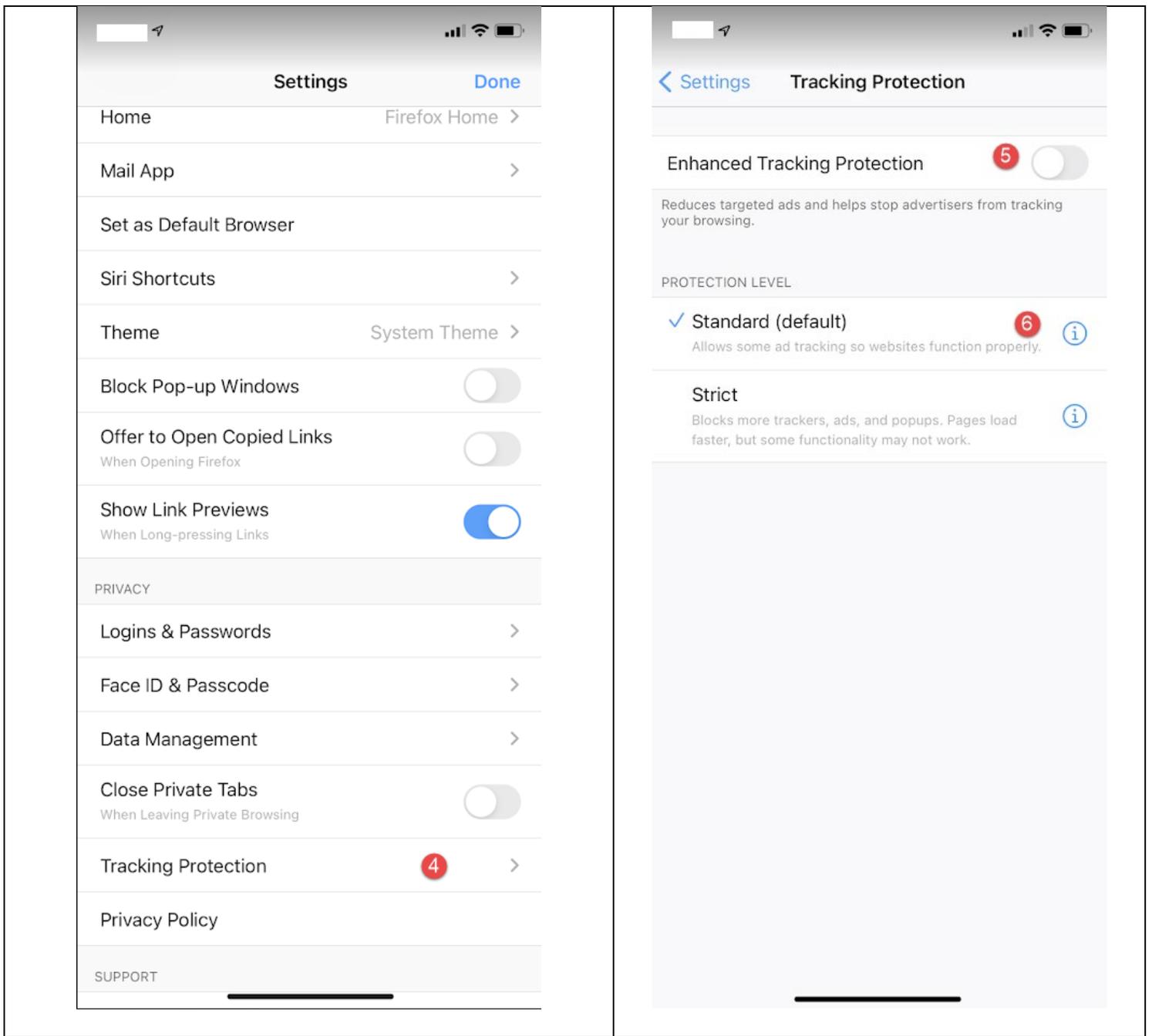


C) Enabled cross site tracking

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.

- Enhanced Tracking Protection is deselected.
- Protection Level is Standard (default).





## Internet Explorer Instructions:

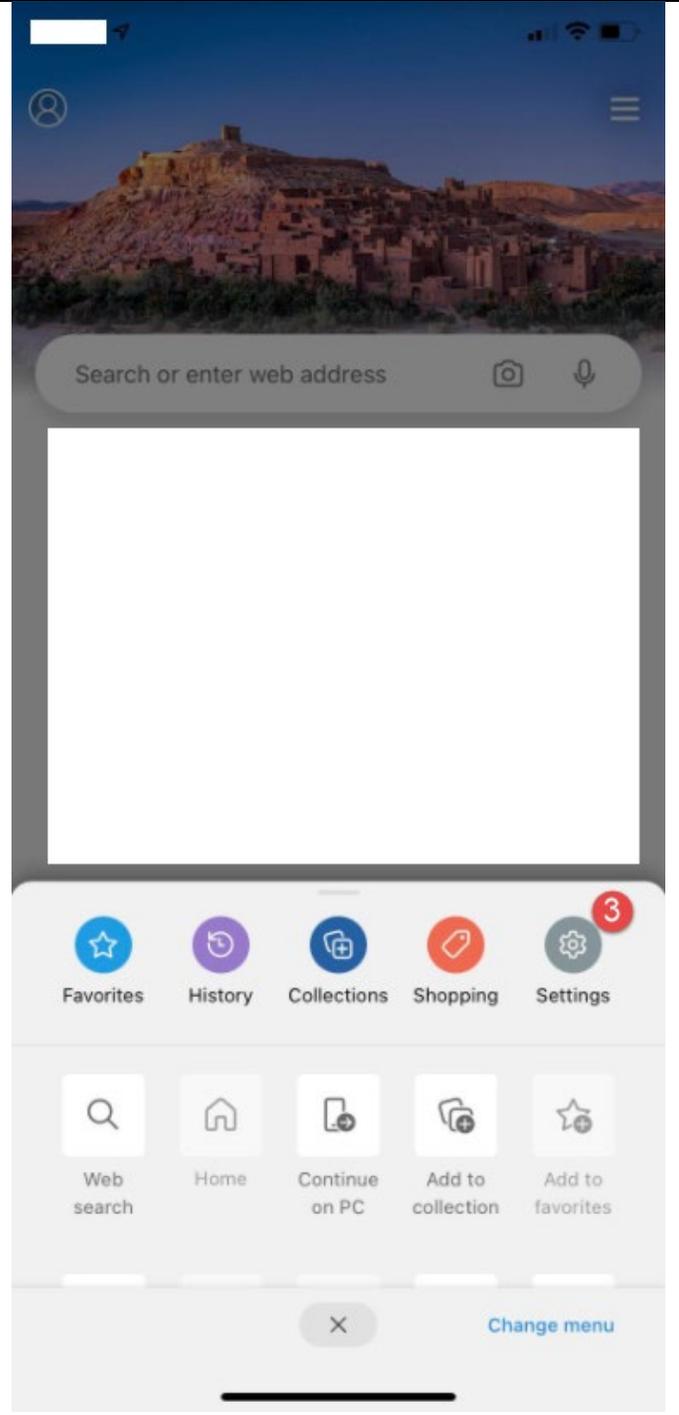
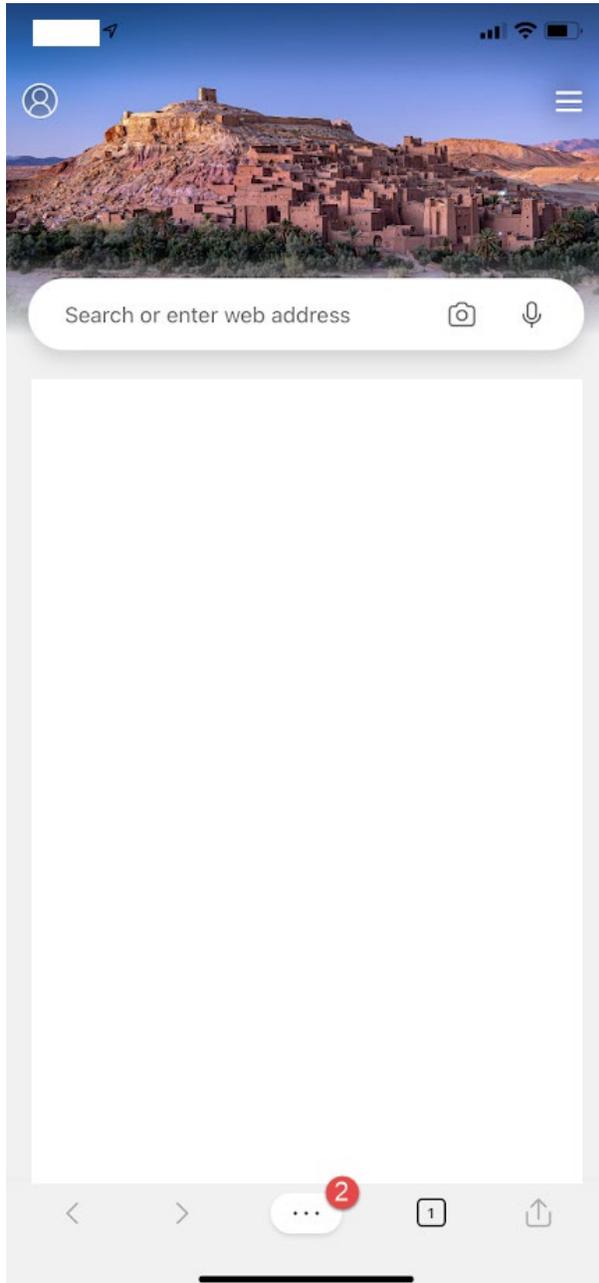
### A. Clear my cache

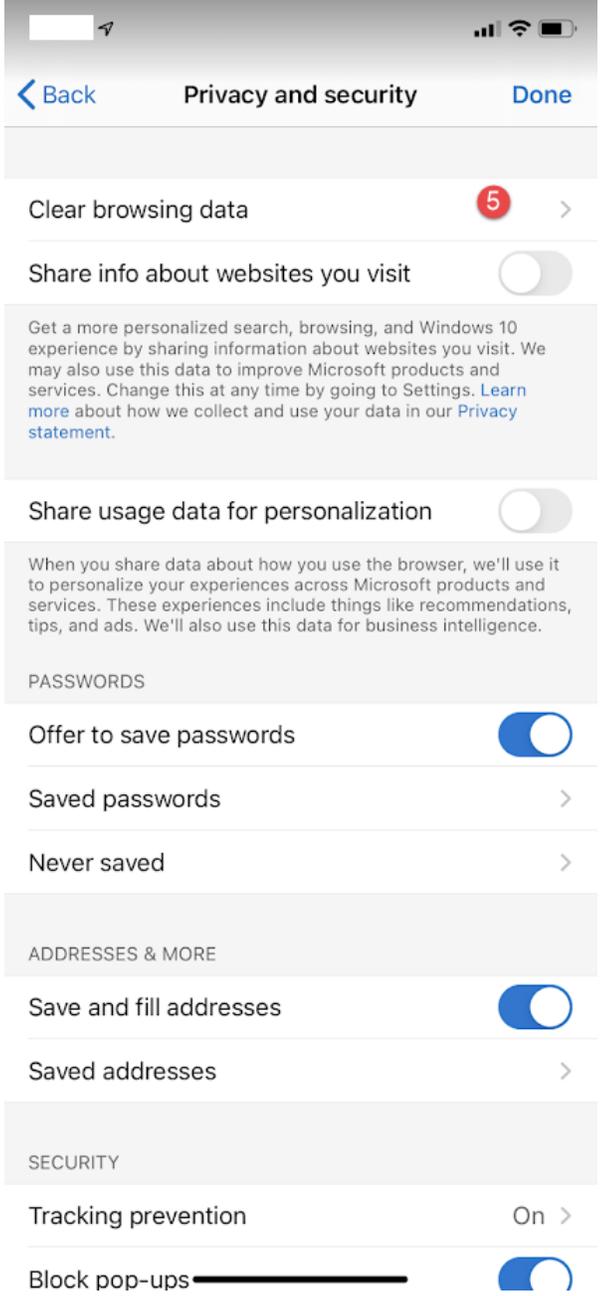
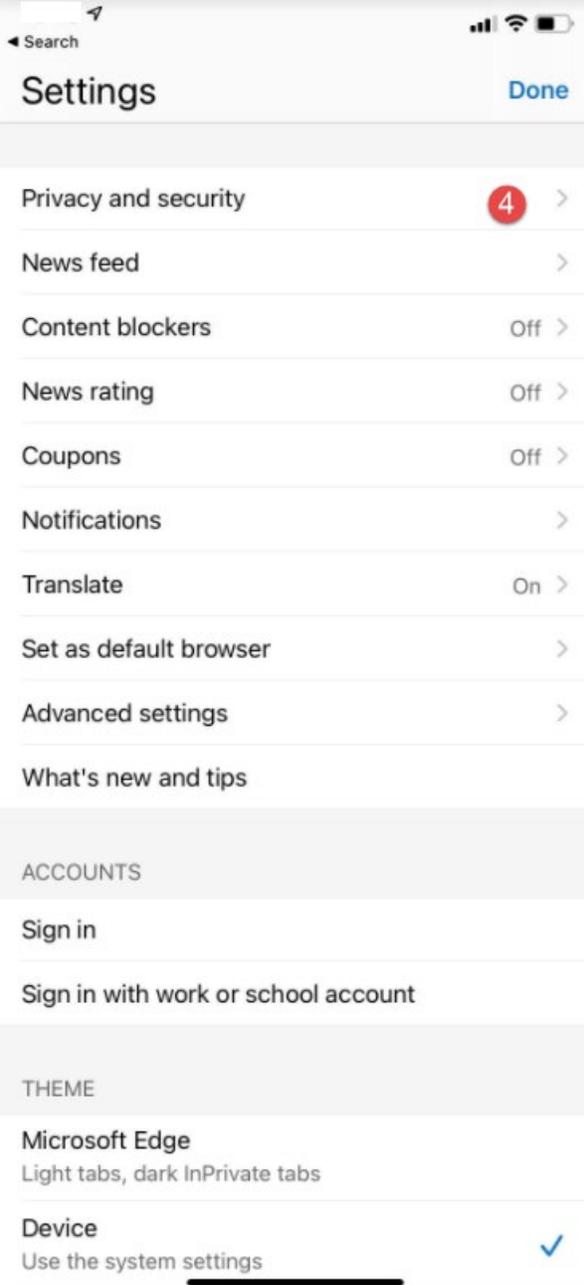
1. On your Android, Iphone, or tablet, open the Edge (Internet Explorer) app.

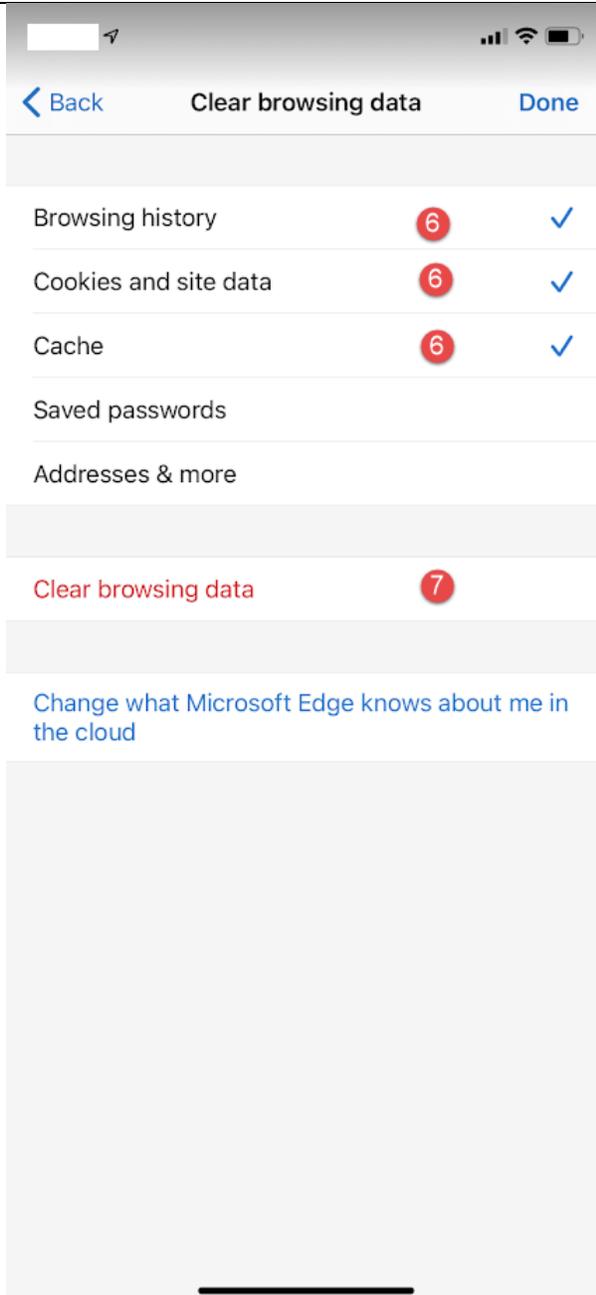
2. At the bottom middle, tap More.
3. Tap Settings.
4. Tap Privacy and security.
5. Tap Clear browsing data.
6. Select Browsing history, Cookies and site data, and Cache.
7. Tap Clear browsing data.

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

Select Clear browsing data.



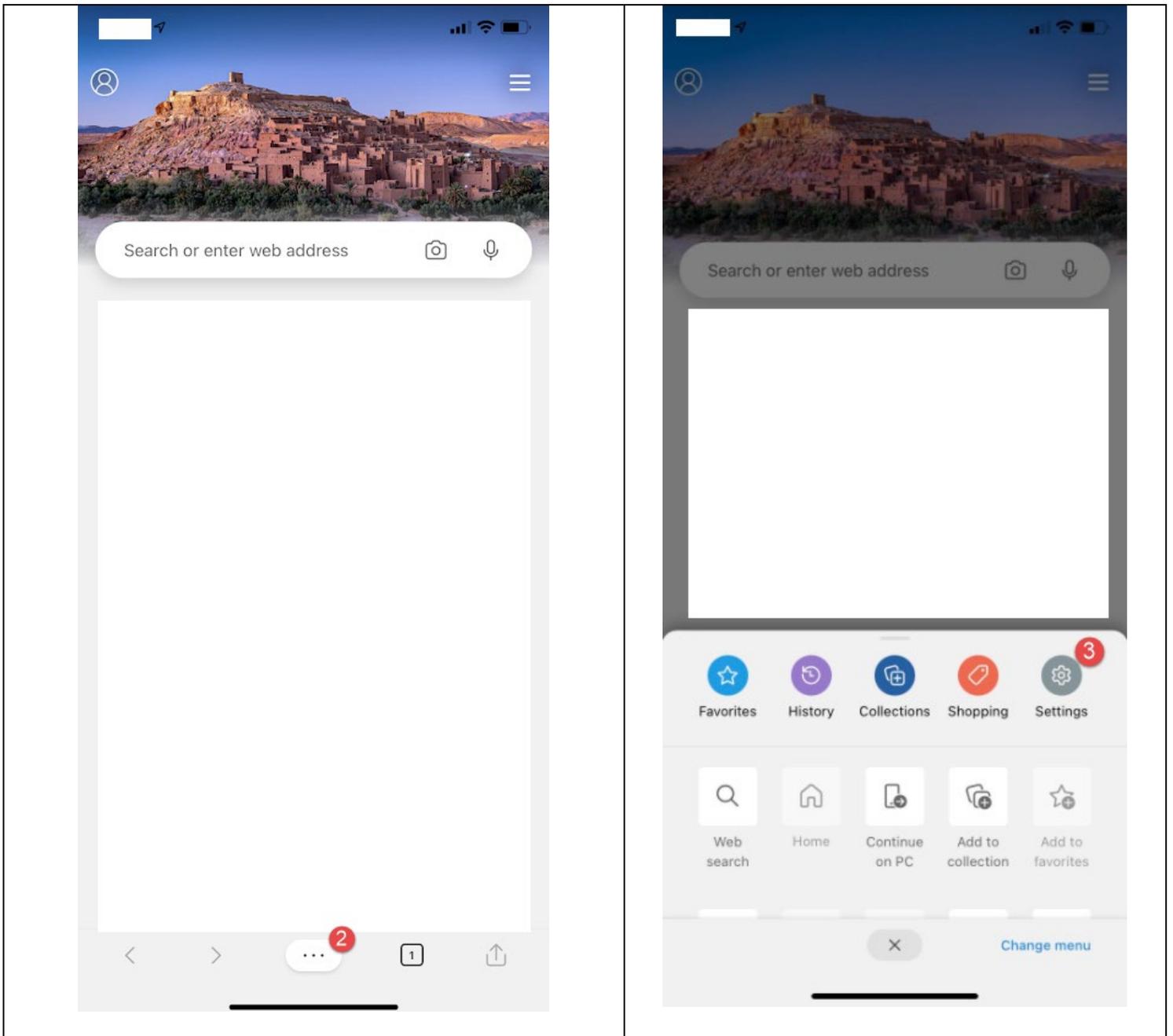


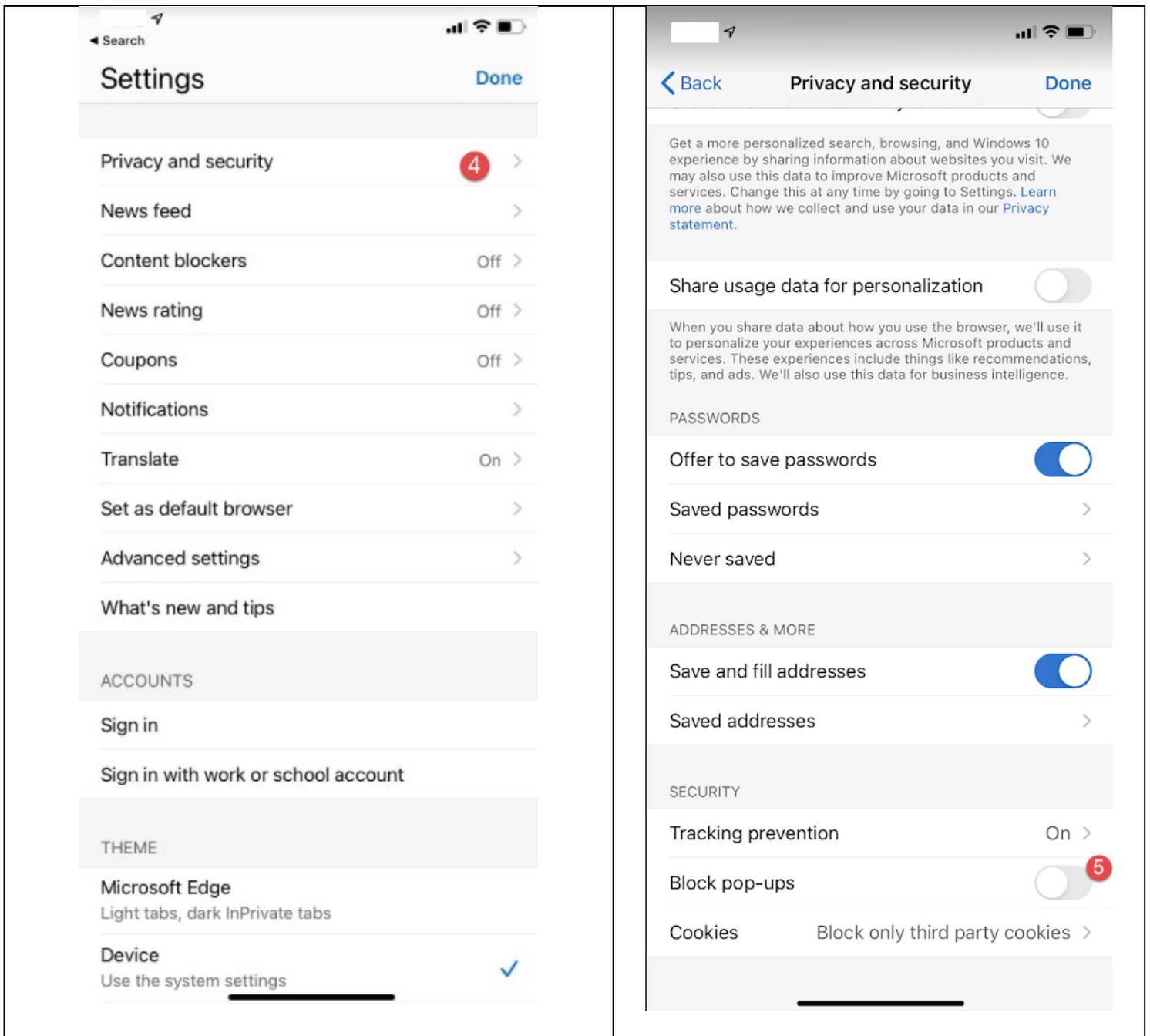


B. Enable pop-ups

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.



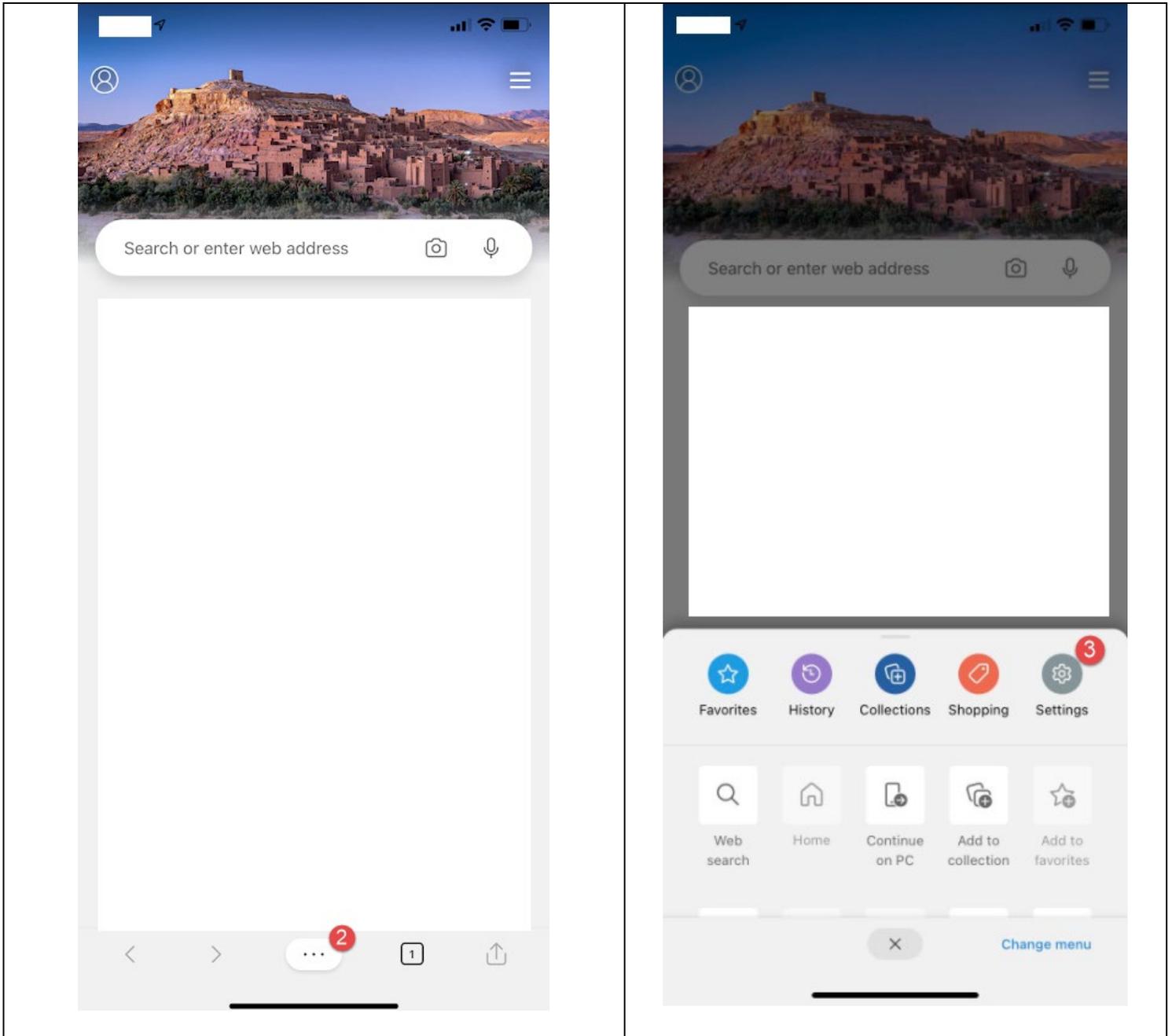


C. Enabled cross site tracking

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.



Settings Done

- 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

ACCOUNTS

- Sign in
- Sign in with work or school account

THEME

- Microsoft Edge  
Light tabs, dark InPrivate tabs

Device Use the system settings ✓

Privacy and security Done

Get a more personalized search, browsing, and Windows 10 experience by sharing information about websites you visit. We may also use this data to improve Microsoft products and services. Change this at any time by going to Settings. [Learn more](#) about how we collect and use your data in our [Privacy statement](#).

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. These experiences include things like recommendations, tips, and ads. We'll also use this data for business intelligence.

PASSWORDS

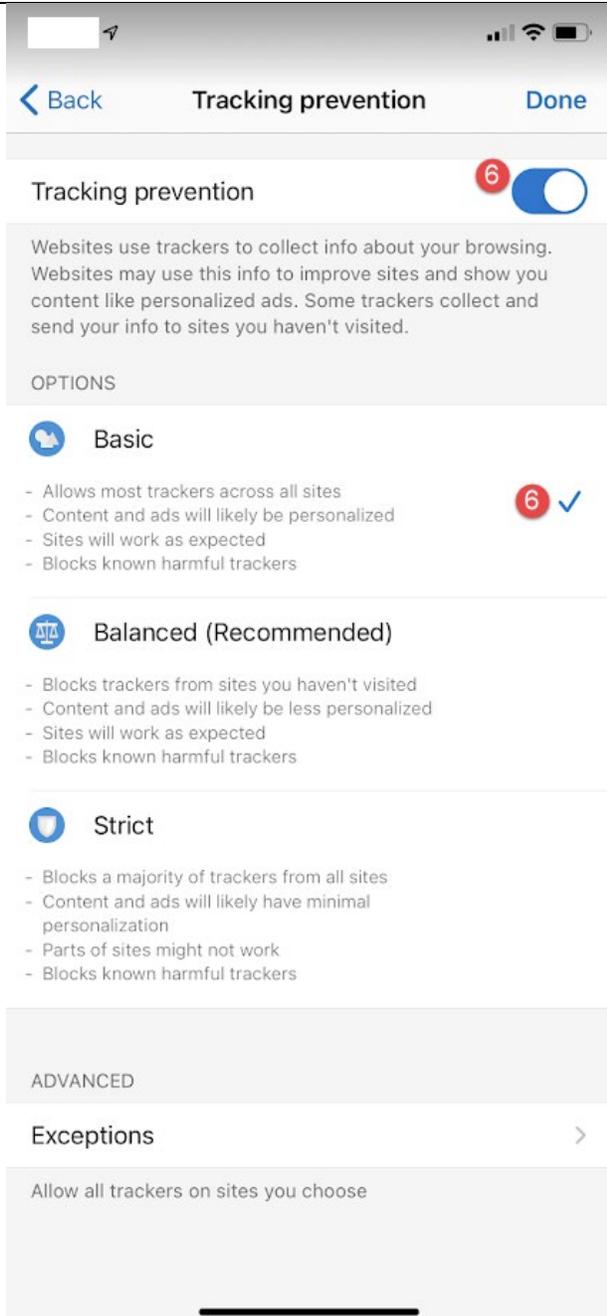
- Offer to save passwords
- Saved passwords >
- Never saved >

ADDRESSES & MORE

- Save and fill addresses
- Saved addresses >

SECURITY

- Tracking prevention On 5 >
- Block pop-ups
- Cookies Block only third party cookies >

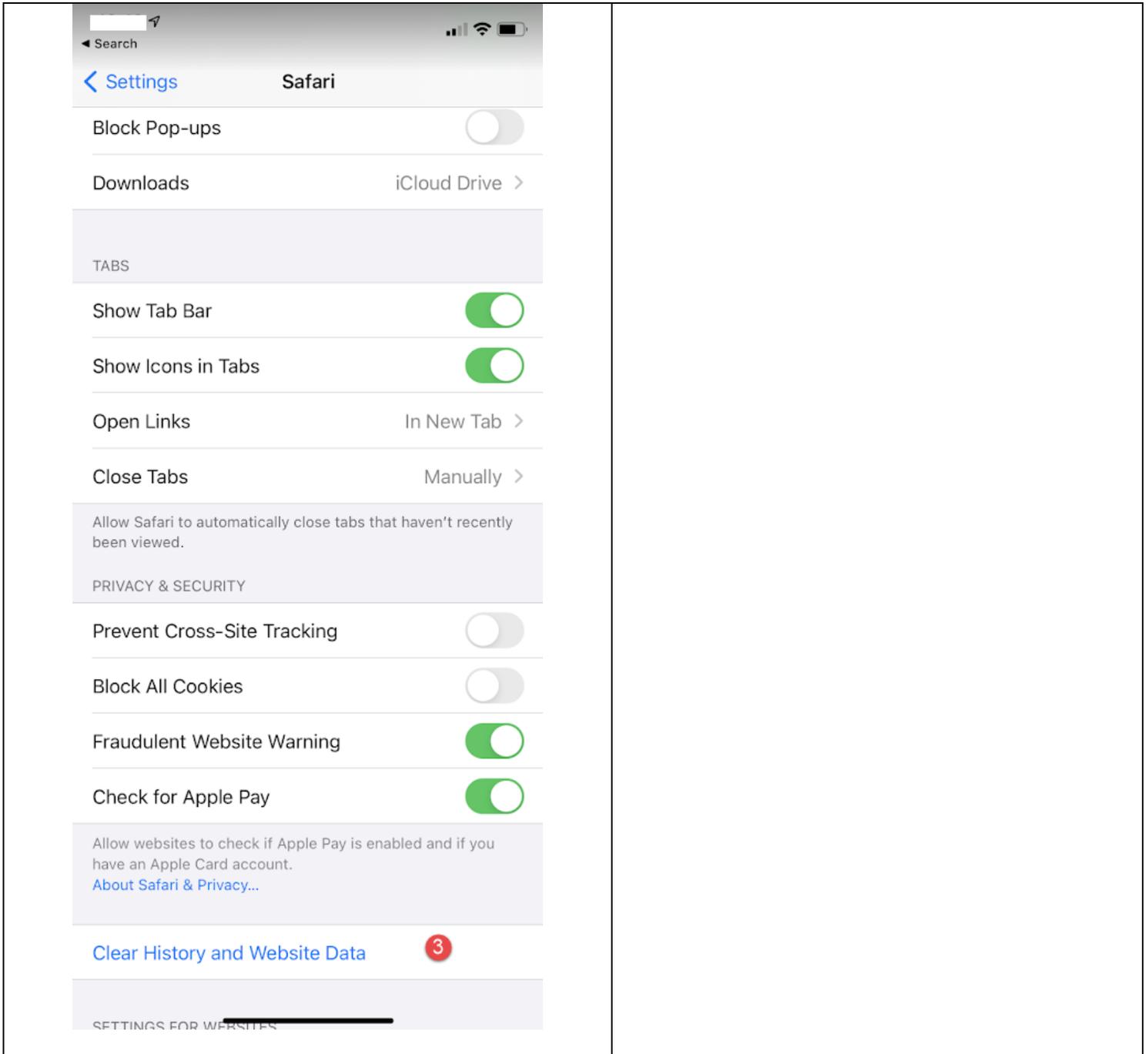


## Safari Instructions:

### A. Clear my cache

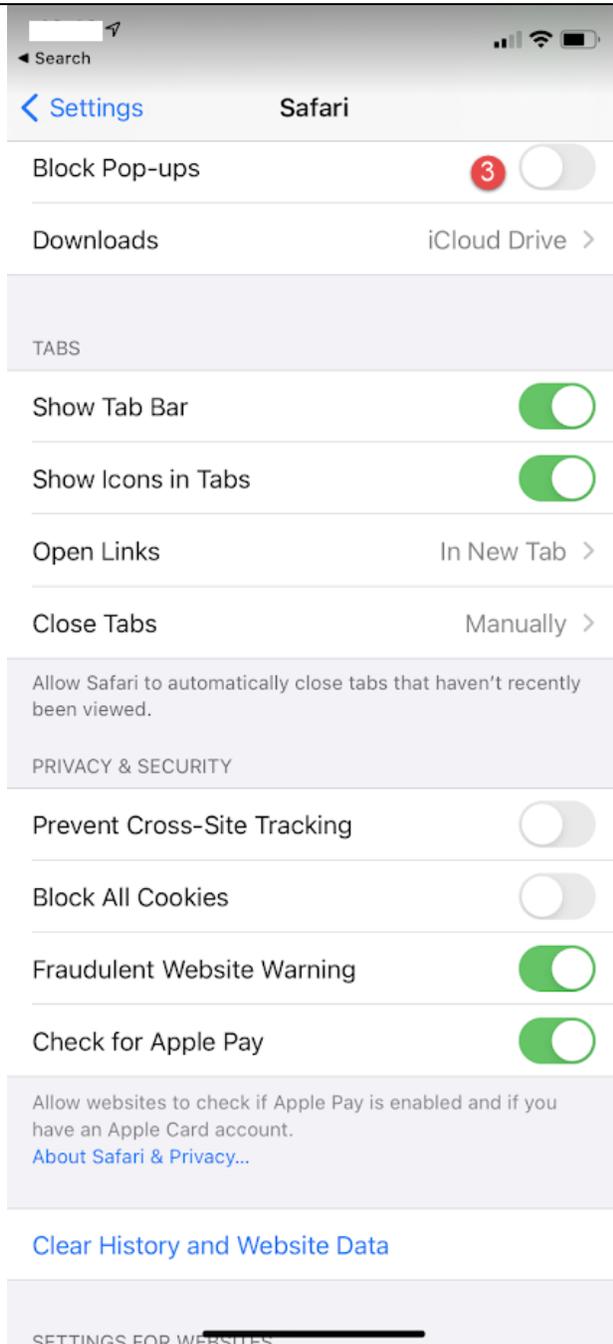
1. On your Android, Iphone, or tablet, open the settings.

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



## 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.

