

HireDesk Browser Settings Guide

Your Internet Explorer browser settings can have a big impact on the performance of HireDesk. It is recommended that you follow the instructions in this guide for optimal performance while using HireDesk. Also be sure to come back to this guide from time to time to ensure your browser settings are still correct as your browser settings can change.

This guide contains instructions for Internet Explorer 9, 8 and 7. To check which browser version you have open Internet Explorer and click on **Help -> About Internet Explorer**.

INTERNET EXPLORER 9.0 BROWSER SETTINGS GUIDE

This guide will walk you through steps to ensure that your IE 9.0 browser settings are set correctly to ensure optimal performance in HireDesk.

In Internet Explorer 9.0, click on the **Gear** button near the top right of the screen, choose **Internet Options** and follow the steps below:

1. Choose Temporary Internet Files settings
 - On the **General Tab** click on **Settings** next to **Browsing History**
 - Choose **Automatically** for "Check for newer versions of stored pages"
 - Enter **150** for "Disk space to use"
 - Click **OK**

2. Add HireDesk as a Trusted Site
 - Under the **Security Tab**, click on the **Trusted Sites icon**
 - Click on the **Sites** button.
 - **Uncheck** the **Require server verification** checkbox
 - Type ***.hiredesk.net** in the top text box and click **Add**
 - Type ***.talemetry.com** in the top text box and click **Add**
 - Click **Close**

3. Set the Security Level for the Trusted Sites Zone
 - Under the **Security Tab**, click on the **Custom Levels** button
 - Next to **Reset to:** choose **Medium Low** and click **Reset**
 - When asked **Are you sure...** click **Yes**
 - Click **OK**

4. Set the Privacy Level for HireDesk
 - Under the **Privacy Tab**, click on **Sites**
 - Enter **hiredesk.net** and click **Allow**
 - Click **OK**

5. Set up your Pop-up Blocker

- Under the **Privacy Tab**, click on **Settings**
- Enter ***.hiredesk.net** and click **Add**
- Under **Blocking Level** choose **Low**
- Click **Close**

Note: Some Internet Explorer add-ons such as Skype, Google and Yahoo tool bars can seriously affect HireDesk performance. If you are experiencing slow performance or script errors you may need to disable these Internet Explorer add-ons. To learn more about add-ons and how to disable them, please click on the link below:

<http://windows.microsoft.com/en-US/windows-vista/Internet-Explorer-add-ons-frequently-asked-questions>

INTERNET EXPLORER 8.0 BROWSER SETTINGS GUIDE

This guide will walk you through steps to ensure that your IE 8.0 browser settings are set correctly to ensure optimal performance in HireDesk.

In Internet Explorer 8.0, click on the **Tools button**, choose **Internet Options** and follow the steps below:

1. Choose Temporary Internet Files settings
 - On the **General Tab** click on **Settings** next to **Browsing History**
 - Choose **Automatically** for "Check for newer versions of stored pages"
 - Enter **150** for "Disk space to use"
 - Click **OK**

2. Add HireDesk as a Trusted Site
 - Under the **Security Tab**, click on the **Trusted Sites icon**
 - Click on the **Sites** button.
 - **Uncheck** the **Require server verification** checkbox
 - Type ***.hiredesk.net** in the top text box and click **Add**
 - Type ***.talemetry.com** in the top text box and click **Add**
 - Click **Close**

3. Set the Security Level for the Trusted Sites Zone
 - Under the **Security Tab**, click on the **Custom Levels** button
 - Next to **Reset to:** choose **Medium Low** and click **Reset**
 - When asked **Are you sure...** click **Yes**
 - Click **OK**

4. Set the Privacy Level for HireDesk
 - Under the **Privacy Tab**, click on **Sites**
 - Enter **hiredesk.net** and click **Allow**
 - Click **OK**

5. Set up your Pop-up Blocker

- Under the **Privacy Tab**, click on **Settings**
- Enter ***.hiredesk.net** and click **Add**
- Under **Blocking Level** choose **Low**
- Click **Close**

6. Set your View Type

- From the Internet Explorer menu, select **View** then **Encoding**
- Ensure **Auto Select** has a **check mark** next to it. If not, click Auto Select to add the check mark

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INTERNET EXPLORER 7.0 BROWSER SETTINGS GUIDE

This guide will walk you through steps to ensure that your IE 7.0 browser settings are set correctly to ensure optimal performance in HireDesk.

In Internet Explorer 7.0, click on the **Tools button**, choose **Internet Options** and follow the steps below:

1. Choose Temporary Internet Files settings
 - On the **General Tab** click on **Settings** next to **Browsing History**
 - Choose **Automatically** for "Check for newer versions of stored pages"
 - Enter **150** for "Disk space to use"
 - Click **OK**

2. Add HireDesk as a Trusted Site
 - Under the **Security Tab**, click on the **Trusted Sites icon**
 - Click on the **Sites** button.
 - **Uncheck** the **Require server verification** checkbox
 - Type ***.hiredesk.net** in the top text box and click **Add**
 - Type ***.talemtry.com** in the top text box and click **Add**
 - Click **Close**

3. Set the Security Level for the Trusted Sites Zone
 - Under the **Security Tab**, click on the **Custom Levels** button
 - Next to **Reset to:** choose **Medium Low** and click **Reset**
 - When asked **Are you sure...** click **Yes**
 - Click **OK**

4. Set the Privacy Level for HireDesk
 - Under the **Privacy Tab**, click on **Sites**
 - Enter **hiredesk.net** and click **Allow**
 - Click **OK**

5. Set up your Pop-up Blocker

- Under the **Privacy Tab**, click on **Settings**
- Enter ***.hiredesk.net** and click **Add**
- Under **Blocking Level** choose **Low**
- Click **Close**

6. Set up Phishing Filtering

- On the **Advanced Tab** scroll down to the bottom of the window
- Under **Phishing Filter** choose **Disable Phishing Filter**
- Click **OK** to closer the window

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