




## UltiPro Compatibility Guide




















































UltiPro 2019 Fall / Year-End Release (V12.4.2)  
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Thank you for being a wonderful UltiPro customer and visiting the UltiPro Compatibility Guide. To ensure you always have the best possible experience with UltiPro®, we continually test new Web browsers for compatibility and performance. This website provides an overview of our current browser support by product features as well as device and operating system support for the UltiPro® mobile app.





### Browser compatibility by product feature

 SUPPORTED	 SUPPORTED with ADDITIONAL INFORMATION	 NOT SUPPORTED
Ultimate Software currently tests and actively supports.	See the Additional Production Information section below for more details.	Ultimate Software does not test or support; browser is not recommended for use.






### Human Resources and Payroll

	 Chrome 77	 Explorer 11	 Firefox 69	 Edge 44	 Safari 12.1
Employee Self-Service					
Manager Self-Service					
Employee Administration					
Standard Reporting					
Payroll Processing					
System Configuration					
Open Enrollment					
Life Events					
Quick Tours					
UltiPro Ideas					

## Business Intelligence

	 Chrome Latest	 Explorer 11	 Firefox 60 ESR	 Safari 9.0
Reporting	✓	✓	✓	✓
Administration	✓	✓	✓	✓
Dashboarding	✓	✓	✓	✓
Event Studio	✗	✓	✓	✗

## Optional Features

	 Chrome 77	 Explorer 11	 Firefox 69	 Edge 44	 Safari 12.1
Recruiting	✓	✓	✓	✓	✓
Recruitment	✗	✓	1	✓	✓
Onboarding	✓	✓	✓	✓	✓
Onboarding Classic	✓	✓	✓	✓	✓
Employee Case Management	✓	✓	✓	✓	✓
Employee File Management	✓	✓	✓	✓	✓
Perception	✓	✓	✓	✓	✓
Benefits Prime	✓	2	✓	✓	✓
UltiPro Learning	✓	✓	✓	✓	✓
Salary Planning and Budgeting	✓	✓	✓	✓	✓
Performance Management	✓	✓	✓	✓	✓
Career Development	✓	✓	✓	✓	✓
Succession Management	✓	✓	✓	✓	✓
Compensation Management	✓	✓	✓	✓	✓
Time and Attendance	✓	✓	✓	✓	✓
Time Management	✓	✓	✓	✓	✓
UltiPro Time	✓	✓	✓	✓	✓
UltiPro Scheduling	✓	✓	✓	✓	✓
Employee Relations	✓	✓	✓	✓	✓
OSHA Incident Tracking	✓	✓	✓	✓	✓
Customer Success Portal	✓	✗	✓	✓	✓
Learning Center	✓	✓	✓	✓	✓

### ! Additional Product Information

1. Supports Firefox for external job seekers only (non-employees).
2. There is a known memory leak issue specific to IE11. Workarounds include disabling all plugins, using a different browser, or upgrading to Microsoft Edge.

## Browser configuration helpful hints

### Cookies

#### UltiPro advises that you allow internet cookies.

UltiPro requires that you enable Internet Cookies. Please change Privacy Settings to allow Internet cookies by following the steps below.

#### Internet Explorer

1. In Internet Explorer, select the Tools menu, and then select Internet Options.
2. Select the Privacy tab, and then move the slider to the level of privacy you prefer.

#### Firefox

1. In Firefox, select the Tools menu, and then select Options.
2. Select the Privacy panel.
3. From the Firefox menu, select **Use custom settings for history**
4. Select Accept cookies from sites to enable cookies.

### Browser Data

#### UltiPro recommends you clear browser data by clearing cache and cookies.

#### Chrome

1. In the browser bar, enter: **chrome://settings/clearBrowserData**
2. Select the following:
  - Browsing history
  - Cookies and other site data
  - Cached images and files
  - From the Time range: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select All Time.
3. Select **Clear data** button.
4. Exit/quit all browser windows and re-open the browser.

#### Firefox

1. From the History menu, select Clear Recent History. If the menu bar is hidden, press; Alt; to make it visible.
2. From the Time range to clear:: drop-down menu, select the desired range; to clear your entire cache, select; Everything.
3. Next to Details, click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
4. Click Clear Now.
5. Exit/quit all browser windows and re-open the browser.

#### Internet Explorer 11

1. Select Tools (via the Gear Icon). Delete browsing history. If the menu bar is hidden, press Alt to make it visible.
2. **Deselect Preserve Favorites website data**, and select:
  - Temporary Internet files or Temporary Internet files and website files
  - Cookies or Cookies and website data
  - History
3. Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

## Pop-Ups

### Please enable pop-ups while using UltiPro.

#### Configure pop-ups in Internet Explorer or Firefox

1. In Internet Explorer or Firefox, you may see the Information Bar (a pale yellow bar) appear just below the toolbars. This bar may warn you that a pop-up has been blocked.
2. Select this bar and choose Always Allow Pop-ups from This Site to configure Internet Explorer or choose Allow pop-ups for ultipro.com to configure Firefox to allow pop-ups

To enter Pop-Up Settings manually for Internet Explorer or Firefox

1. Open Internet Explorer and select Tools > Pop-up Blocker > Pop-up Blocker Settings.
2. In the Address of website to allow, type the address (or URL) of the website that you want to allow pop-ups to display (for example, ultipro.com).
3. Select the Add button. Make sure ultipro.com appears in the Allowed sites list.
4. Select Close and then OK to go back to the Internet Explorer main window.

To enter Pop-Up Settings manually for Firefox

1. Open Firefox and select Tools > Options.
2. Select Content.
3. Check the Block Pop-up windows box.
4. Select Exceptions to enter any website that you want to allow pop-ups to display (for example, ultipro.com).
5. Select Allow to add a website to the exceptions list.
6. Select Close to go back to the Firefox main window.

#### Configure pop-ups in Chrome

To enter pop-up settings manually from a site for Chrome

1. At the end of the address bar, select the pop-up blocker icon.
2. Select the link for the pop-up window you'd like to see.
3. To always see pop-ups for the site, select Always show pop-ups from [site]. The site will be added to the exceptions list, which you can manage in the Content Settings dialog.

To always allow pop-ups from a particular site for Chrome

1. In the top-right corner of Chrome, select the Chrome menu icon.
2. Select Settings.
3. Select Show advanced settings.
4. Under Privacy, select the Content Settings button.
5. Under Pop-ups, select Manage exceptions.
6. Enter a website name (for example: ultipro.com) and select Allow from the Behavior drop-down list.
7. Select Done.

#### Disable Toolbars

We recommend disabling third-party toolbars as we have found compatibility issues with some vendors.

## Client Workstation

**Ultimate Software recommends configuring Internet Explorer to clear the Temporary Internet Files folder upon closing the browser.**

To configure Internet Explorer to clear the Temporary Internet Files folder upon closing the browser:

1. Select the Tools menu, and then select Internet Options.
2. Select the Advanced tab.
3. Under the Security heading, ensure that the option, Empty Temporary Internet Files folder when browser is closed, is checked.

**Trusted Sites:** Ensure that you add the following URLs to your trusted sites:

- \*.ultimatesoftware.com
- \*.ultipro.com
- \*.salesforce.com
- \*.ultiprotime.com
- \*.ultirecruit.com
- \*.ultipro-time-management.com
- \*.force.com
- \*.intersourcing.com
- \*.plansource.com

If you receive an error preventing the change, uncheck the option, *Require server verification (https:) for all sites within this zone*

## UltiPro Learning

**While using UltiPro Learning please add the following URLs to your trusted sites listing.**

- \*.schoox.com
- \*.filepicker.io
- \*.learning.ultipro.com
- \*.pusher.com
- \*.crocodoc.com
- \*.googleapis.com
- \*.boxcdn.net
- \*.api.box.com
- \*.boxcloud.com
- \*.excel.officeapps.live.com

## IE Adjustments

### UltiPro recommends additional adjustments for Internet Explorer 11.

While using Internet Explorer 11 please assure that Compatibility View settings are disabled.

#### Enable Downloading in Internet Explorer 11 to ensure that you can download files from UltiPro:

1. Select the Tools menu, and then select Internet Options.
2. Select the Advanced tab.
3. Under the Security heading, ensure that the option, do not save encrypted pages to disk, is unchecked.

#### Enable Native XMLHTTP Support in Internet Explorer 11 to ensure UltiPro functions properly:

1. Select the Tools menu, and then select Internet Options.
2. Select the Advanced tab.
3. Under the Security heading, ensure that the option, enable native XMLHTTP support, is checked.

**Disable User Name and Password Autocompletion in Internet Explorer 11.** In order to enhance security while using UltiPro with Internet Explorer 11 in kiosk or other public environments, Ultimate Software suggests disabling user name and password autocompletion. To disable user name and password autocompletion in Internet Explorer 11:

1. Select the Tools menu, and then select Internet Options.
2. Select the Content tab.
3. Under the AutoComplete heading, select Settings.
4. Ensure that the option, *User names and passwords on forms*, is unchecked.

#### Random logoffs with Internet Explorer on Windows 10

We are aware of, and diligently working to correct, the issue you are currently experiencing. It is caused by the "DO NOT TRACK" feature in Windows 10 Internet Explorer 11. As a workaround, we recommend disabling the "[DO NOT TRACK](#)" feature, which prevents the logout issues being experienced by users in this configuration. Follow this process to turn off Do Not Track:

- Open Internet Explorer and select the Tools button.
- Select Safety
- Turn off Do Not Track requests.

## Mobile

Below are the compatibility requirements for the UltiPro mobile app V2.0.0.



### Android devices

Download from Google Play  
version 5+



### iOS devices

Download from Apple App Store  
version 10.3+

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