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## Announcement

**TO:** GeorgiaFIRST PeopleSoft Financials Users

**POSTED:** November 15, 2016

**SUBJECT:** PeopleSoft Financials Supported Browser Changes as of Annual Oracle Maintenance Release 5.20 & PeopleTools 8.55 Upgrade

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As of Release 5.20, which will be applied starting at 5:00pm Thursday, November 17<sup>th</sup>, there will be changes related to the supported browsers that should be used for PeopleSoft Financials. This release also includes a PeopleTools upgrade (v8.55). To prepare for these changes, users will need to evaluate and update their browsers to ensure that they are using a version that is compatible with all 5.20 updates.

This announcement includes three resources to help users make sure that they are using compatible browsers and do not encounter any browser issues when they log back into production Monday, November 21<sup>st</sup> following Release 5.20:

1. Browser Compatibility Guide for PeopleSoft Applications. Pages 8 & 9 show the Certified Browsers and minimum requirements for PeopleTools 8.55, listed below:
  - Apple Safari for OS X: 8.x and 9.x
  - Apple Safari for IOS: 8.0.2
  - Google Chrome for Windows: 43.x (Rapid release (RR) version)
  - Google Chrome for Android: 5.x, 6.x
  - Microsoft Internet Explorer: 11.x
  - Mozilla Firefox: 38.x (Extend support release (ESR) version) and 42.x
  - Microsoft Edge: 25.10586
2. Updated Troubleshooting Browser Issues job aid
  - Both the Browser Compatibility Guide and Troubleshooting Browser Issues job aid can be found under General Job Aids on the GeorgiaFIRST website:  
[http://www.usg.edu/gafirst-fin/documentation/category/general\\_job\\_aids\\_and\\_reference\\_documents](http://www.usg.edu/gafirst-fin/documentation/category/general_job_aids_and_reference_documents)
3. Microsoft support for Windows for Business: <https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support>

Please update any out-of-date browsers and be sure to clear your browser cache before logging into PeopleSoft Financials Monday, November 21<sup>st</sup>.

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MORE INFORMATION and SUPPORT

**BUSINESS IMPACT EMERGENCY ISSUES CONTACT ITS HELPDESK IMMEDIATELY**

706-583-2001, or 1-888-875-3697 (toll free within Georgia)

ALL OTHER NON-URGENT ISSUES contact ITS Helpdesk via Self-service support website  
[http://www.usg.edu/customer\\_services](http://www.usg.edu/customer_services) (requires a User ID and password, email  
[helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain credentials)E-mail: [helpdesk@usg.edu](mailto:helpdesk@usg.edu)

ADDITIONAL RESOURCES

ITS Maintenance Schedule and Service Level Guidelines:

[http://www.usg.edu/customer\\_services/service\\_level\\_guidelines/](http://www.usg.edu/customer_services/service_level_guidelines/)

