August 7, 2007

From: Julie Kercher-Updike, Associate Vice President for Customer Relations in ITaP

To: All faculty, staff and student employees

Re: Supported Browser Solution for Employee Self-Service

Staff at OnePurdue and Information Technology at Purdue (ITaP) have developed a solution to help faculty, staff and students who have had difficulty using Employee Self-Service (ESS) with certain Web browsers.

Those who are experiencing difficulty can now use a solution called OnePurdue Portal to access Employee Self-Service on Software Remote.

With the new solution, which uses Citrix, a type of Windows emulator, users can access ESS through ITaP’s Software Remote Web site at https://goremote.ics.purdue.edu/Citrix/MetaFrame/auth/login.aspx. Or, simply go to www.itap.purdue.edu, click on Teaching & Learning, and then click on Software Remote.

At the site, you will be asked for your Purdue Career Account ID and password. Then, you will be given instructions on how to configure Software Remote for use on your computer.

The Software Remote solution works with Employee Self-Service, but currently does not work with AIMS (reporting), SRM (purchasing) and other SAP applications.

OnePurdue continues to work on long-term solutions to all issues. Planned service pack updates for the SAP software this fall will support more current browser versions for SAP applications. Software Remote access to the OnePurdue Portal will remain in place to ensure there will always be a way for the entire Purdue community to access all SAP applications.

If you need help, please contact your local IT support staff or the OnePurdue Support Center at onephelp@purdue.edu or (765) 49-46000.

For assistance at the Calumet, North Central and Fort Wayne (IPFW) campuses, please contact your campus help desk for support:

Calumet: Call ext. 2888 and press 2.
Fort Wayne: Call 16030 (Click here for more information about support at IPFW.)
North Central: helpdesk@pnc.edu or ext. 5511

Thank you for your patience as we work through these issues.