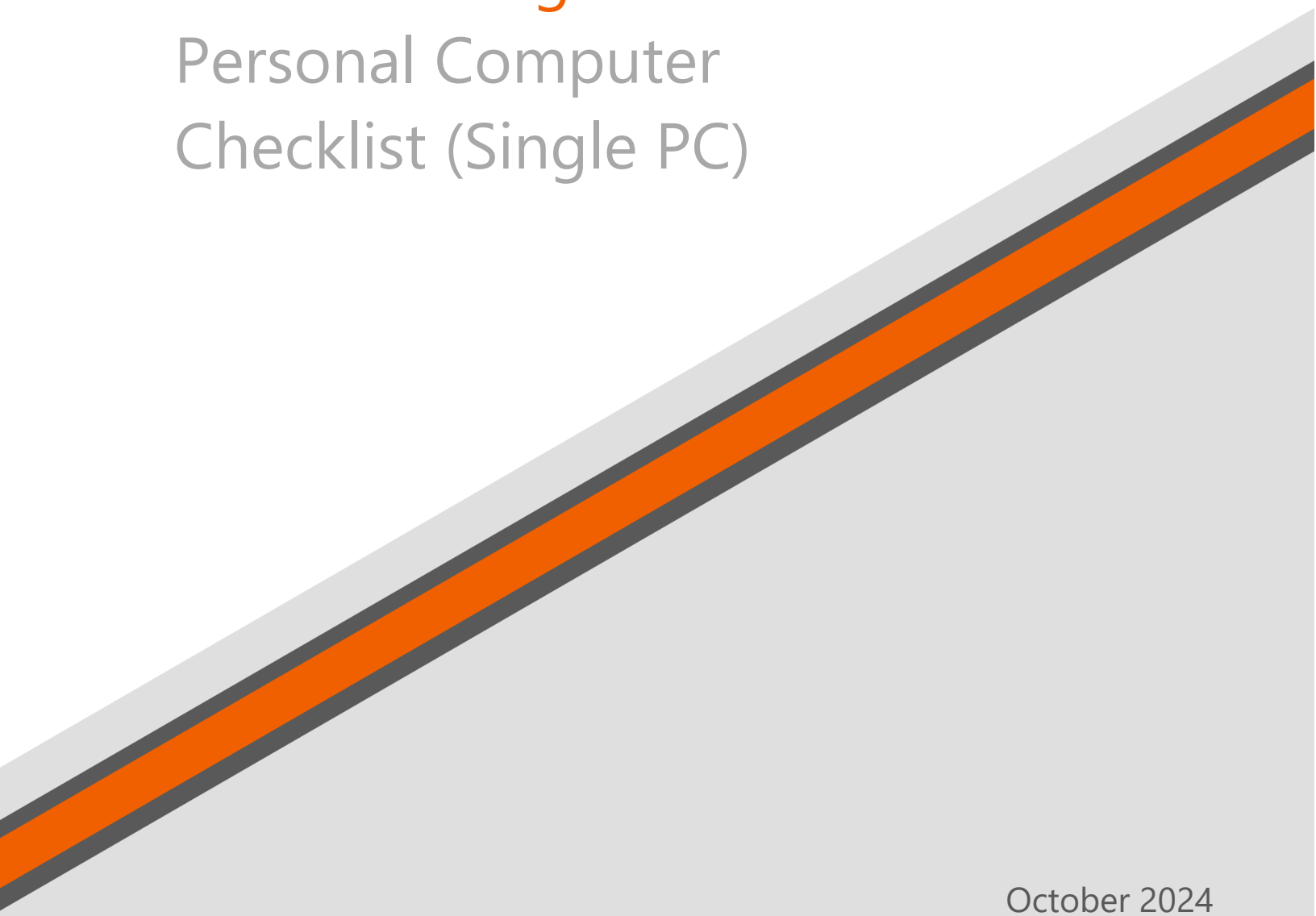
REALPAGE

OneSite® Classic User Interface

Microsoft Edge in IE Mode

Personal Computer Checklist (Single PC)



October 2024
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CHAPTER 1

Introduction

If your company relies on classic OneSite features, you can access them using Microsoft Edge with Internet Explorer mode.

RealPage recommends that all customers configure Edge in IE mode for any computer that accesses OneSite. This way, if anyone accesses classic OneSite settings, classic OneSite Affordable, or any other classic OneSite page requiring Internet Explorer, Edge will automatically launch those OneSite pages in IE mode, eliminating any disruption.

MacOS does not support Edge's IE mode. Contact your IT department for options to access classic OneSite from macOS.

After upgrading to new OneSite and the Unified Platform, you can remove the Internet Explorer mode settings (on page 33). New OneSite with the Unified Platform already takes advantage of the modern functionality and improved speed of the native Edge browser and other modern browsers.

In This Chapter

Getting Started 2
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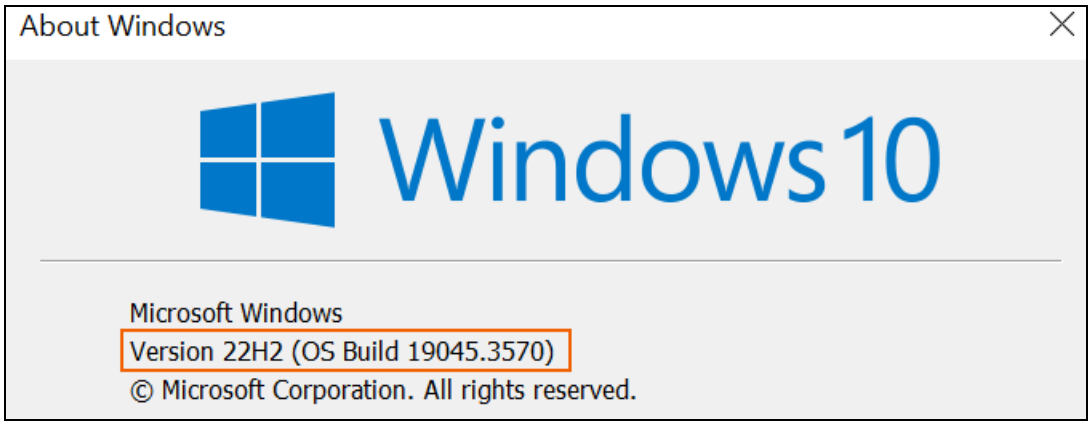
Getting Started

This section covers the setup you must complete before configuring the Edge and Windows settings.

Verifying Your Windows Operating Version

To find out which version of Windows your device is using:

1. Press the Windows logo key + R.
2. Type "winver" in the **Open** field in the **Run** box.
3. Click the **OK** button.
4. Review the version in the **About Windows** box that opens:



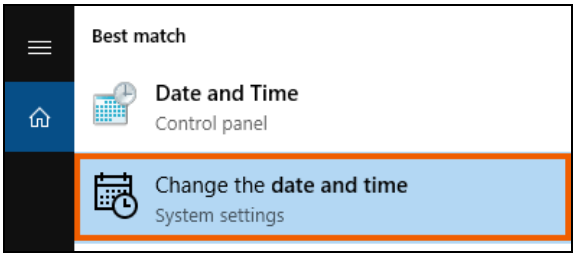
Your device must run version 22H2 or later on Windows 10 or 11.

5. Click the **OK** button to close the **About Windows** box.

Verifying Date and Time Settings

To verify your computer's date and time settings:

1. If you are using Windows 10:
   - Click the **Search** button on the taskbar.
   - Type "date and time" in the **Search** field.
   - Select the **Change the Date and Time** option:



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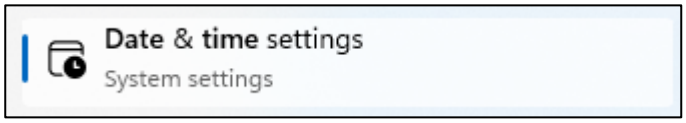
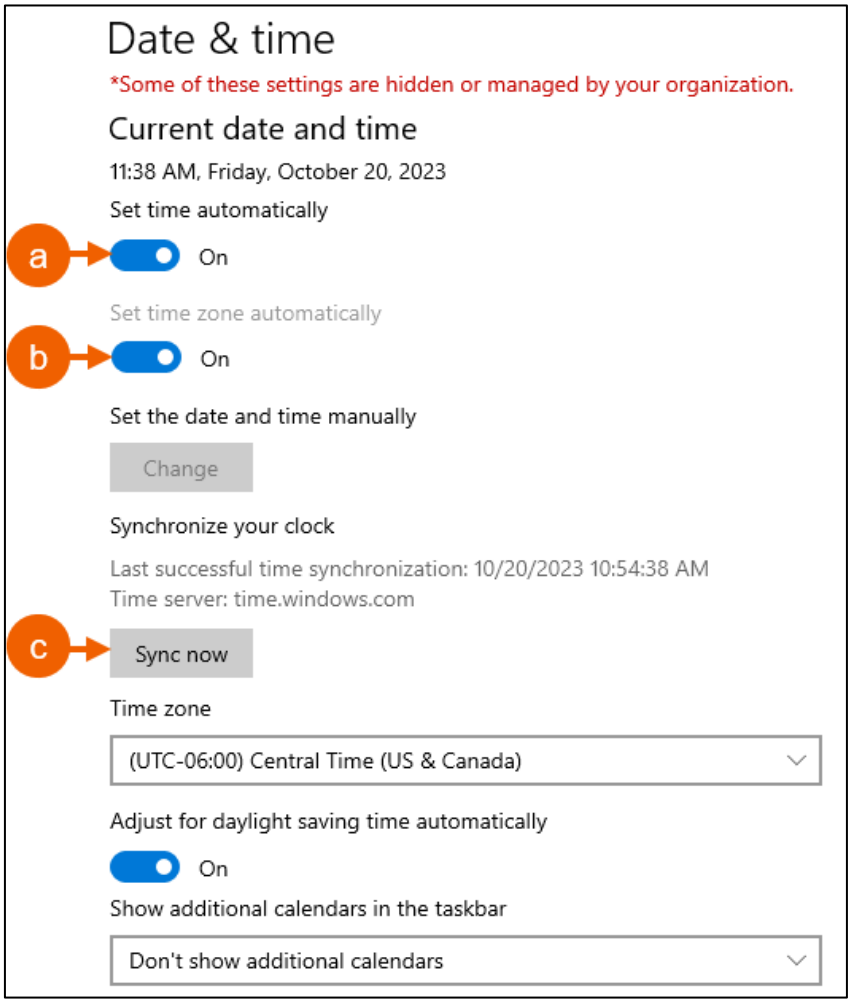
2. If you are using Windows 11:
   - Click the **Start** button on the taskbar.
   - Type "date and time" in the **Search** field.
   - Select the **Date & Time Settings** option:



3. Set your date and time settings in Windows 10 or Windows 11 as follows:



a) **Set Time Automatically:** Activate the switch to turn this feature on.

b) **Set Time Zone Automatically:** Activate the switch to turn this feature on.

c) **Synchronize Your Clock:** Click the **Sync Now** button to synchronize your device with the Windows server at time.windows.com.

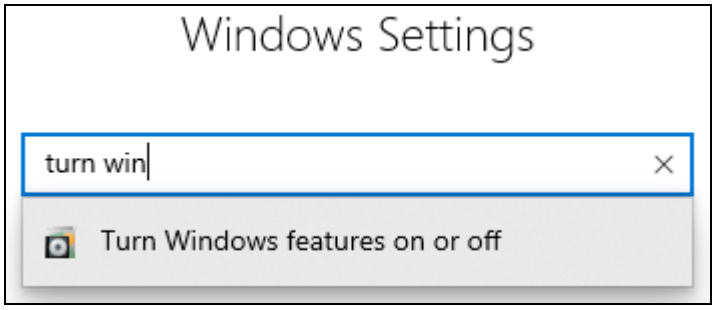
Installing .Net Framework 3.5

To install the .Net Framework 3.5 files on your computer:

1. If you have Windows 10, click the **Search** button on the taskbar.

   If you have Windows 11, click the **Start** button on the taskbar.

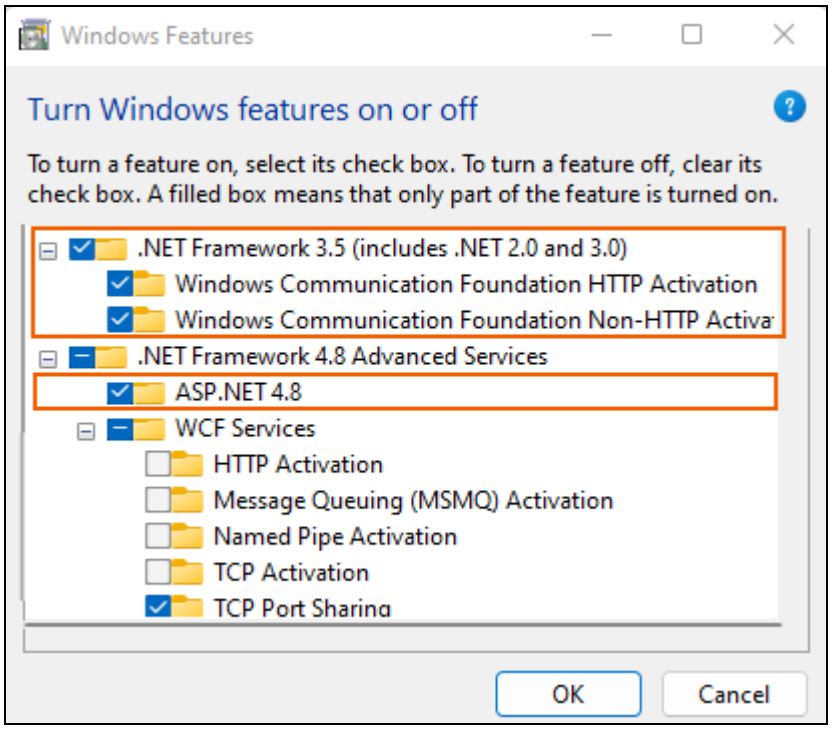
2. Type "turn win" in the **Search** field:



3. Select the **Turn Windows Features On or Off** option when it appears.

   You must have an administrator username and password to access Windows features in the RRI domain on your computer.

4. Select the **.NET Framework 3.5** check box and click the **Expand** button to verify the sub-folder selections:



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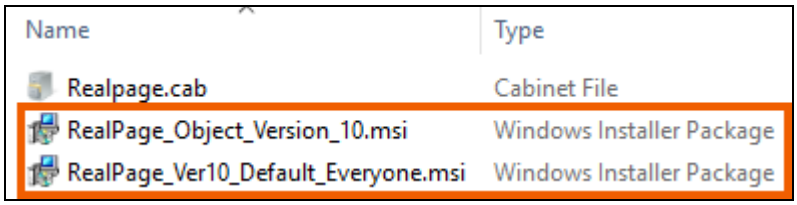
5. Select the **.NET Framework 4.8 Advanced Services** check box and click the **Expand** button to select the **ASP.NET 4.8** folder.
6. Click the **OK** button to install these items:
   - .NET Framework 3.5 with Windows Communication Foundation HTTP and NON-HTTP
   - .NET Framework 4.8 Advanced Services with ASP.NET 4.8

Installing the RealPage.cab File

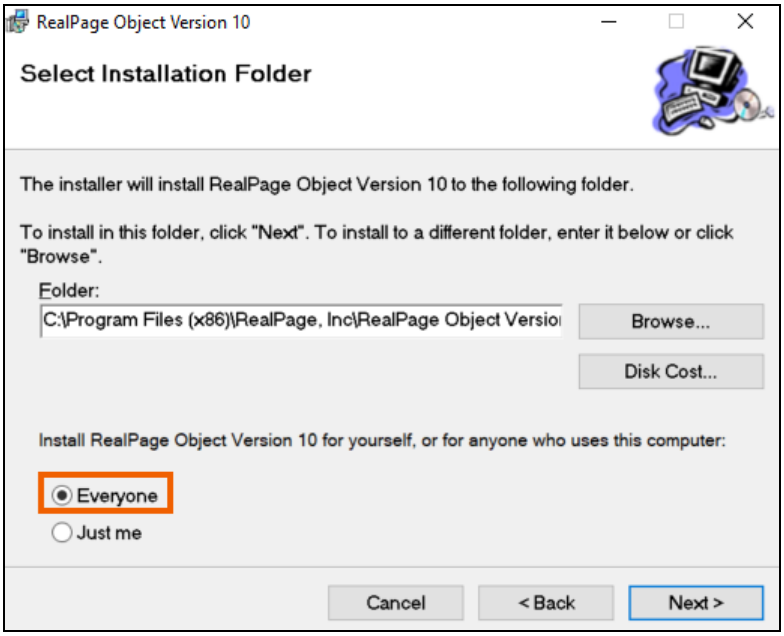
To install the realpage.cab file:

1. Click the link to extract the following files in File Explorer:

   https://onesite.realpage.com/100/coreglobal/realpagecab/RealPage_Object_Version_10.zip
2. Double-click the **RealPage_Object_Version_10.msi** file to begin the installation process.



3. Click the **Next** button.
4. Select one of the following options:
   - **Everyone (Recommended):** This option installs the RealPage object on your system globally.
   - **Just Me:** This option installs the RealPage object locally on your system. If you have administrator rights to your system, select this option.



5. Click the **Next** button twice to start the installation.
6. Repeat steps 2 – 5 to install the **RealPage_Ver10_Default_Everyone.msi** file.

Installing the RealPage Object Manually

If you miss the prompt to download the RealPage.cab file to everyone, use this process to install the object manually:

1. Locate the **RealPage_Object_Version.zip** file in your **Downloads** folder on your computer, or click the following link to extract the files:

   https://onesite.realpage.com/100/coreglobal/realpagecab/RealPage_Object_Version_10.zip
2. Double-click the **RealPage_Object_Version_10.msi** file to begin the installation process.
3. In File Explorer, right-click the **RealPage_Object_Version_10.zip** file and select the **Extract All** option.
4. Click the **Browse** button and select the location where you want to save the file.
5. Select the **Show Extracted Files When Complete** check box.
6. Click the **Extract** button.
7. In File Explorer, double-click the **RealPage_Object_Version_10.msi** file to begin the installation process.
8. Click the **Next** button.
9. Select the folder where you want to install the object on the **Select Installation Folder** page.
10. Select the **Everyone** option to install the RealPage object globally on your system.

    The **Just Me** option installs the RealPage object locally on your system. You must have administrator rights to select this option.
11. Click the **Next** button.
12. Click the **Next** button on the **Confirm Installation** page.
13. Click the **Yes** button in the confirmation message.
14. Click the **Close** button.
15. Repeat these steps to install the **RealPage_Ver10_Default_Everyone.msi** file.

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CHAPTER 2

Configuring Edge for Internet Explorer Mode

This chapter covers the Edge configuration for Internet Explorer mode.

In This Chapter

Edge Settings 8

Edge Settings

The following instructions show you how to configure Microsoft Edge to use Internet Explorer mode for classic OneSite. This configuration lets you use all areas of classic OneSite without disruption.

Run the process only once for anyone who uses the computer. When complete, classic OneSite uses Edge's Internet Explorer mode when necessary, while other RealPage products and services use native Edge mode.

Before You Start

- Confirm you can run applications as an administrator with your company's IT or Support team before configuring Edge for IE mode.
- Verify that no corporate group policy exists for Microsoft Edge on the computer. The installer displays an error message if a corporate group policy is in place and directs you to contact your IT team. The **Configuring Microsoft Edge in IE Mode for IT Professionals** guide provides detailed information for managing IT teams.

Configuring Edge for IE Mode on a Single PC

To set up Edge for Internet Explorer Mode:

1. Click the following link to download the IE Mode configuration file:

   https://www.realpage.com/extresources/IECompatibility/OneSiteIEModePolicySetup.exe

2. Close Microsoft Edge on your computer.
3. Open File Explorer and go to the file location. In most cases, this is your **Downloads** folder.

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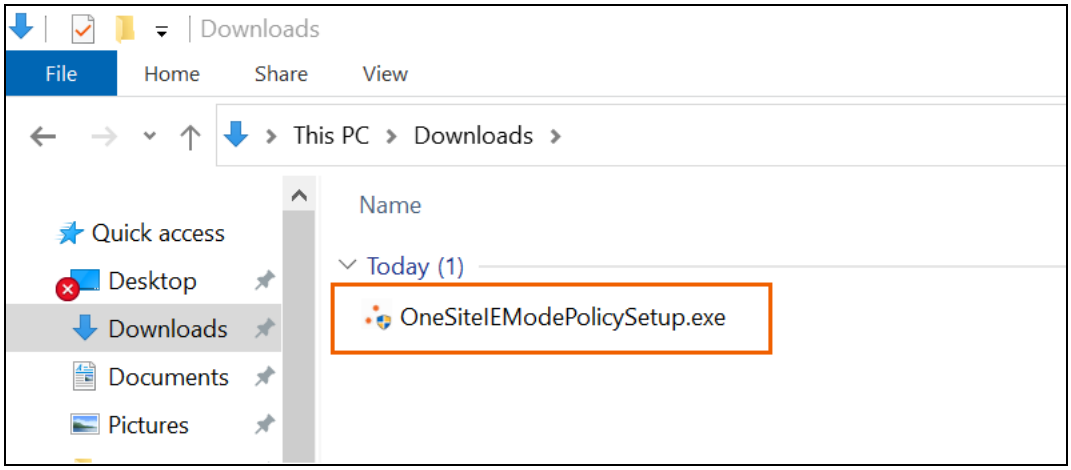
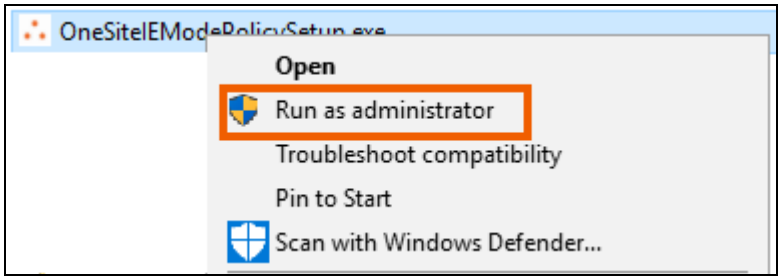
4. Right-click the **OneSiteIEModePolicySetup.exe** file and select the **Run as Administrator** option.





5. If you receive a warning message from Microsoft Defender Smart Screen or similar scanning software, confirm that RealPage, Inc. is the verified publisher. You can then click **More info** and then choose **Run Anyway** to continue.

6. If you receive a User Account Control message, confirm that RealPage, Inc. is the verified publisher, and then click **Yes** to continue.

7. If you receive the error, "Your site list could not be updated due to prior customization," there are policies in place causing a conflict (you can find this by going to edge://policy in the browser).

   To correct this issue, click the **Search** button.

8. Type "Regedit" in the **Search** field.

9. Select the **regedit Run Command** option from the search results.

10. Select the following path in the **Registry Editor**:

    HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Edge

11. Select the **Edge** folder.

12. Delete the **Edge** folder.

13. For machines under group policy (GPO), run the command prompt as admin and type this command:

    gpupdate /force

14. Click the following link to download the file allowing you to uninstall IE mode policy:

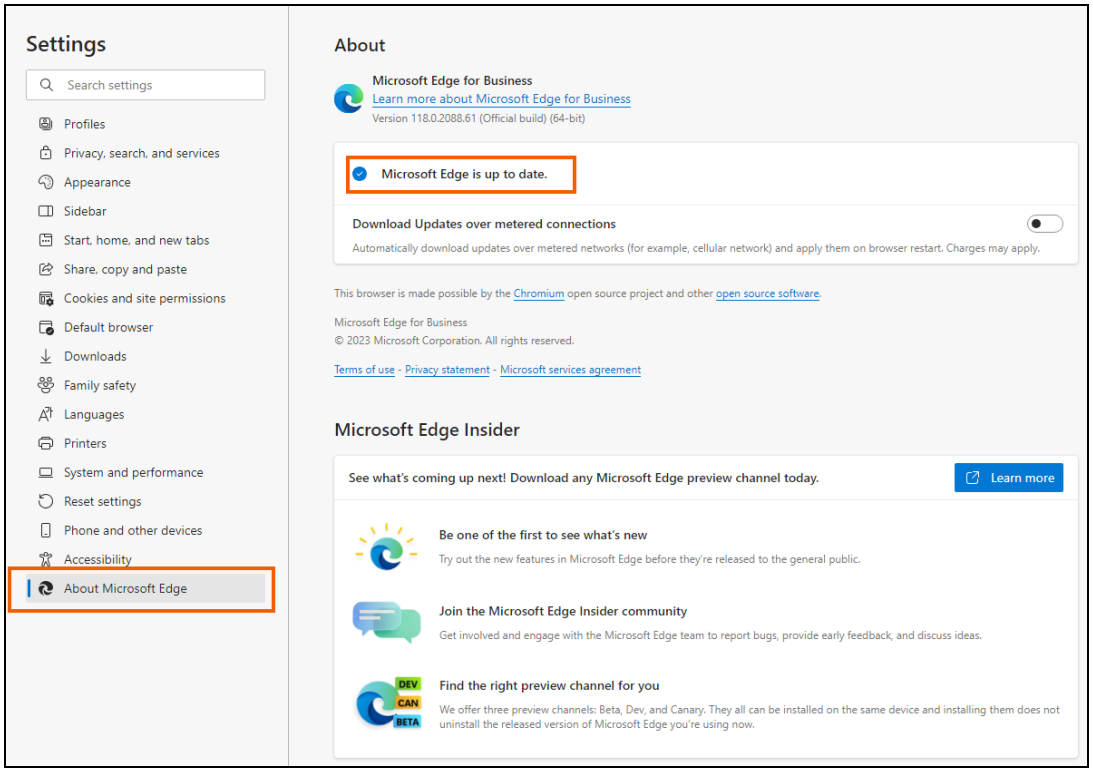
    https://www.realpage.com/extresources/IECompatibility/OneSiteIEModePolicyRemove.exe

15. Rerun the **OneSiteIEModePolicySetup.exe** configuration file. A confirmation message appears when the process is completed.

Setting the Default Browser in Edge

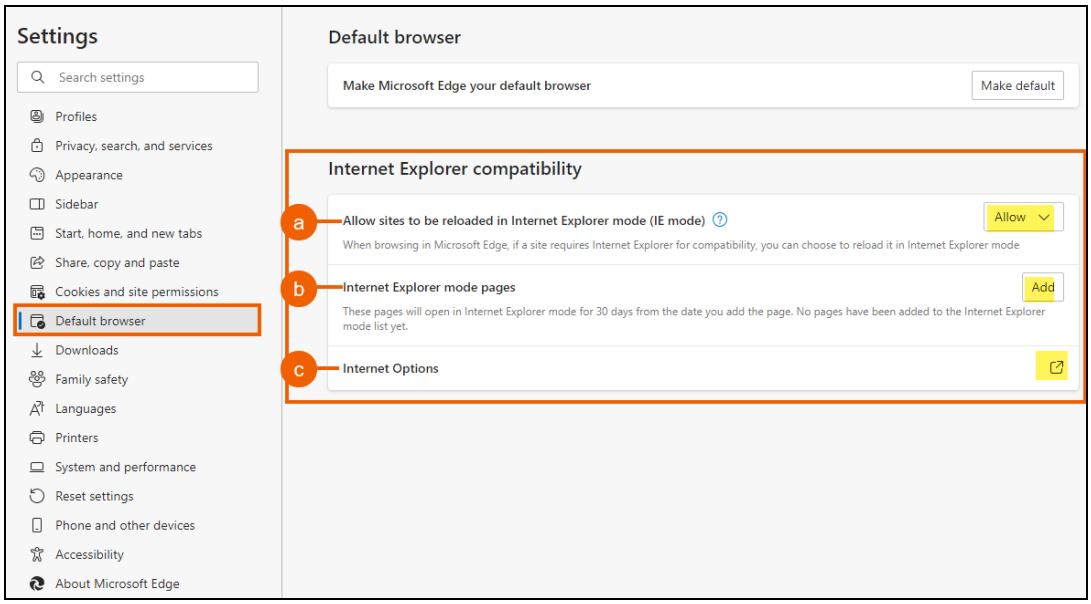
To update your Edge browser:

1. Open Microsoft Edge.
2. Click the **... Options Menu** button in the upper-right corner of the Edge browser.
3. Select **Settings**.
4. Select **About Microsoft Edge**. Verify that the **Microsoft Edge browser is Up to Date** setting. The system will automatically select the option when Edge is up-to-date:



5. Select the **Default Browser** option in the middle of the **Settings** list.

6. Complete the *Internet Explorer Compatibility* section as follows:



a) **Allow Sites to be Reloaded in Internet Explorer Mode (IE Mode):** Use the drop-down list to select **Allow**.

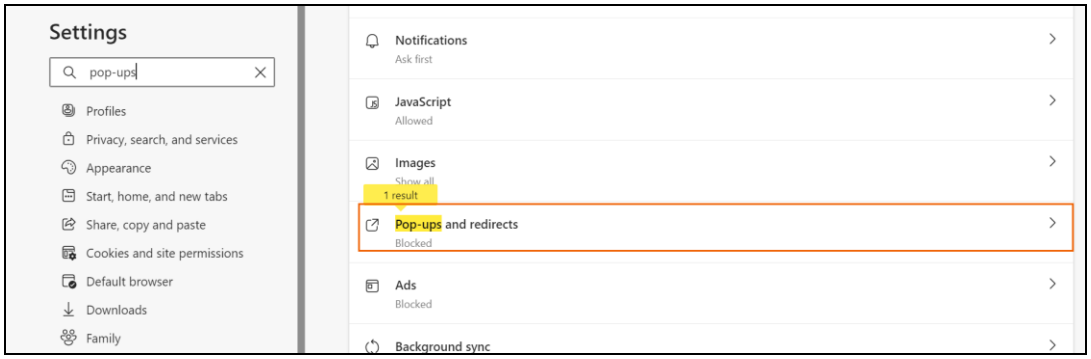
b) **Internet Explorer Mode Pages:** Leave the default setting of **Add**, but do not add any URL.

c) **Internet Options:** Leave this option blank.

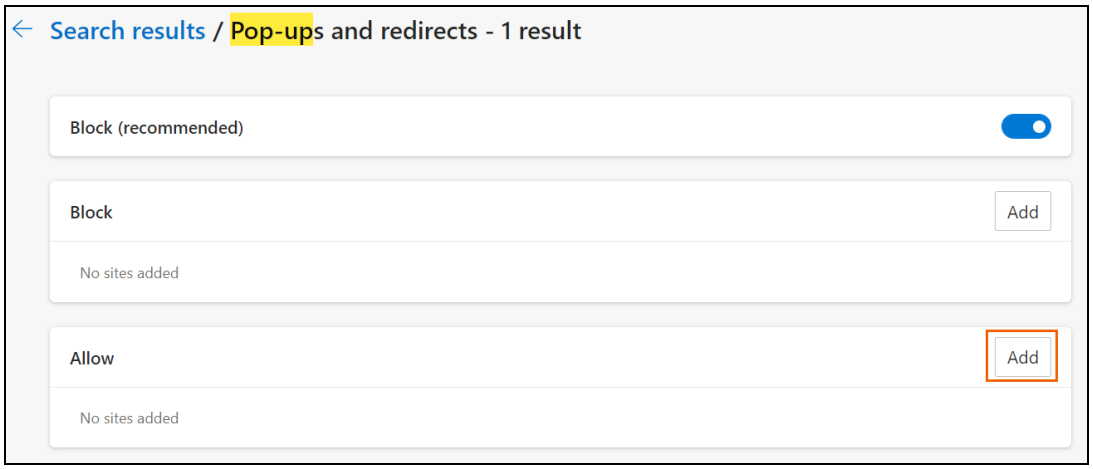
Configuring the Pop-up Blocker in Edge

The classic version of OneSite displays some information using pop-up windows. Use the steps below to confirm that Edge allows this functionality for OneSite.

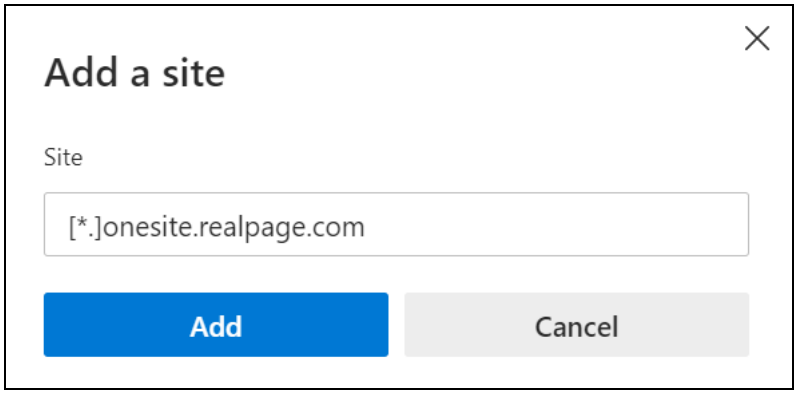
1. Open Microsoft Edge.
2. Click the **... Options Menu** button in the upper-right corner of Edge to select **Settings**.
3. Type "pop-ups" in the **Search settings** field.
4. Scroll through the results list to select **Pop-ups and redirects**.



5. On the **Pop-ups and redirects** page, click the **Add** button in the *Allow* section:



6. In the **Site** field in the **Add a Site** box, type "[*.]onesite.realpage.com" and click the **Add** button.



7. If this is the first time this computer is being used to access classic OneSite, continue through the checklist to configure Windows and third-party pop-up blockers in the following chapters.

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CHAPTER 3

Configuring Windows

This chapter covers the settings for Windows 10 and Windows 11 when using classic OneSite in these systems. Confirm the settings in this section to optimize your experience with Edge in Internet Explorer mode.

In This Chapter

Windows 10 Settings..... 14
Windows 11 Settings..... 23

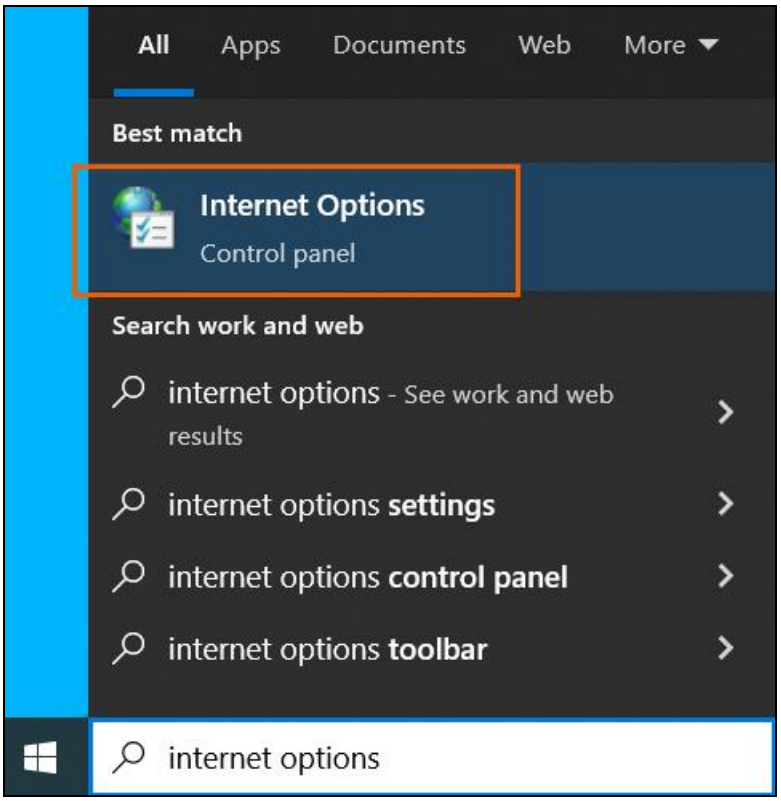
Windows 10 Settings

Confirm the settings in this section to optimize your experience with Edge in Internet Explorer mode when using classic OneSite in Windows 10. The following instructions show you how to set OneSite as a trusted site, set the security level for trusted sites, confirm your display settings, and turn off third-party pop-up blockers in Windows 10.

Setting OneSite as a Trusted Website

To set OneSite as a trusted website from your computer's Windows 10 desktop:

1. Click the **Search** button on the taskbar to open the **Start** menu.
2. Type "Internet options" in the **Search** field.
3. Select **Internet Options** from the **Best Match** list to open the **Internet Properties** box:



4. Select the **Security** tab in the **Internet Properties** box.

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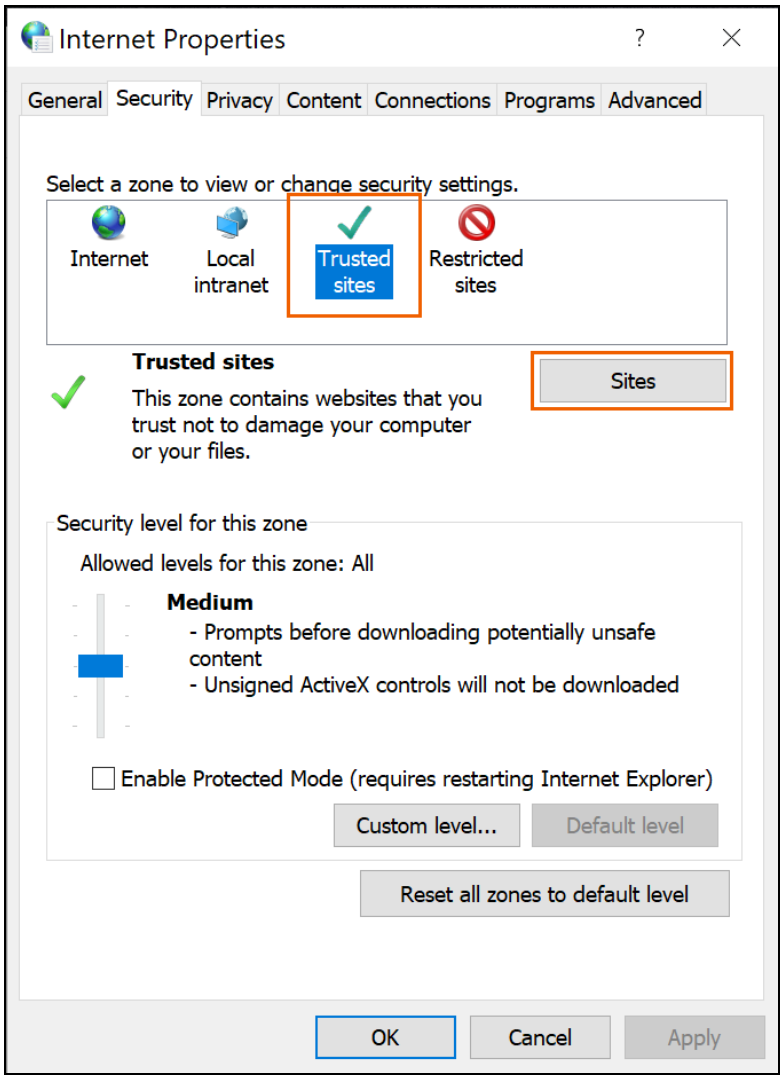
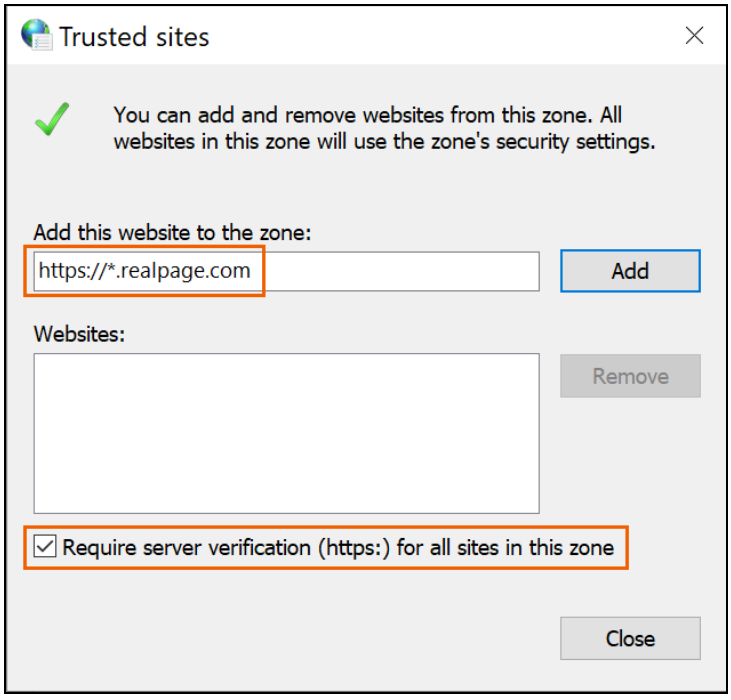
5. Select the **Trusted Sites** option, and then click the **Sites** button:



6. Type “https://*.realpage.com” in the **Add this Website to the Zone** field on the **Trusted Sites** page, and then click the **Add** button:



The system adds the URL to the **Websites** list.

7. Verify that the **Require Server Verification (HTTPS:) for All Sites in this Zone** check box is selected.

8. Click the **Close** button.

The system returns you to the **Security** tab in the **Internet Properties** box, where you will set the security level for trusted sites.

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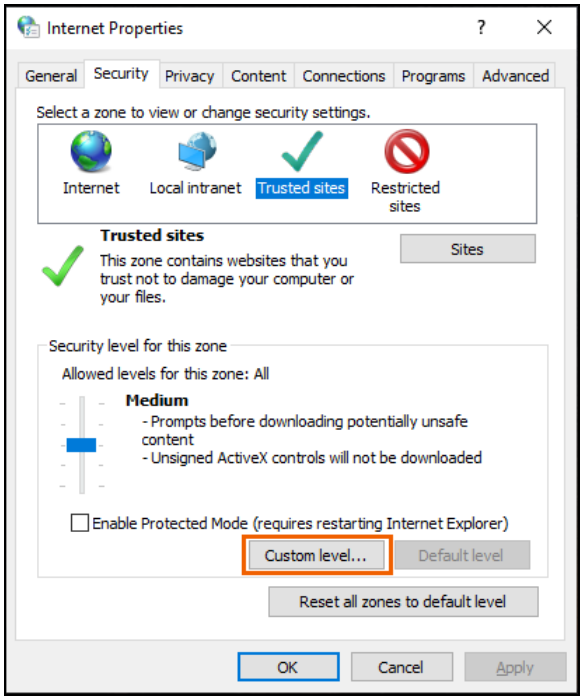
Setting the Security Level for Trusted Sites

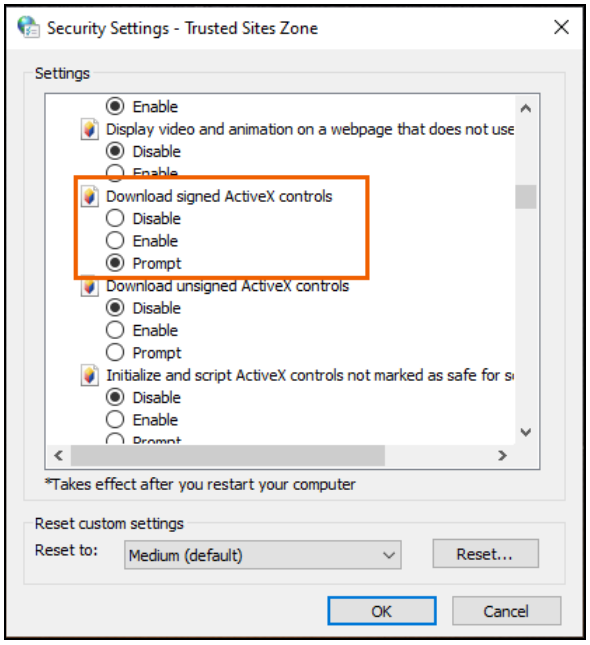
To set the security level of your trusted sites:

1. Click the **Custom Level** button on the **Security** tab in the **Internet Properties** box:

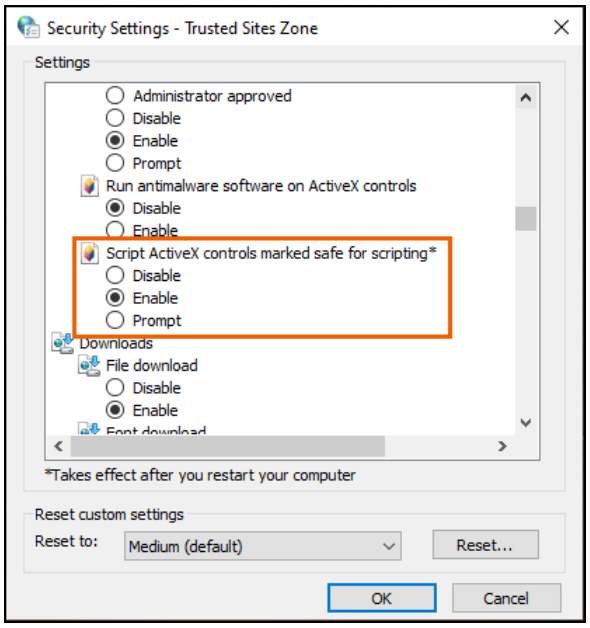


2. Locate the *ActiveX controls and plug-ins* section.

3. Ensure the **Download signed ActiveX controls** option is set to **Prompt**.

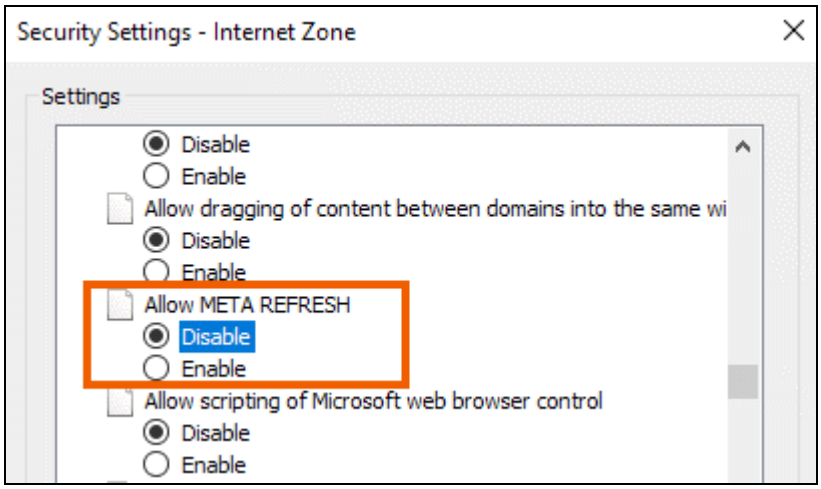


4. Ensure that the **Script ActiveX controls marked safe for scripting*** option is set to **Enable**.



5. Locate the *Miscellaneous* section.

6. Set the **Allow META Refresh** option to **Disable**:



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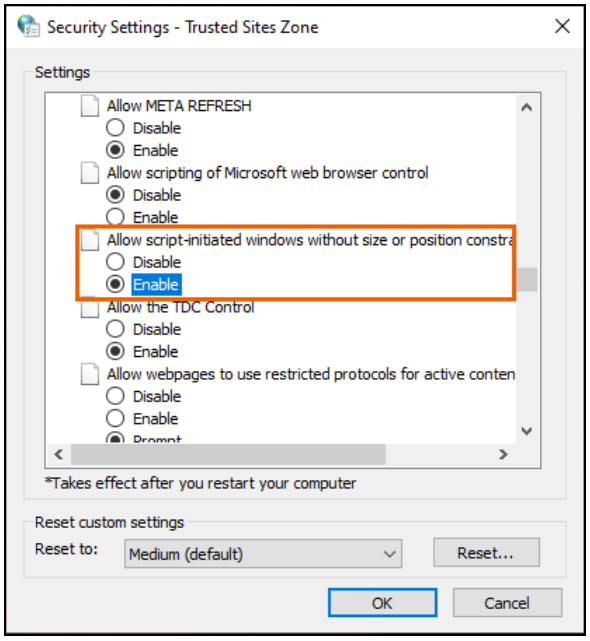
7. Set the **Allow script-initiated windows without size or position constraints** option to **Enable**.



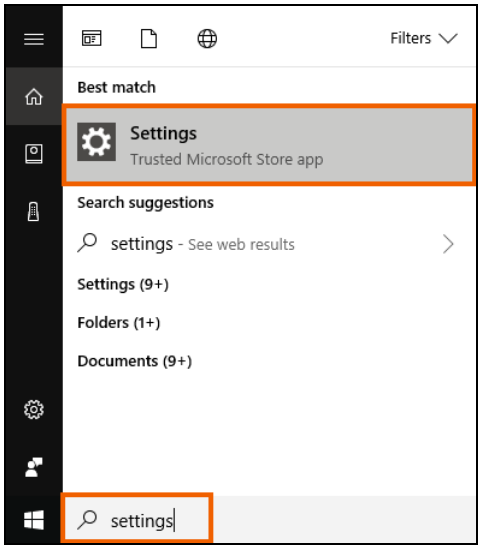
8. Click **OK** to close the **Security Settings – Trusted Sites Zone** box.

9. Click **OK** to close the **Internet Properties** box.

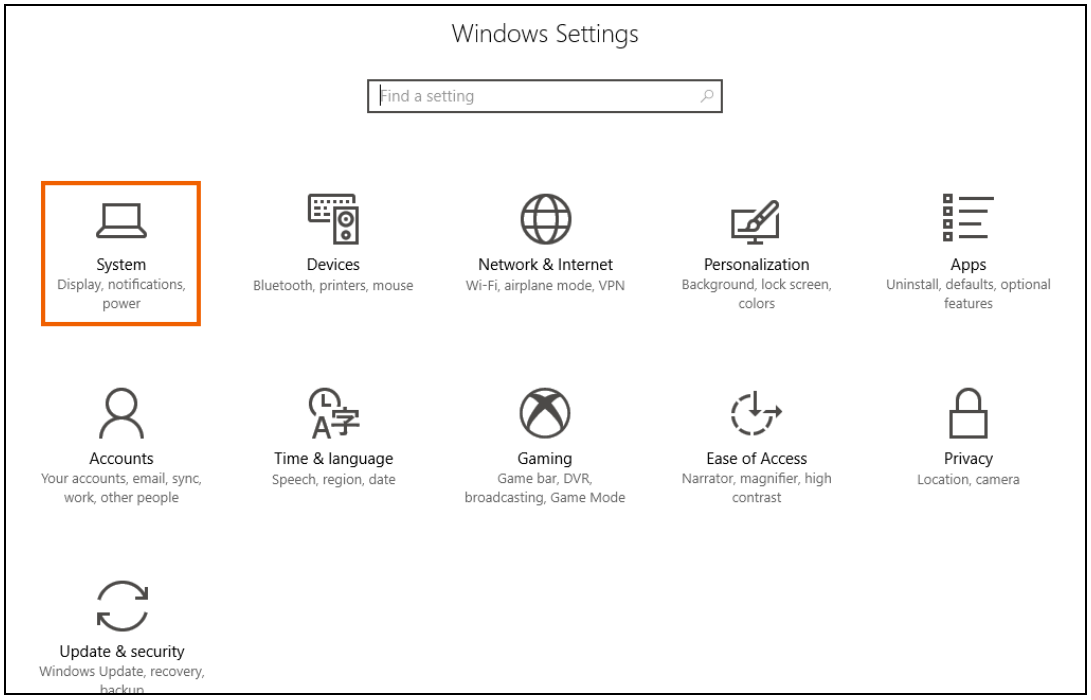
Confirming Display Settings

To optimize your display settings for OneSite from your computer's Windows 10 desktop:

1. Click the **Search** button on the taskbar to open the **Start** menu.
2. Type "settings" in the **Search** field.
3. Select the **Settings** option from the **Best Match** list to open the **Window Settings** box:



4. Select the **System** option in the **Windows Settings** box:



5. The **Display** page opens. Scroll to the *Scale and Layout* section of the page.

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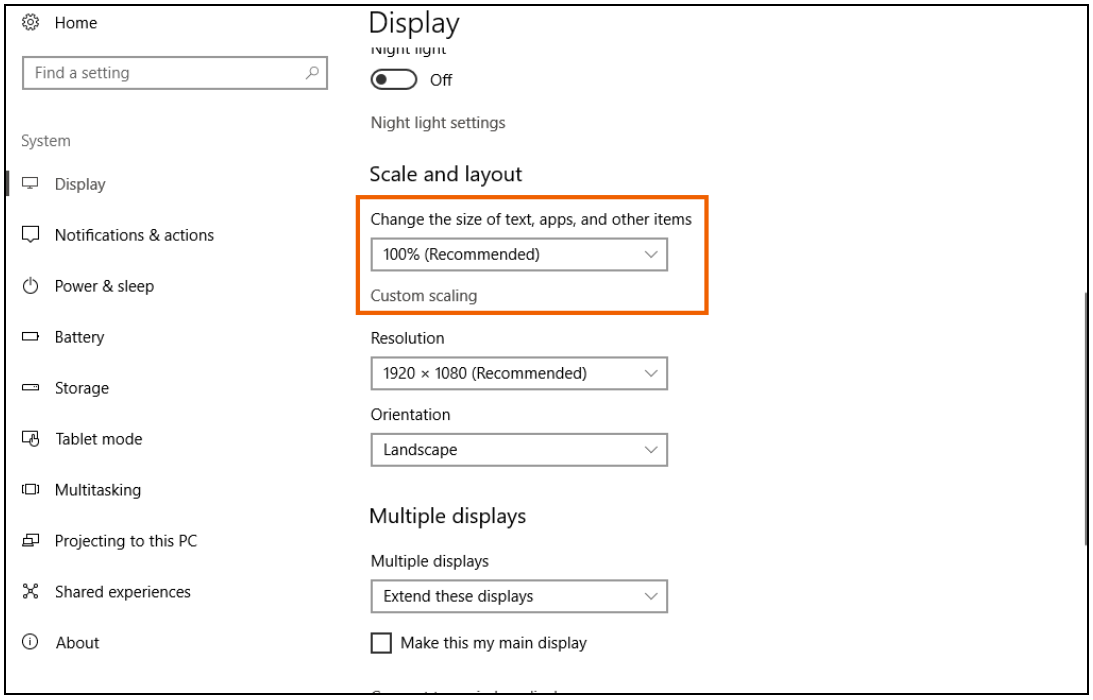
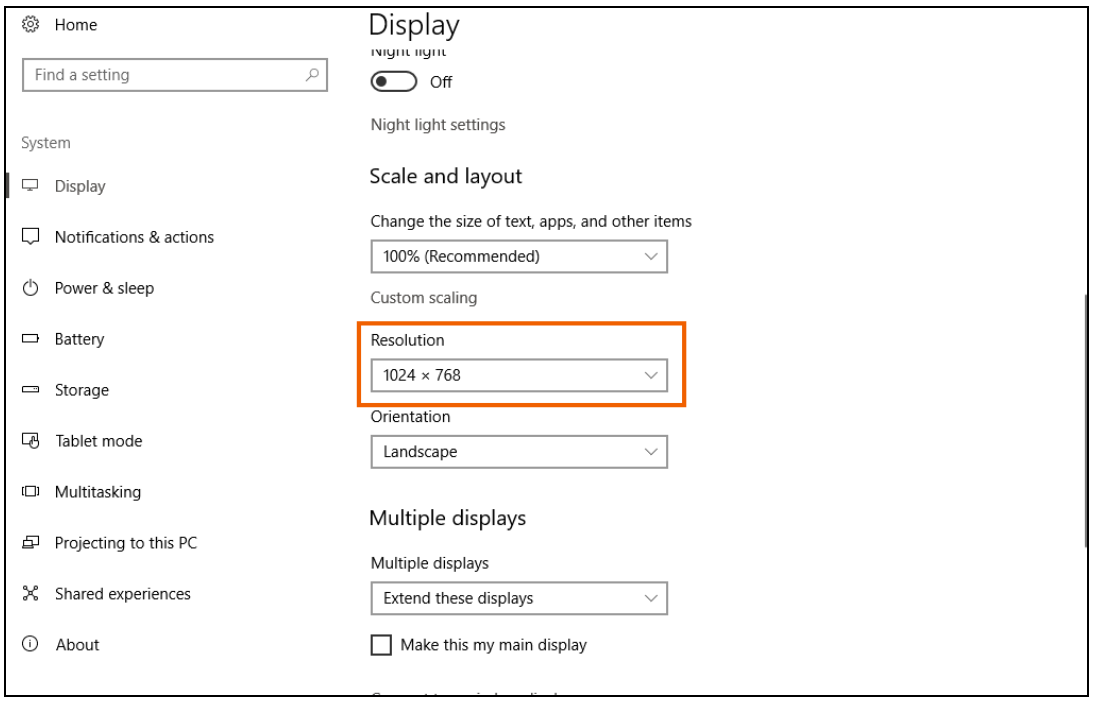
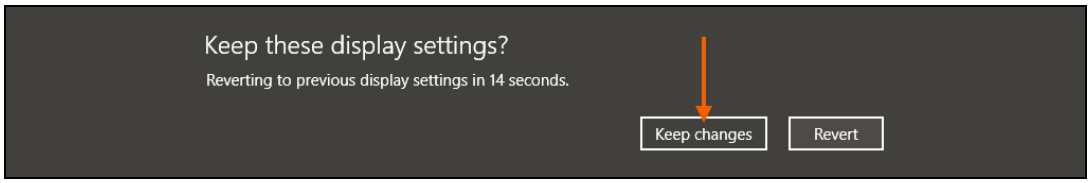
6. Use the **Change the Size of Text, Apps, and Other Items** drop-down list to select the **100% (Recommended)** option:



7. Use the **Resolution** drop-down list to select a resolution. The minimum acceptable resolution for OneSite is at least **1024 x 768** pixels. Higher resolutions are also acceptable and may be preferable, based on the native resolution of your display:



8. Click the **Keep Changes** button at the bottom of the confirmation box:



9. Close the **Display** page in **Windows Settings**.

Third-Party Pop-Up Blockers

Classic OneSite requires pop-ups. If you use a pop-up blocking program on your computer, contact the third-party vendor for instructions on configuring their pop-up blocker to allow pages from *.realpage.com to use pop-ups.

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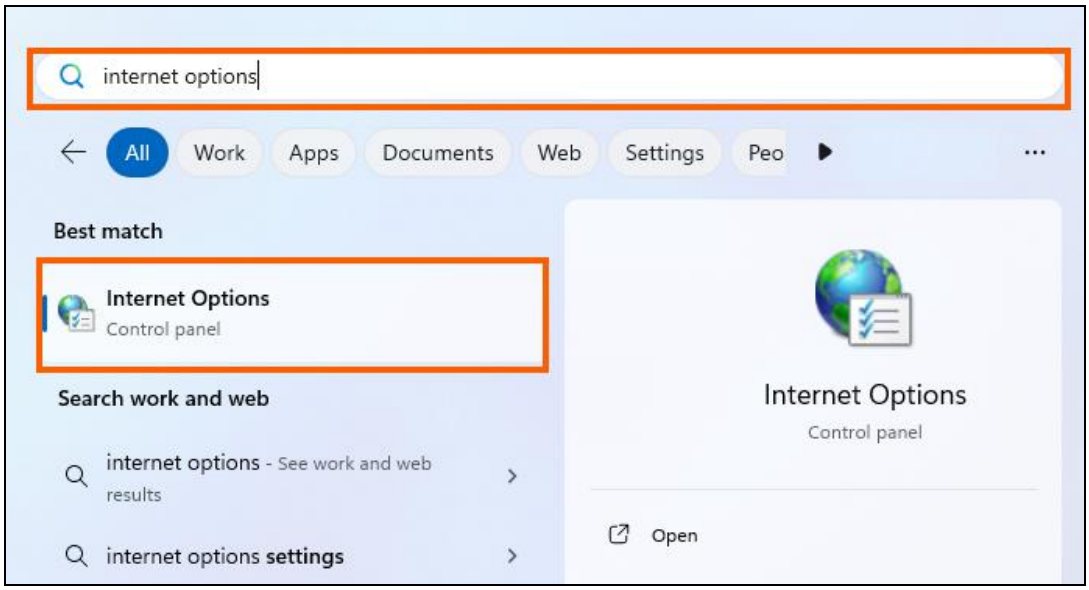
Windows 11 Settings

Confirm the settings in this section to optimize your experience with Edge in Internet Explorer mode when using classic OneSite in Windows 11. The following instructions show you how to set OneSite as a trusted site, set the security level for trusted sites, confirm your display settings, and turn off third-party pop-up blockers in Windows 11.

Setting OneSite as a Trusted Website

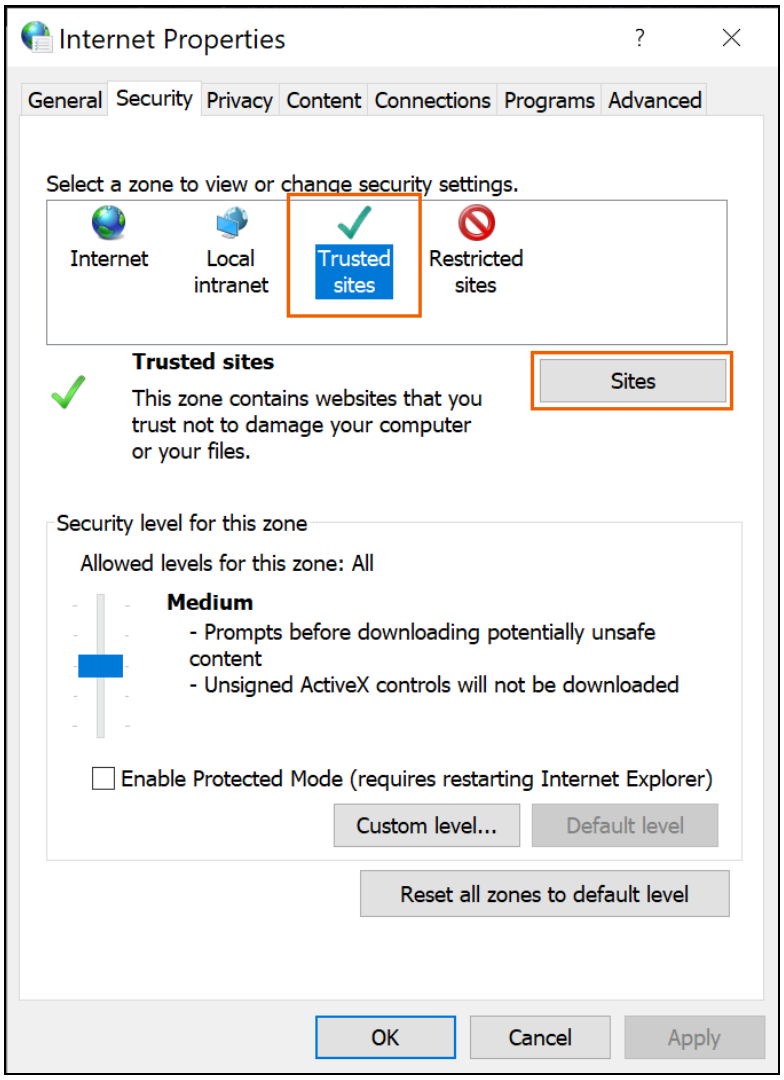
To set OneSite as a trusted website from your computer's Windows 11 desktop:

1. Click the **Start** button on the taskbar to open the **Start** menu.
2. Type "Internet options" in the **Search** field.
3. Select **Internet Options** from the **Best Match** list to open the **Internet Properties** box:



4. Select the **Security** tab in the **Internet Properties** box.

5. Select the **Trusted Sites** option, and then click the **Sites** button:



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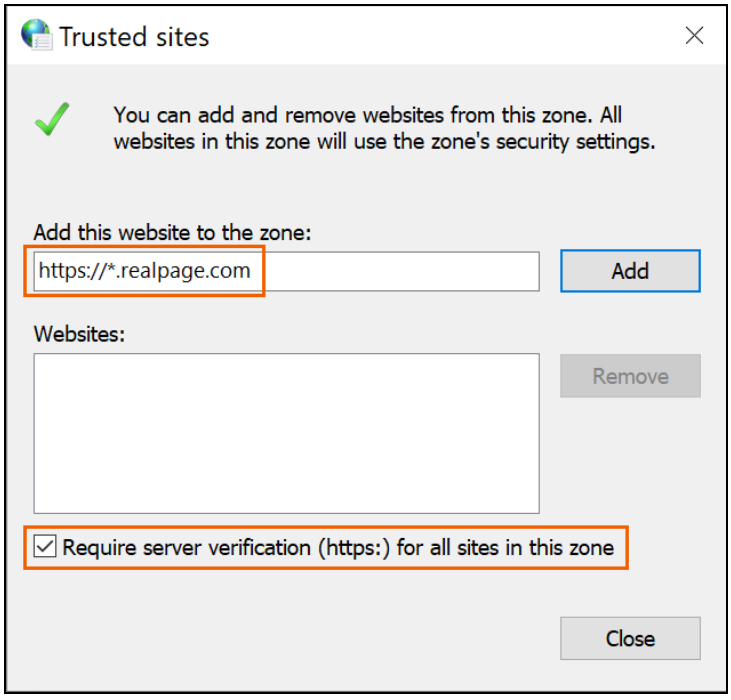
6. Type "https://*.realpage.com" in the **Add this Website to the Zone** field on the **Trusted Sites** page, and then click the **Add** button:



The system adds the URL to the **Websites** list.

7. Verify that the **Require Server Verification (HTTPS:) for All Sites in this Zone** check box is selected.

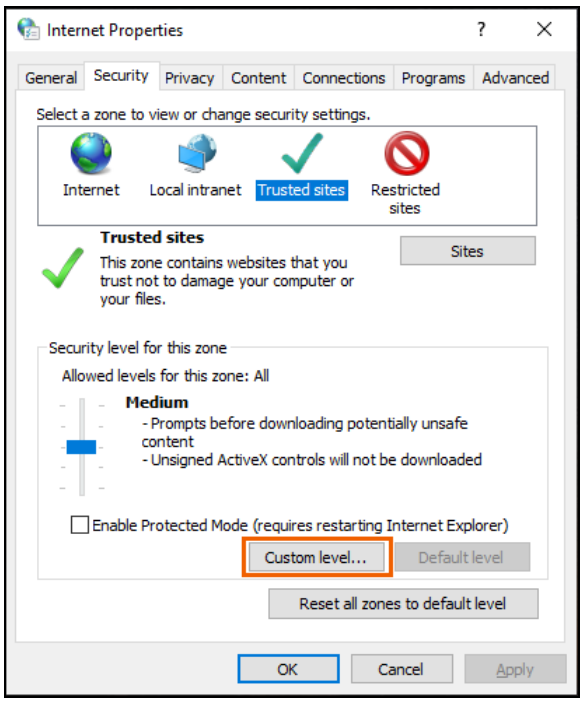
8. Click the **Close** button.

The system returns you to the **Security** tab in the **Internet Properties** box, where you will set the security level for trusted sites.

Setting the Security Level for Trusted Sites

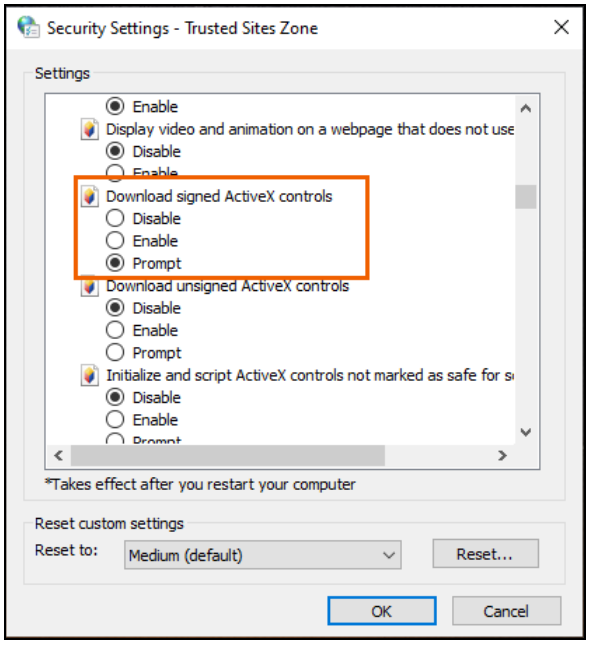
To set the security level of your trusted sites:

1. Click the **Custom Level** button on the **Security** tab in the **Internet Properties** box:



2. Locate the *ActiveX controls and plug-ins* section.

3. Ensure the **Download signed ActiveX controls** option is set to **Prompt**.



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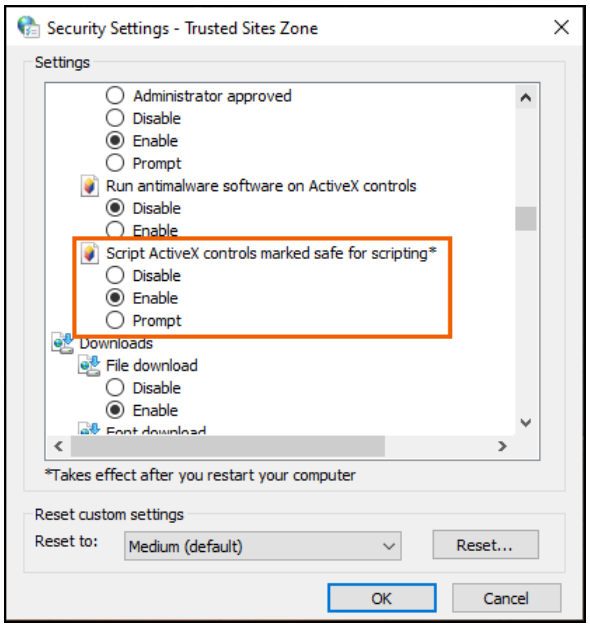
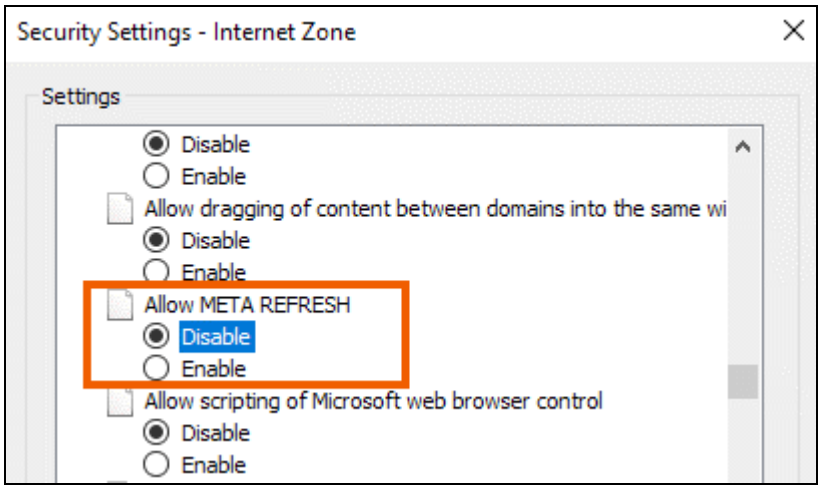
4. Ensure that the **Script ActiveX controls marked safe for scripting*** option is set to **Enable**.

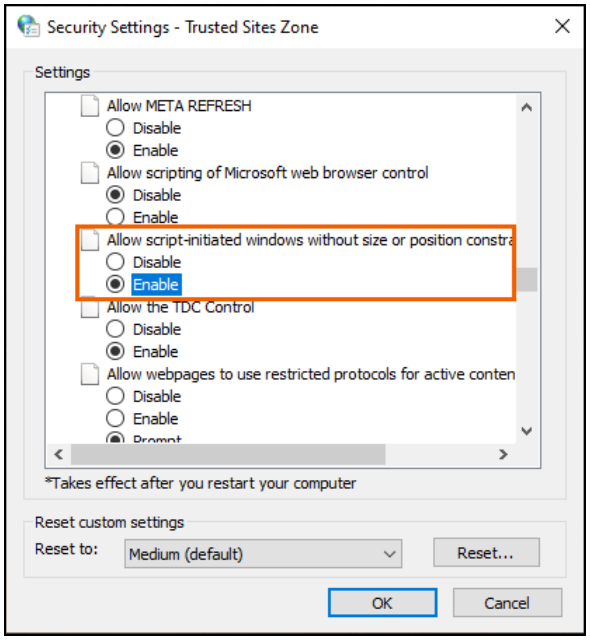


5. Locate the *Miscellaneous* section.

6. Set the **Allow META Refresh** option to **Disable**:



7. Set the **Allow script-initiated windows without size or position constraints** option to **Enable**.



8. Click **OK** to close the **Security Settings – Trusted Sites Zone** box.

9. Click **OK** to close the **Internet Properties** box.

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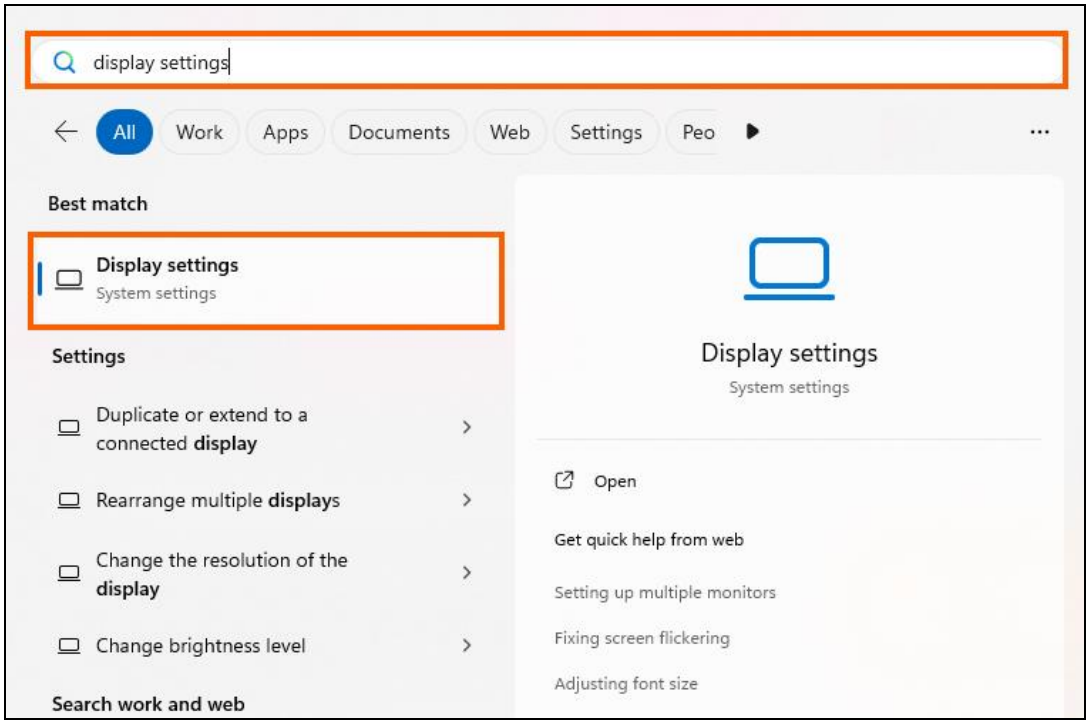
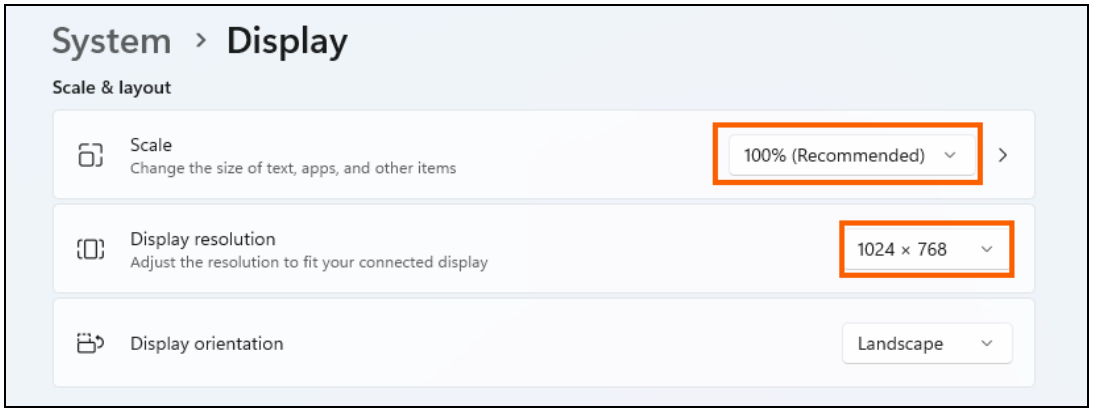
Confirming Display Settings

To optimize your display settings for OneSite:

1. Click the **Start** button on the taskbar to open the **Start** menu.
2. Type "display settings" in the **Search** field.
3. Select **Display Settings** from the **Best Match** list to open the **System Display** box:



4. Scroll to the *Scale & Layout* section:



5. Verify that the **Scale** option setting is **100% (Recommended)**. Reset it if necessary. The system automatically saves the change.
6. Use the **Display Resolution** drop-down list to select a resolution, and then click the **Keep Changes** button to save the change.

The minimum acceptable resolution for OneSite is **1024 x 768**. Higher resolutions may be preferable based on the native resolution of your display.

7. Close the **System Display** box.

Third-Party Pop-Up Blockers

Classic OneSite requires pop-ups. If you use a pop-up blocking program on your computer, contact the third-party vendor for instructions on configuring their pop-up blocker to allow pages from *.realpage.com to use pop-ups.

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Appendices

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Removing Internet Explorer Mode in Edge 33

APPENDIX A

Removing Internet Explorer Mode in Edge

Use this procedure to reverse the changes in Setting Up Internet Explorer Mode in Edge on a Single PC (on page 8). When complete, Edge will no longer load OneSite pages in Internet Explorer mode and will use default Edge mode instead.

You may do this after fully migrating to the new OneSite and Unified Platform and want to load OneSite using the default Edge mode, or you incorrectly installed the local group policy. Complete this process only once on a PC to reverse the policy for anyone using the computer.

If you are unsure if you should run this removal tool, contact your company's IT or Support team.

Before you perform these steps, confirm that you can run applications as an administrator.

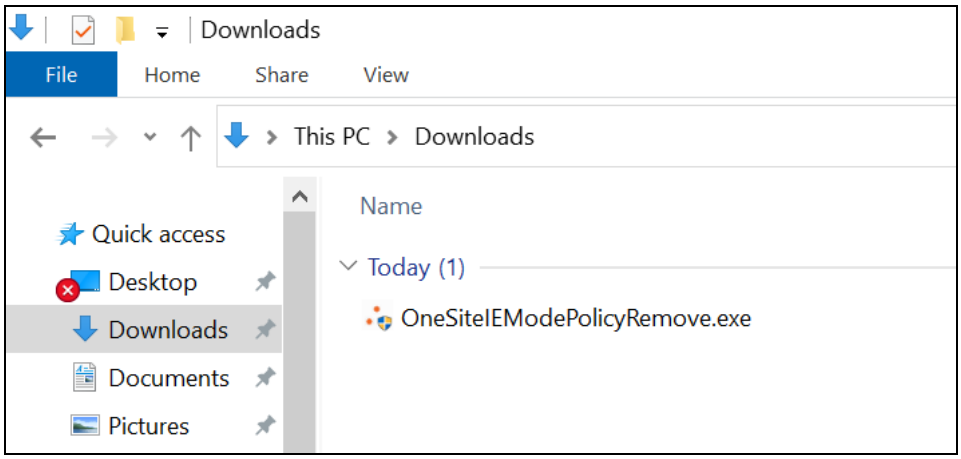
1. Open the following link:

   https://www.realpage.com/extresources/IECompatibility/OneSiteIEModePolicyRemove.exe

   The file downloads automatically for most browsers. Other browsers may prompt you to download the file.

2. Open File Explorer and navigate to the file location. In most cases, this is your **Downloads** folder.

3. Locate OneSiteIEModePolicyRemove.exe in the list of files.

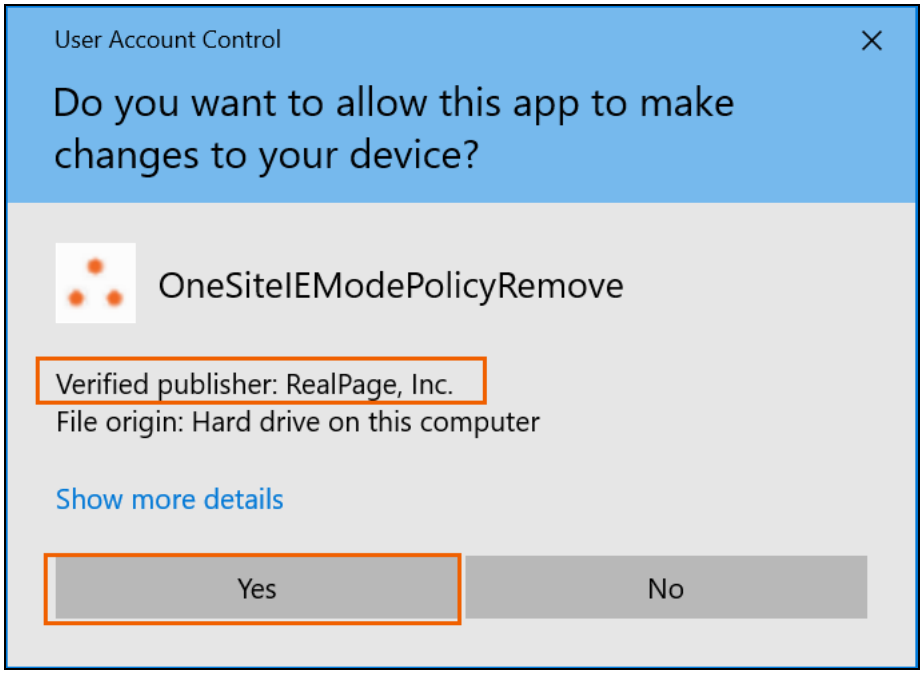


4. Double-click OneSiteIEModePolicyRemove.exe to run the removal tool.

   If prompted for an administrator password, your Windows profile does not have the necessary rights to complete this process. Contact your IT or Support team for assistance.

5. If you receive a warning message from Microsoft Defender Smart Screen or similar scanning software, confirm that RealPage, Inc. is the publisher. You can then click **More Info** and choose **Run Anyway** to continue.

6. If you receive a User Account Control message, confirm that RealPage, Inc. is the verified publisher and then click the **Yes** button to continue:



7. Click **OK** when the change is complete in the confirmation message box:

8. Open Edge and log into OneSite. You will no longer see a blue Internet Explorer logo next to the web address, indicating that OneSite is now using the default Edge mode.

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