REALPAGE

Google Chrome™ and Microsoft® Windows® 10 and 11

Personal Computer Checklist

New OneSite User

October 2025

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CHAPTER 1

Google Chrome

This book shows how to optimize Google Chrome and Microsoft Windows 10 and 11 for OneSite.

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Google Chrome Settings

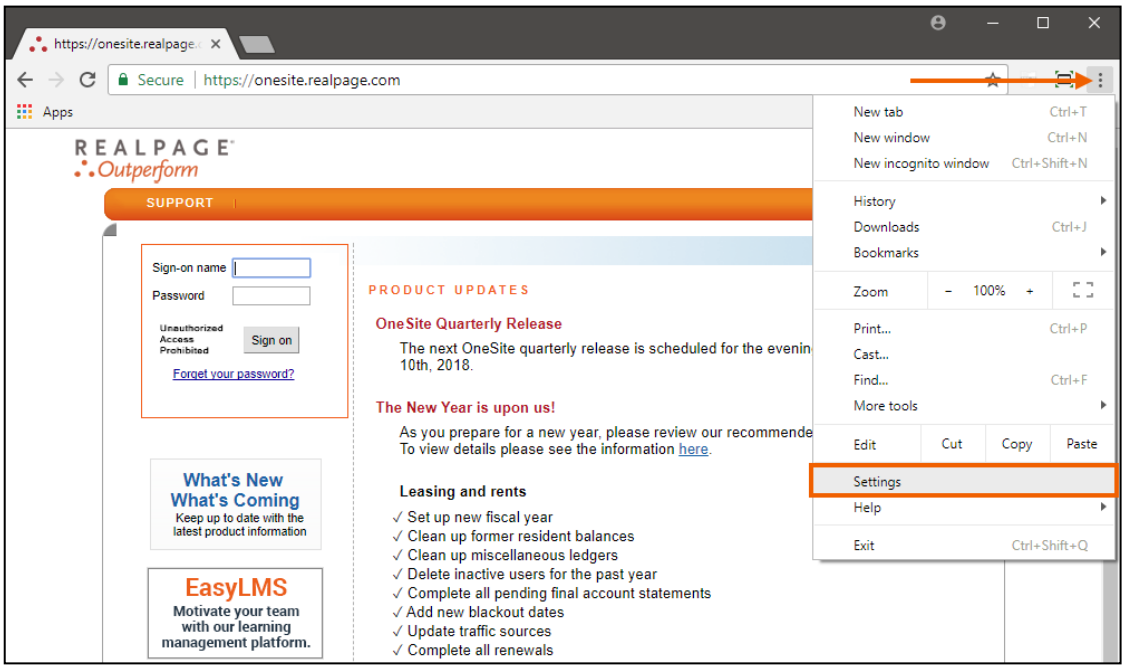
The following instructions show you how to optimize Google Chrome for OneSite.

Supported Operating Systems

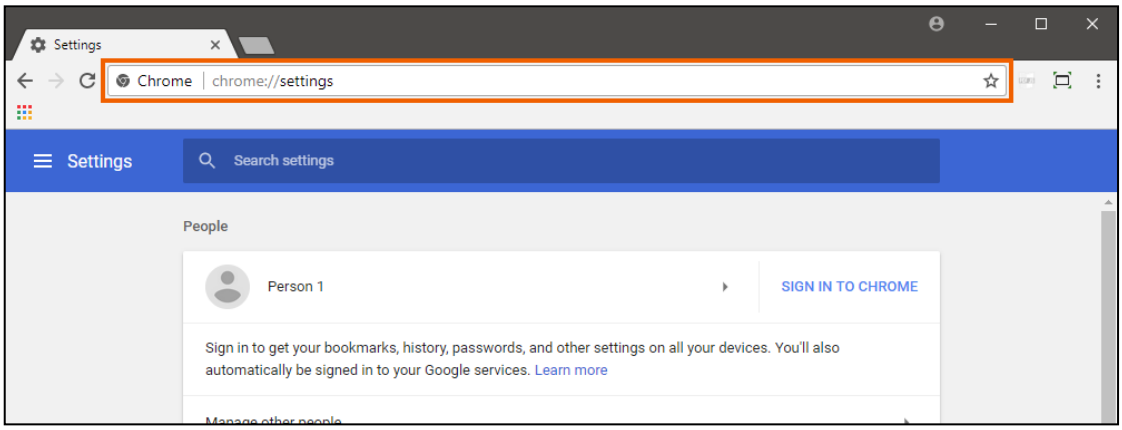
Microsoft Windows 10, 11, and macOS® operating systems support Google Chrome.

Opening the Settings Page

To open Google Chrome settings, open Google Chrome, click the **Customize and control Google Chrome** button, and then select **Settings** in the drop-down list.



Alternatively, enter "chrome://settings/" in the address bar and press **Enter**.



Select **Chrome** and then **Preferences** on macOS, or press the (⌘) **Command** key and the (,) **Comma** key.

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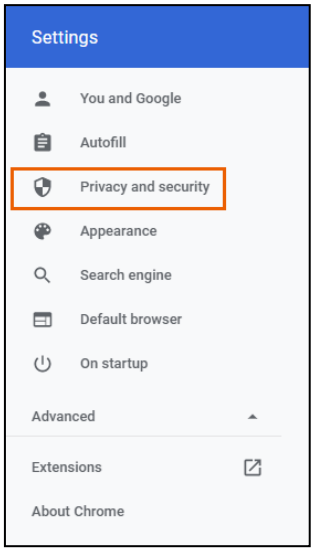
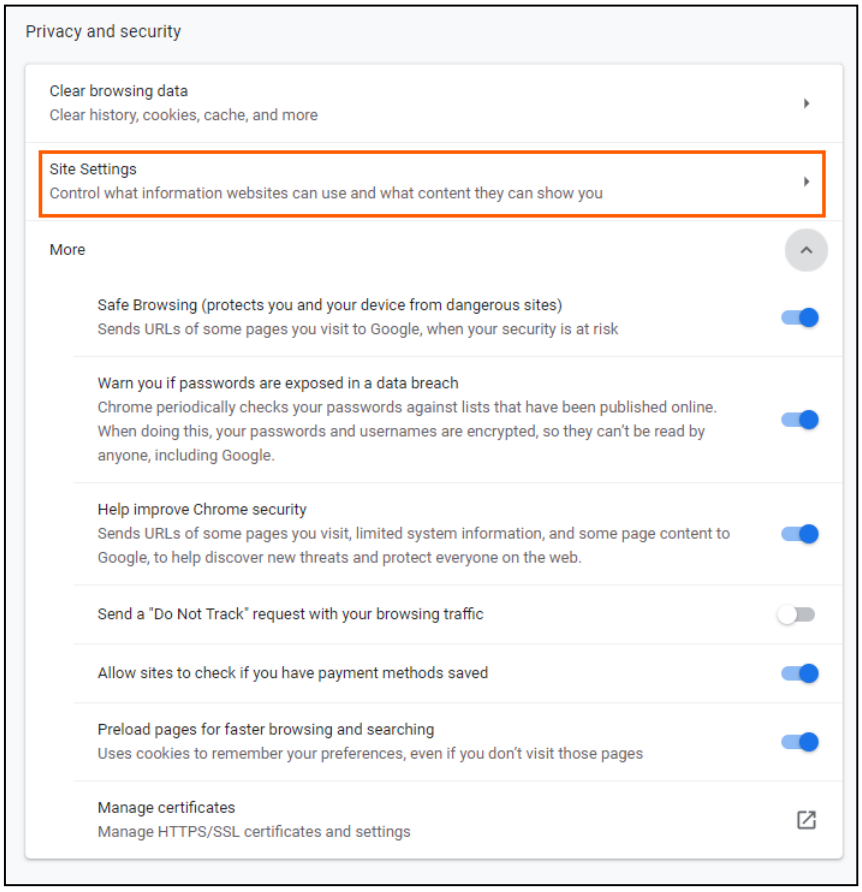
Configuring Content Settings

To configure your browser settings:

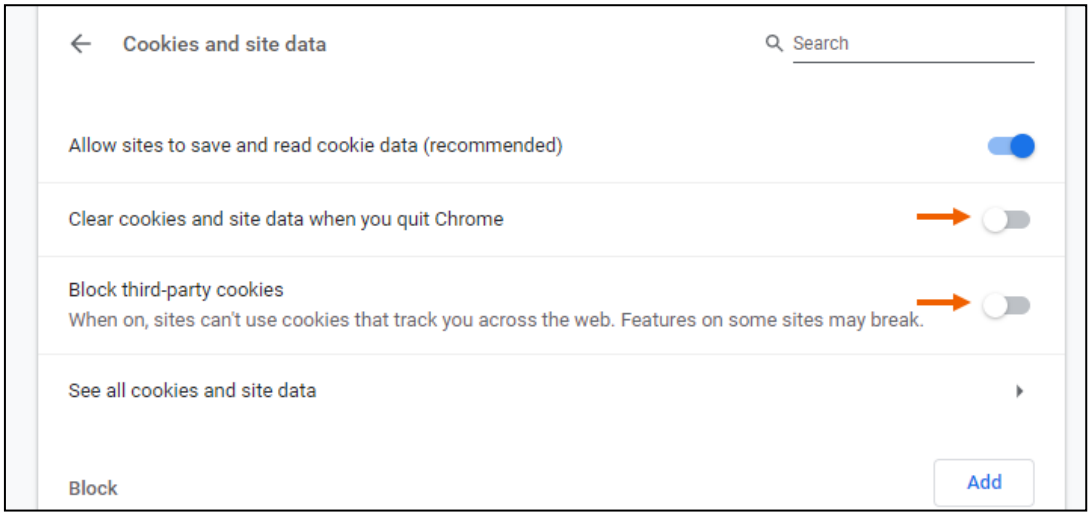
1. On the **Settings** page, click **Privacy and Security** to the left.



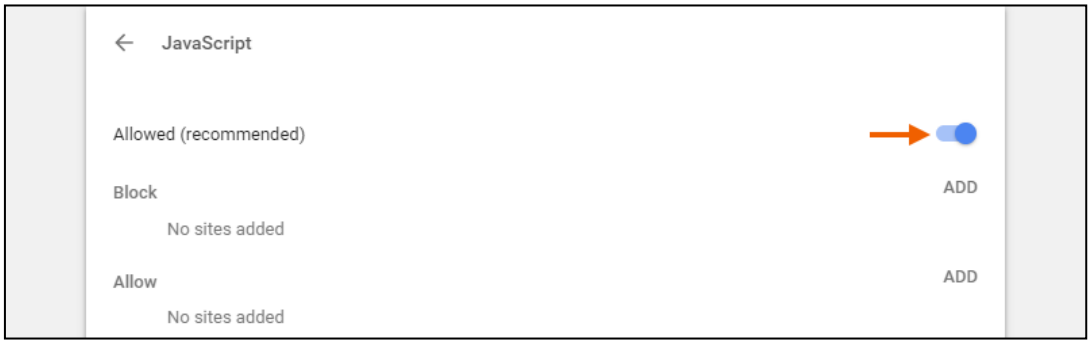
2. In the *Privacy and security* section, click **Site settings**.



3. Click **Cookies and site data**, turn off the **Clear cookies and site data when you quit Chrome** and **Block third-party cookies** options, and then click the **Return** button in the upper-left corner.



4. Click **JavaScript**, enable the **Allowed (recommended)** option, and then click the **Return** button in the upper-left corner.



5. Click **Popups** and turn off the **Blocked (recommended)/Allowed** option. In the *Allow* section, click the **Add** button, and in the **Add a site box** that opens, enter "[*.]realpage.com," and then click **Add**.

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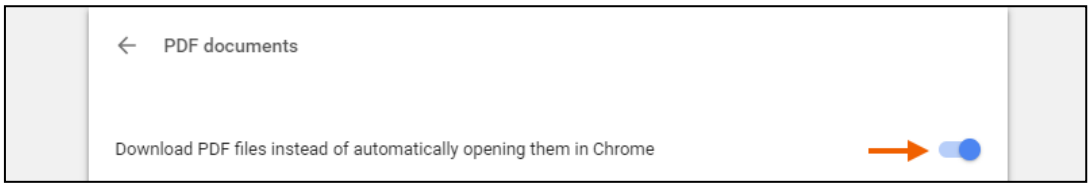
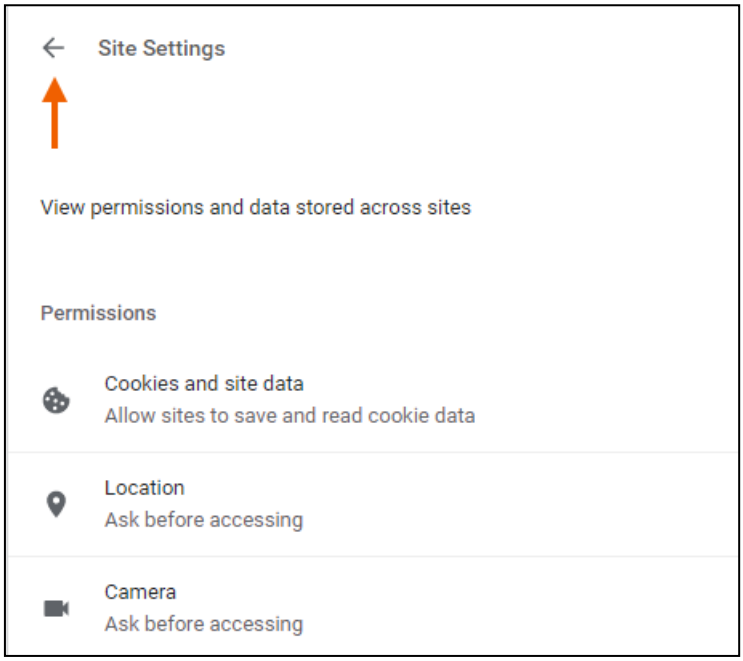
6. Click the **Return** button in the upper-left corner.
7. Click **PDF documents**, enable the **Download PDF files instead of automatically opening them in Chrome** option, and then click the **Return** button in the upper-left corner.



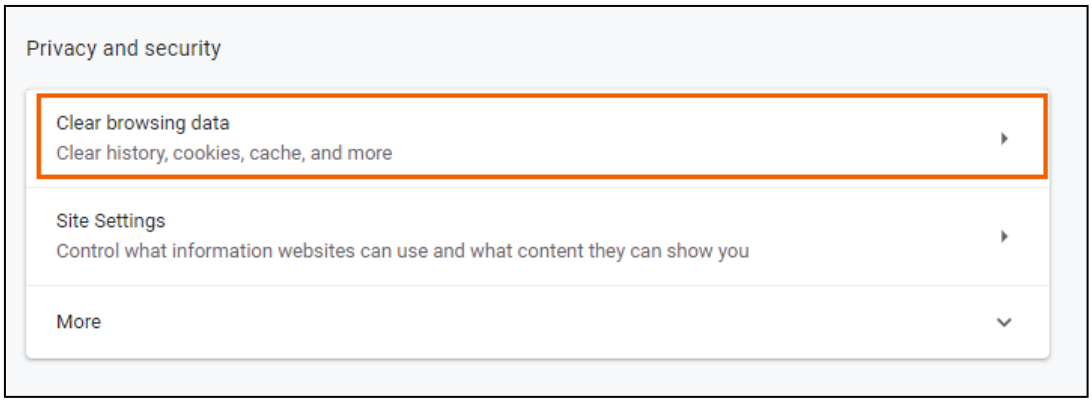
8. On the **Site settings** page, click the **Return** button in the upper-left corner.



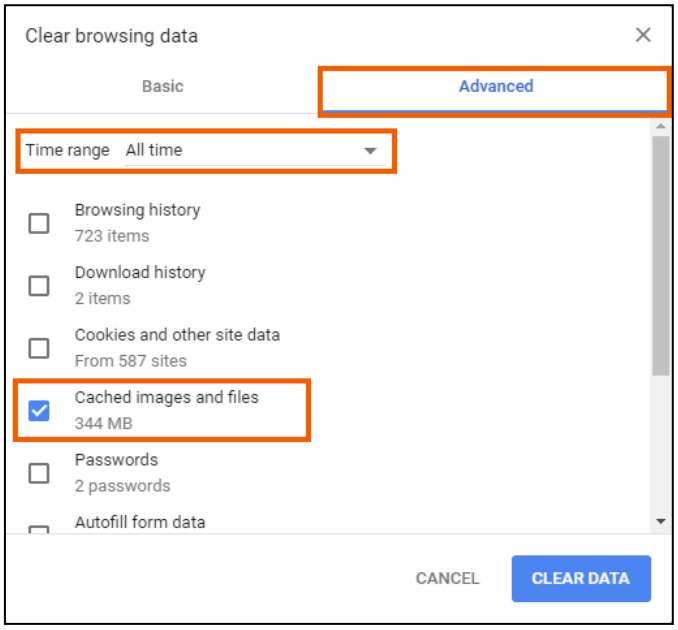
Deleting the Cache

To delete the cache from Google Chrome:

1. On the **Settings** page, click **Clear browsing data** in the *Privacy and security* section.



2. In the **Clear browsing data** box, click the **Advanced** tab.
3. Set the **Time Range** drop-down list to "All time."
4. Clear the check box for every option except **Cached images and files**.



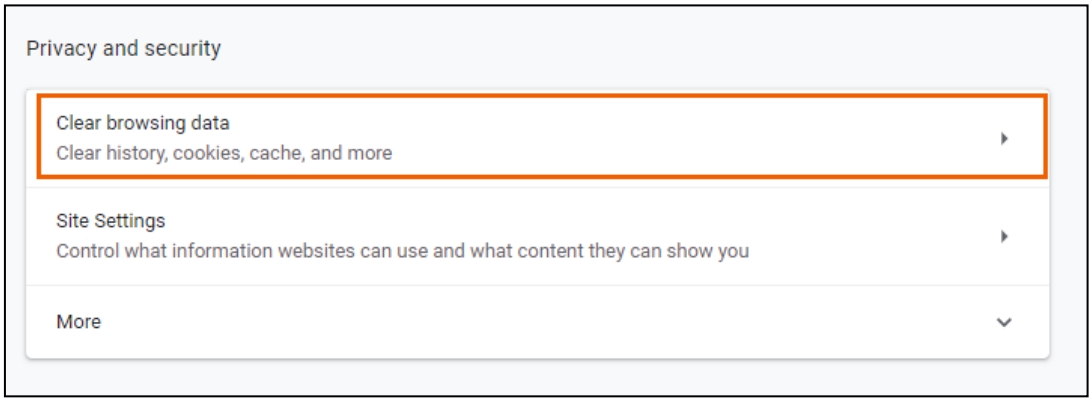
5. Click the **Clear data** button.

   The **Clear browsing data** box automatically closes when you clear the cache.

Deleting Cookies Only

To delete cookies from Google Chrome:

1. On the **Settings** page, click **Clear browsing data** in the *Privacy and security* section.



2. In the **Clear browsing data** box, click the **Advanced** tab.
3. Set the **Time Range** drop-down list to "All time."

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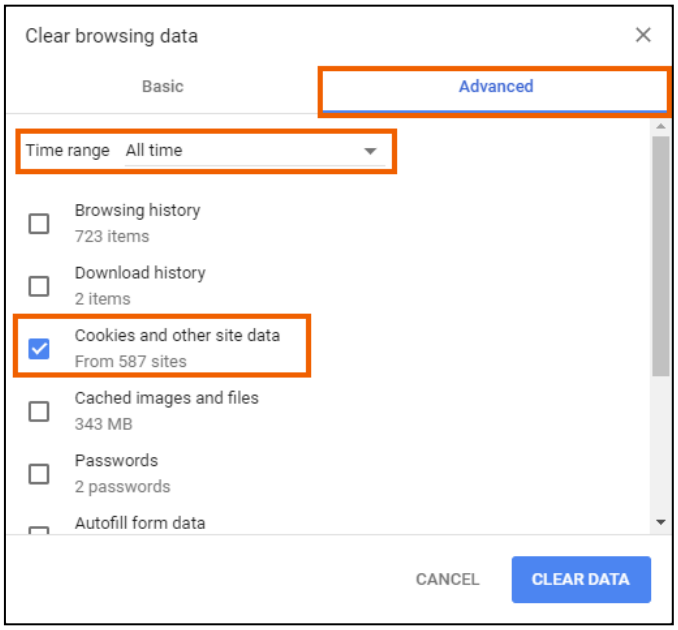
4. Clear the check box of every option except **Cookies and other site data**.



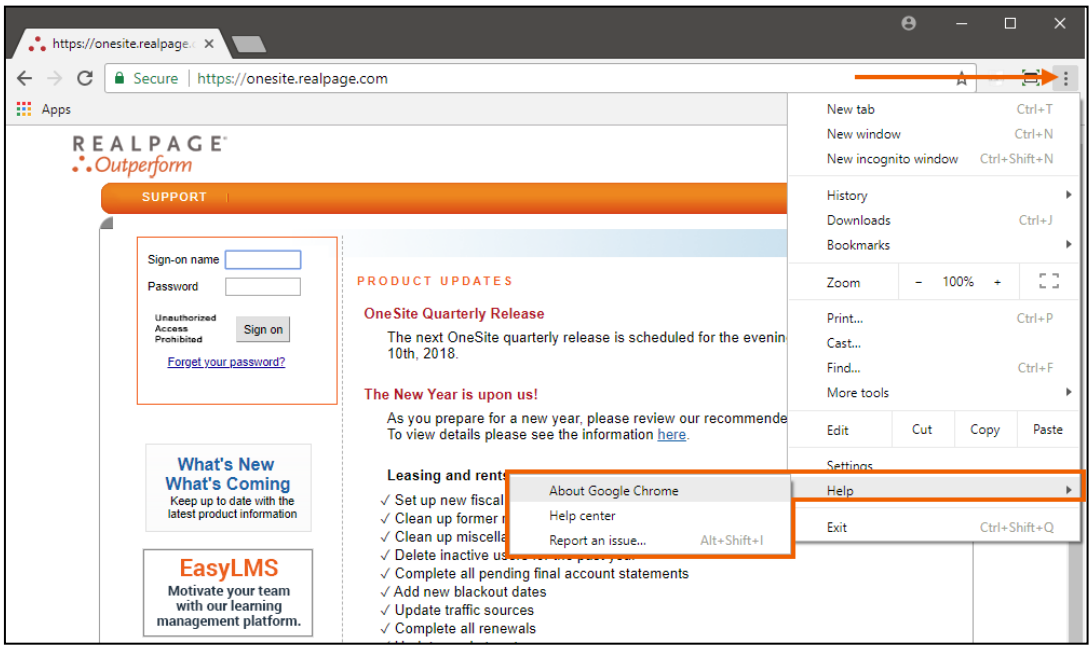
5. Click **Clear data**.

   The **Clear browsing data** box automatically closes when the cookies are cleared.

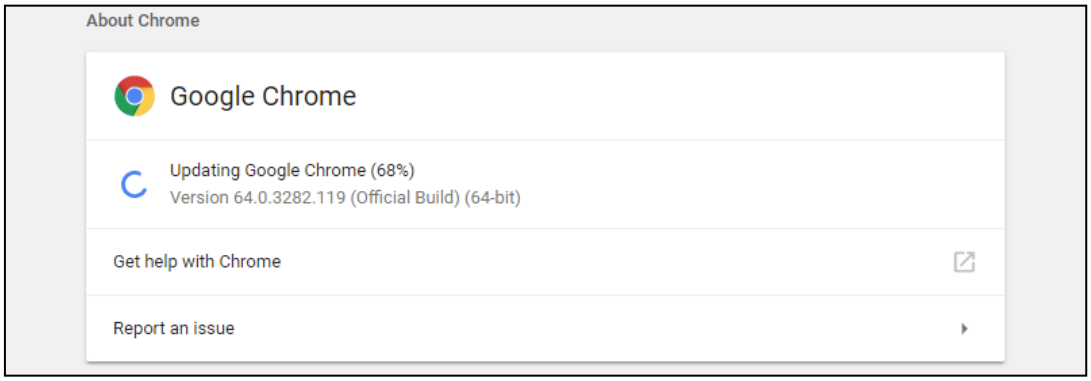
Updating Chrome

To open Google Chrome settings:

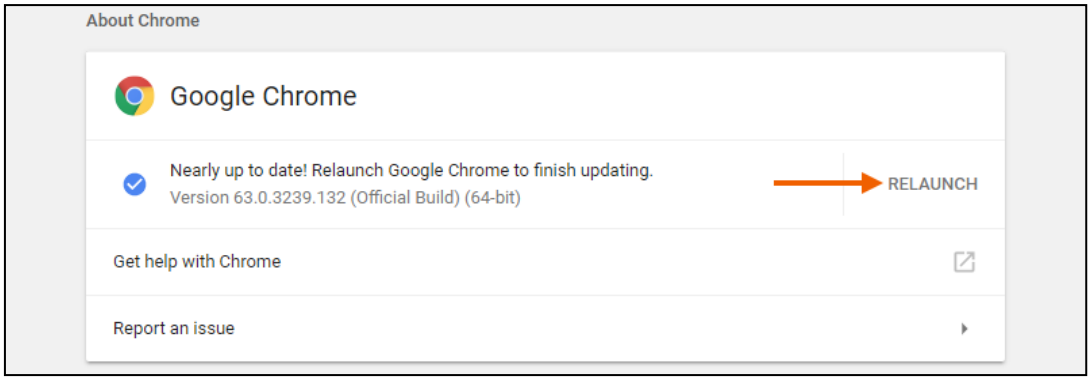
1. Click the **Customize and control Google Chrome** button, hover your mouse over **Help**, and then select **About Google Chrome**.



If you have any pending updates, Google Chrome automatically initiates them.



2. To relaunch Google Chrome after updating the browser, click **Relaunch**.



The page shows that Google Chrome is up to date.

Chrome and Group Policies on Windows

Google Chrome is started in a profile that is created on demand and therefore has many of Google Chrome's default settings (those we cannot manipulate programmatically at startup).

To override many of the settings for new Google Chrome profiles, use the Windows Group Policy editor. Google Chrome looks here to override many default behaviors. You can view the list of Google Chrome's supported policies to determine if your behavior is included. After installing the group policy templates (linked from the supported policies page), you can edit these from the Windows Group Policy editor (gpedit.msc).

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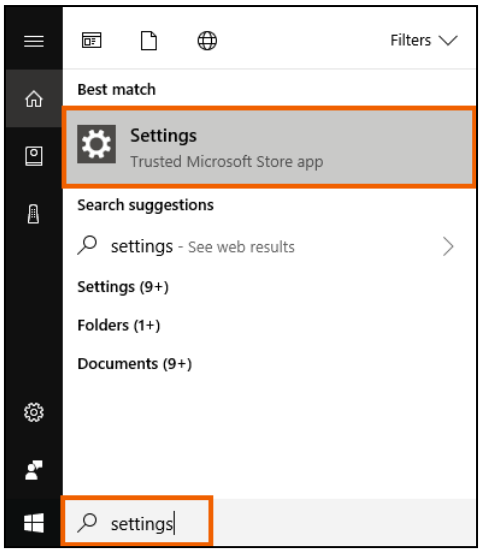
Windows 10 Settings

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.

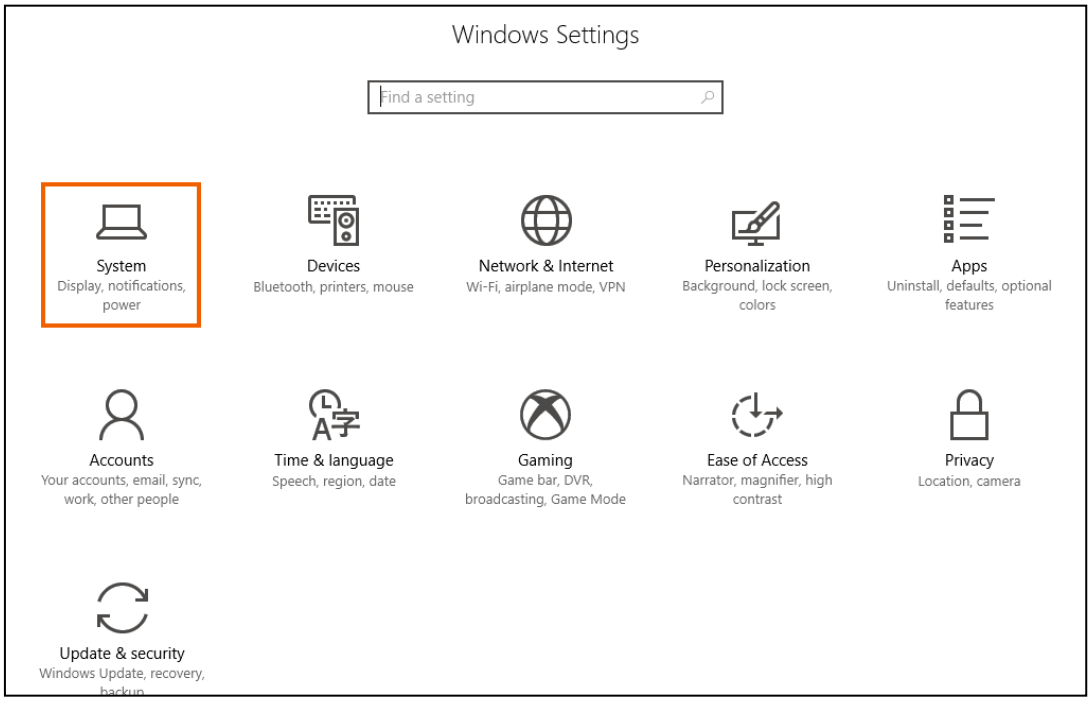
Confirming Display Settings

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:

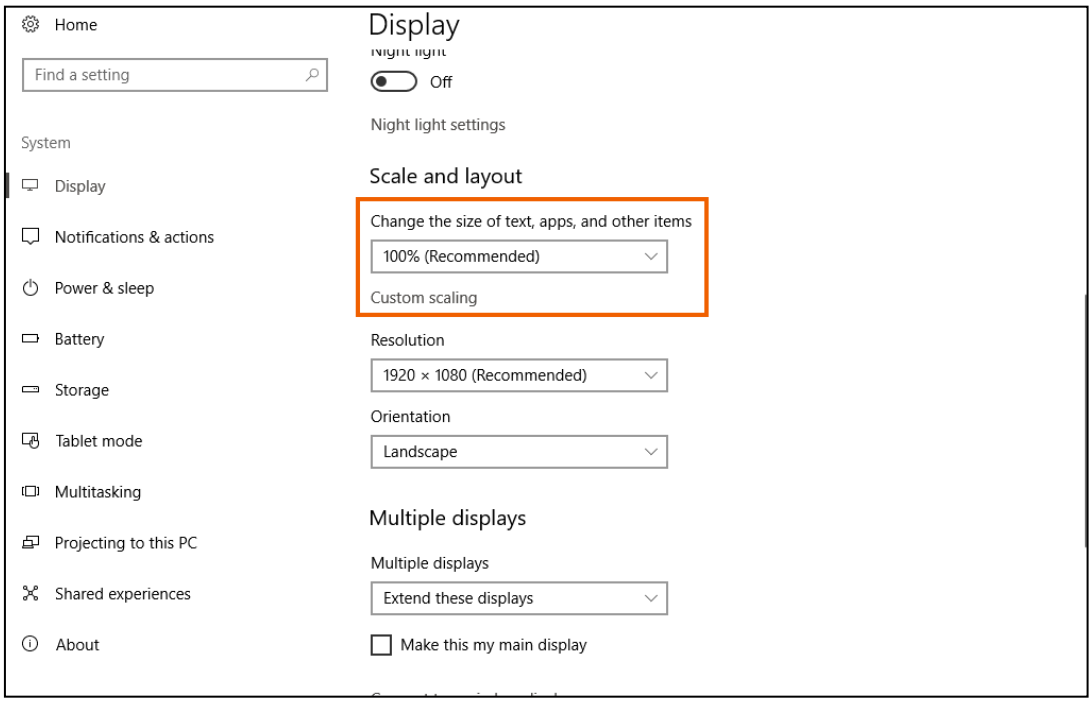


4. Select the **System** option in the **Windows Settings** box:



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

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



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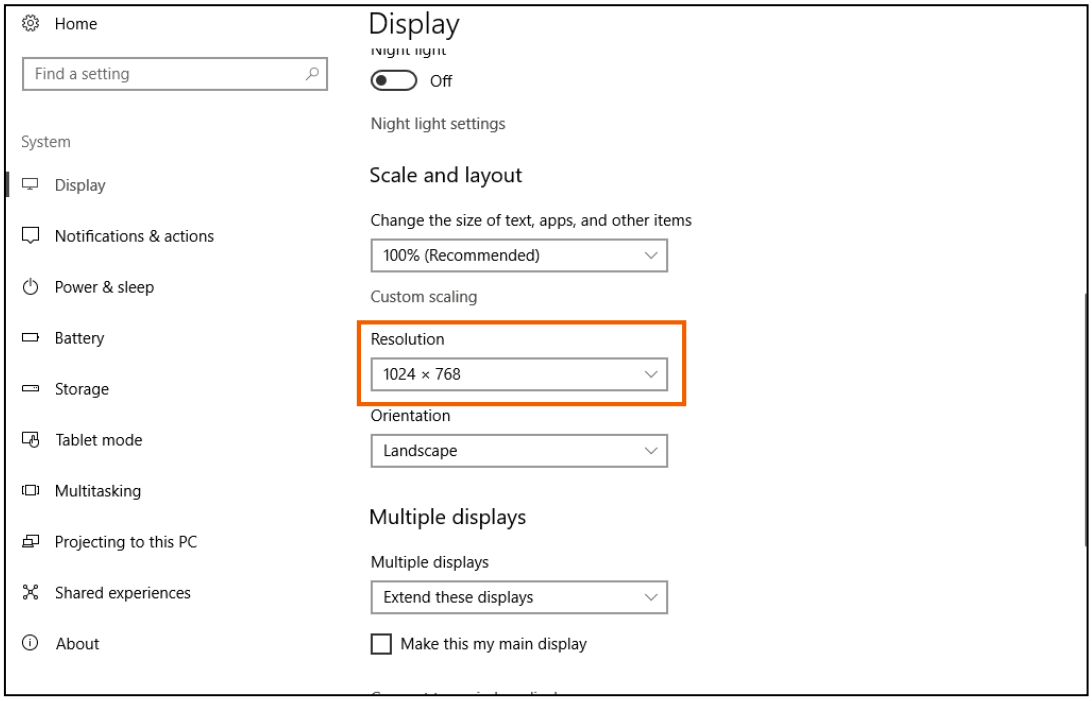
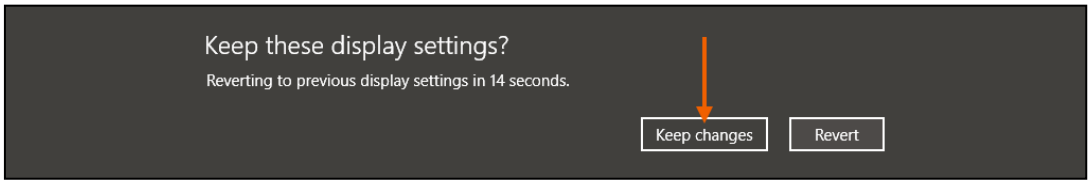
7. Use the **Resolution** drop-down list to select a resolution. The minimum acceptable resolution for OneSite is at least **1024 x 768** pixels. Higher resolutions are also acceptable and may be preferable, based on the native resolution of your display:



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



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

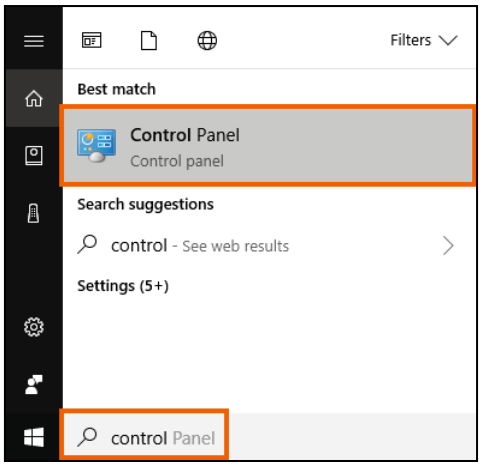
Third-Party Pop-up Blockers

Classic OneSite takes advantage of the pop-up functionality allowed by Internet Explorer. Due to spyware and viruses that use pop-ups to infect computers, there is a lot of pop-up blocking software used on personal computers. Anti-virus software, anti-spyware, and toolbar programs are the most common software to contain pop-up blockers.

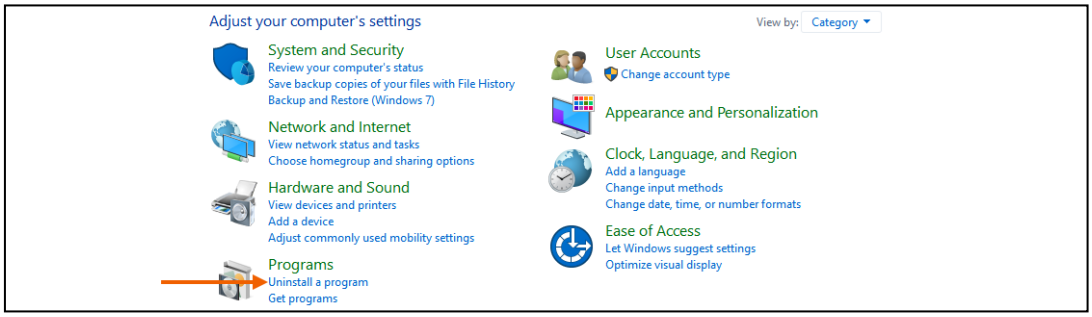
Although RealPage encourages security, OneSite requires the use of pop-ups. If you use a pop-up blocking program on your computer, contact the vendor of that program for instructions on configuring their pop-up blocker to allow *.realpage.com to have pop-ups.

To uninstall a pop-up blocking program that you do not want to use on your personal computer:

1. Click the **Search** button on the taskbar, type "control panel," and then select the **Control Panel** option.



2. In the *Programs* section, click **Uninstall a Program**.



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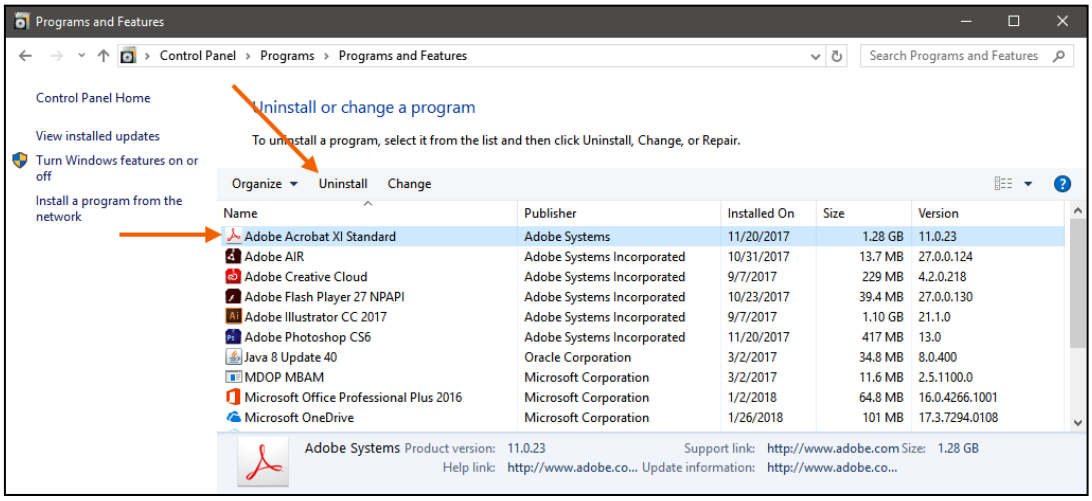
3. Select the program that you want to uninstall, and then click **Uninstall**.



4. Follow the on-screen prompts until the system removes the program.

5. Close the **Uninstall or Change a Program** box.

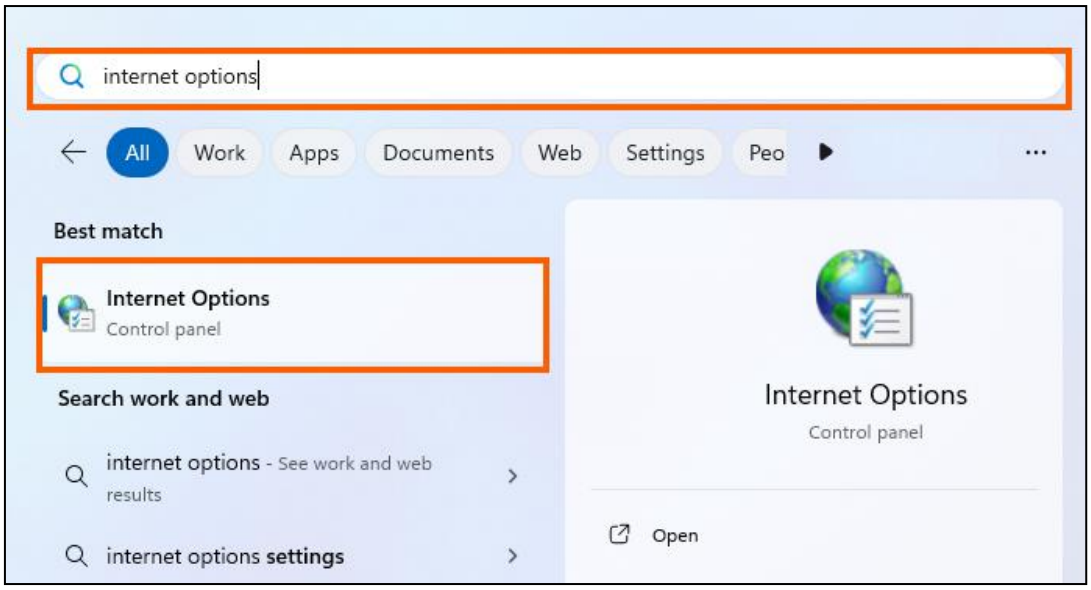
Windows 11 Settings

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.

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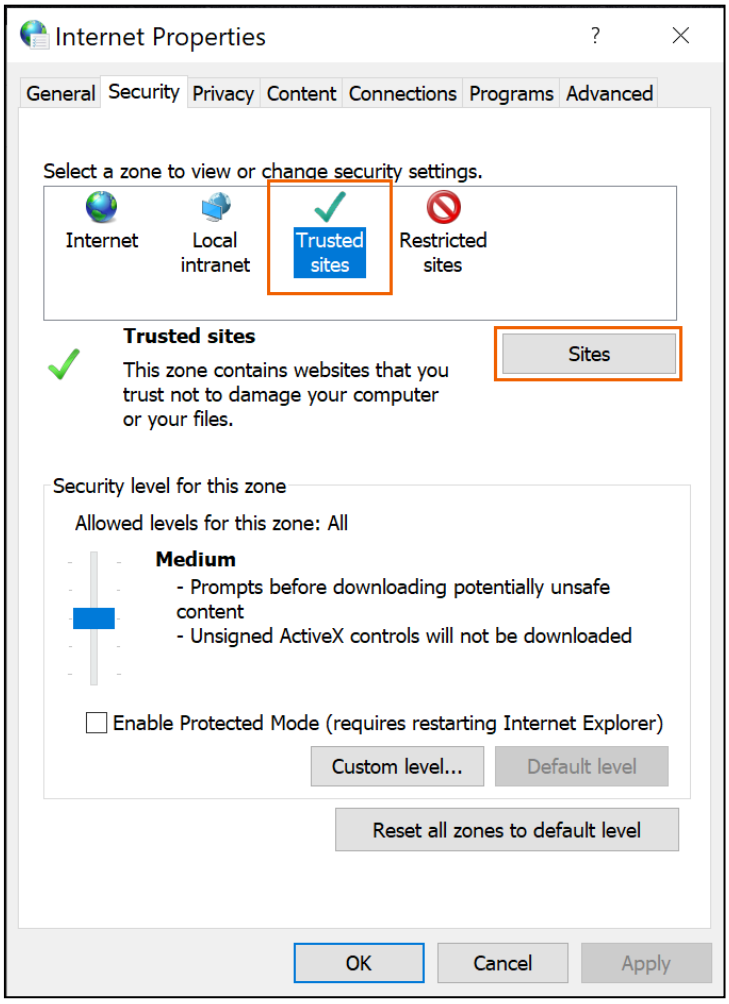
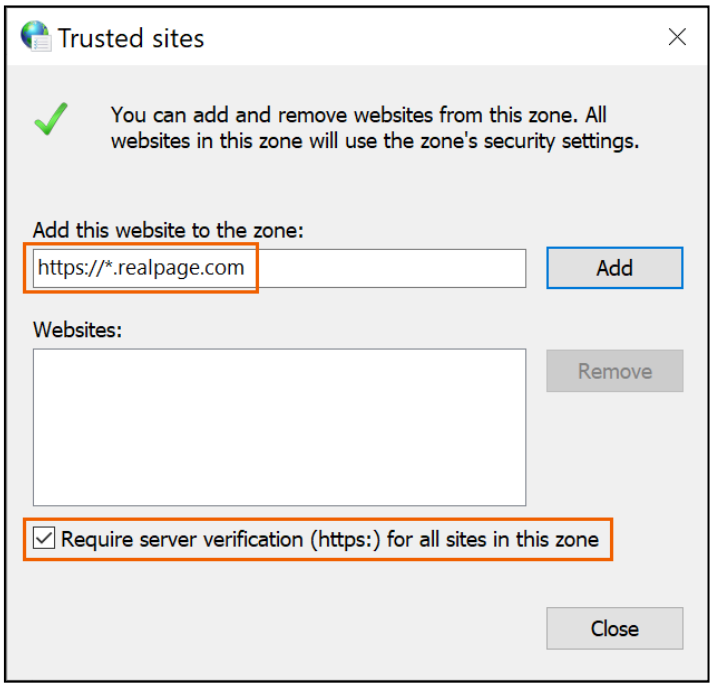
5. Select the **Trusted Sites** option, and then click the **Sites** button:



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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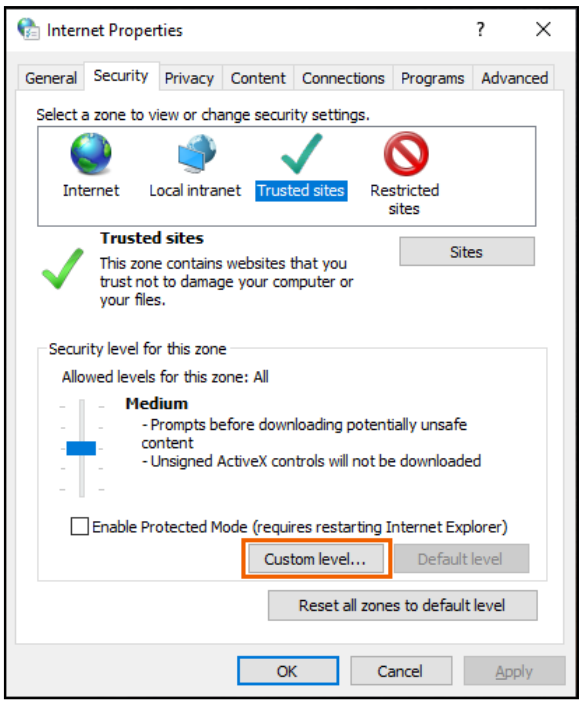
Setting the Security Level for Trusted Sites

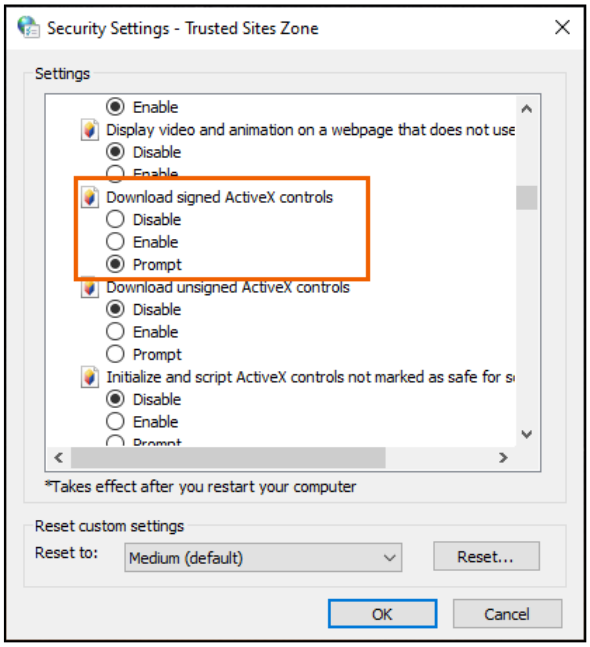
To set the security level of your trusted sites:

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

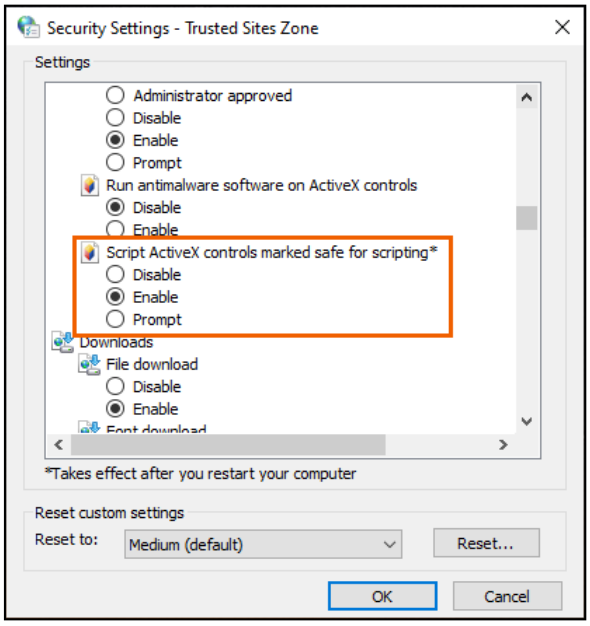


2. Locate the *ActiveX controls and plug-ins* section.

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

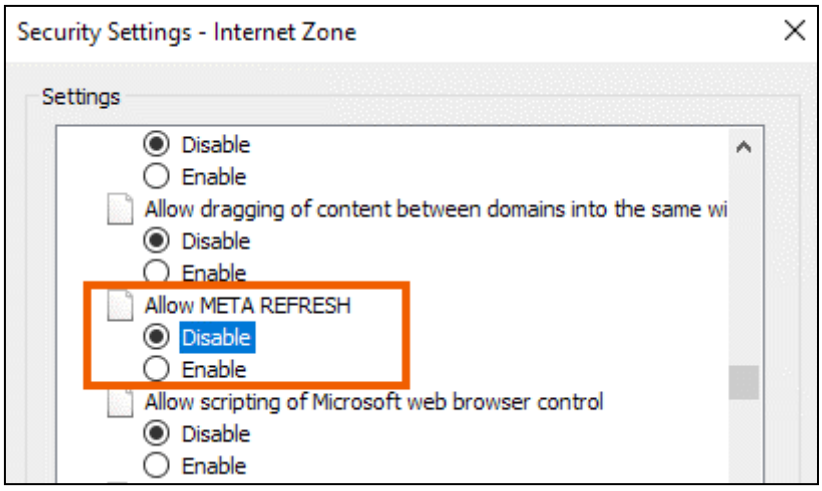


4. Ensure that the **Script ActiveX controls marked safe for scripting*** option is set to **Enable**.



5. Locate the *Miscellaneous* section.

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



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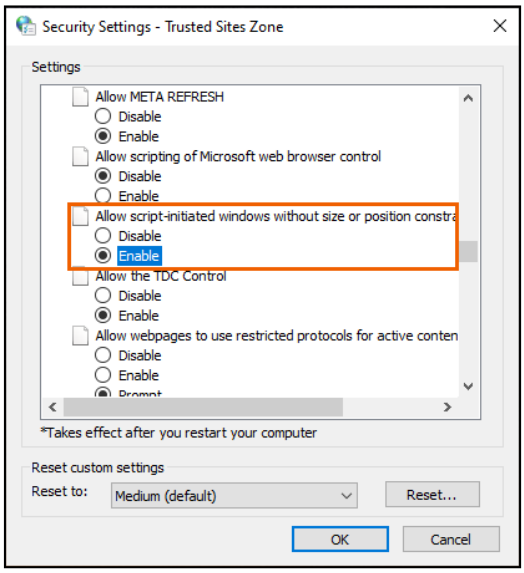
7. Set the **Allow script-initiated windows without size or position constraints** option to **Enable**.



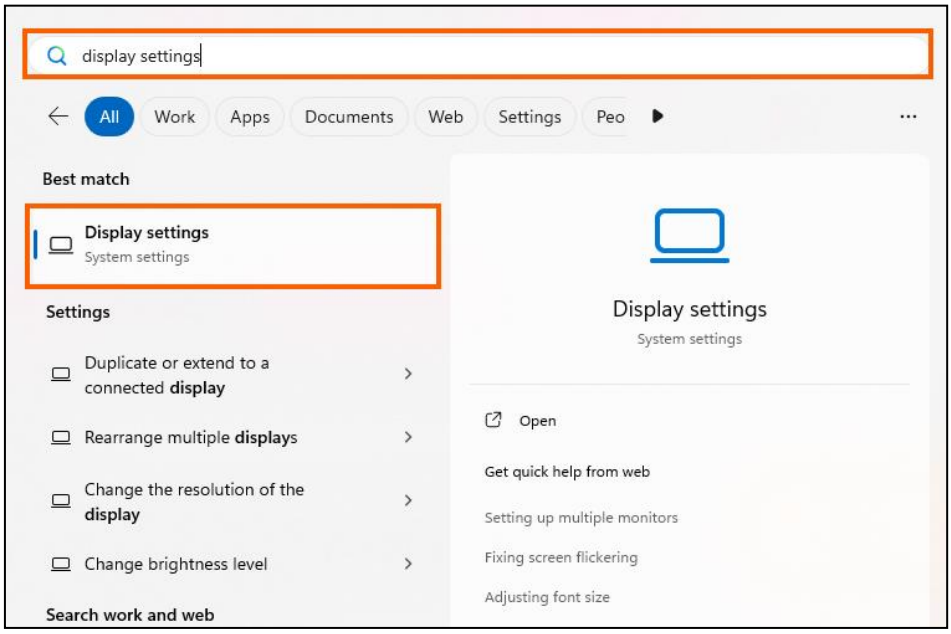
8. Click **OK** to close the **Security Settings – Trusted Sites Zone** box.
9. Click **OK** to close the **Internet Properties** box.

Confirming Display Settings

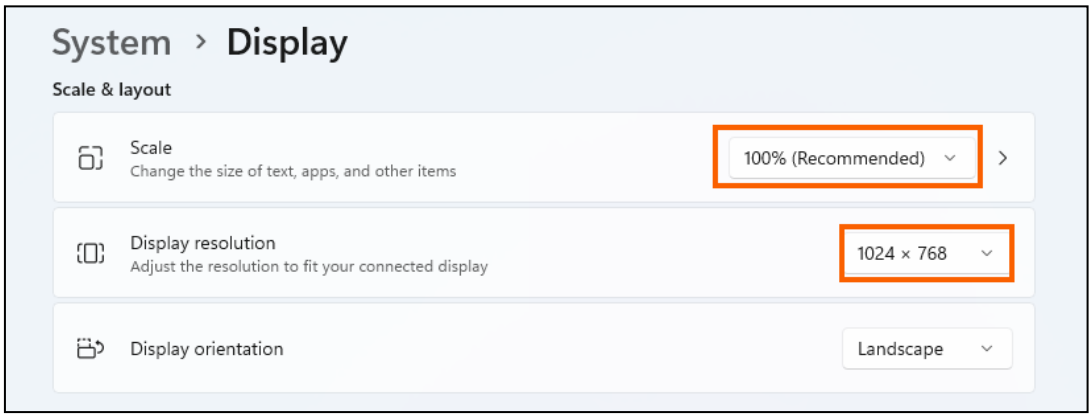
To optimize your display settings for OneSite:

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.

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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.