

OneSite[®] Property Management Systems

Safari

Personal Computer
Checklist

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Contents

Safari Checklist 1

Supported Operating Systems.....2

OneSite Settings.....3

 Enabling Pop-Up Windows and JavaScript3

 Clearing Safari Browser Cache.....5

Mac Configuration.....7

 Troubleshooting Resolution Settings.....7

Safari Checklist

This book shows you how to optimize the Safari web browser for the OneSite system.

In This Chapter

Supported Operating Systems	2
OneSite Settings.....	3
Mac Configuration.....	7

Supported Operating Systems

- macOS

Please see Apple for documentation on operating systems supported by Safari at support.apple.com/safari.

Safari System Updates on Mac

Download and install all recommended and critical updates on your Mac computer from support.apple.com/updates, third-party applications (from their respective websites), and periodic checks for new updates.

OneSite Settings

This section shows you how to enable pop-ups and JavaScript in Safari for the OneSite system. If these two items are not enabled, OneSite will not function properly.

Enabling Pop-Up Windows and JavaScript

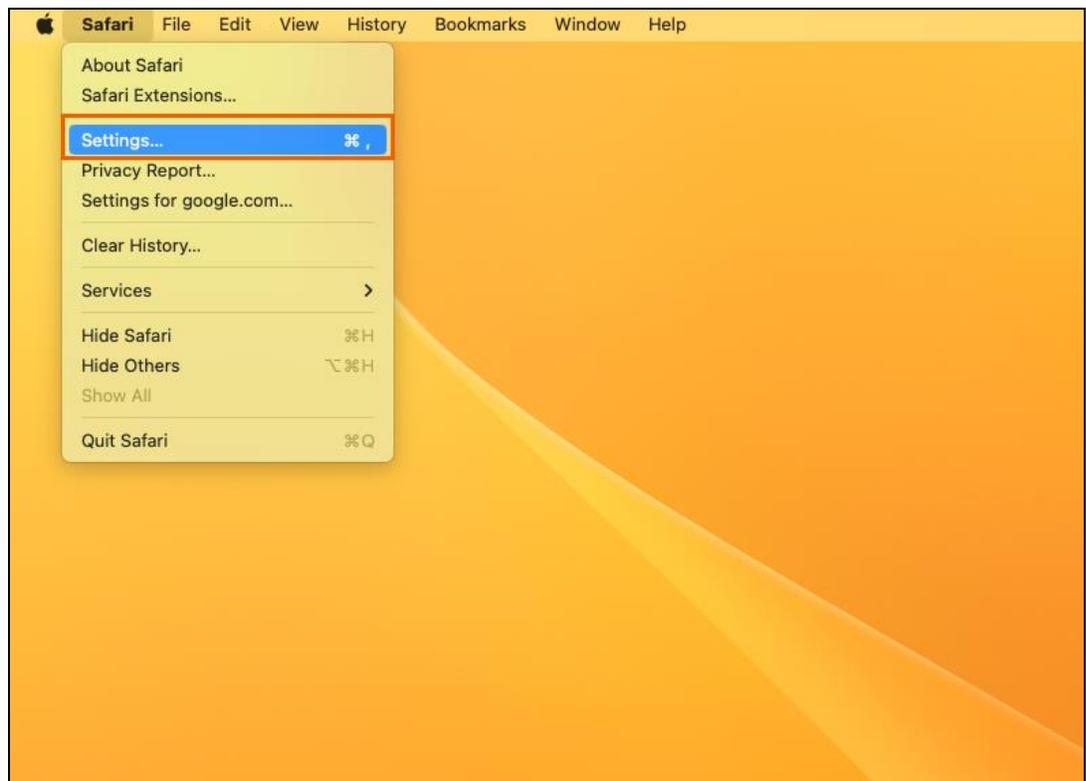
Enabling Pop-Up Windows

To activate pop-ups and JavaScript in Safari:

1. Open the Safari web browser on your Mac computer. If Safari is already open on your machine, click the Safari window to make it active.

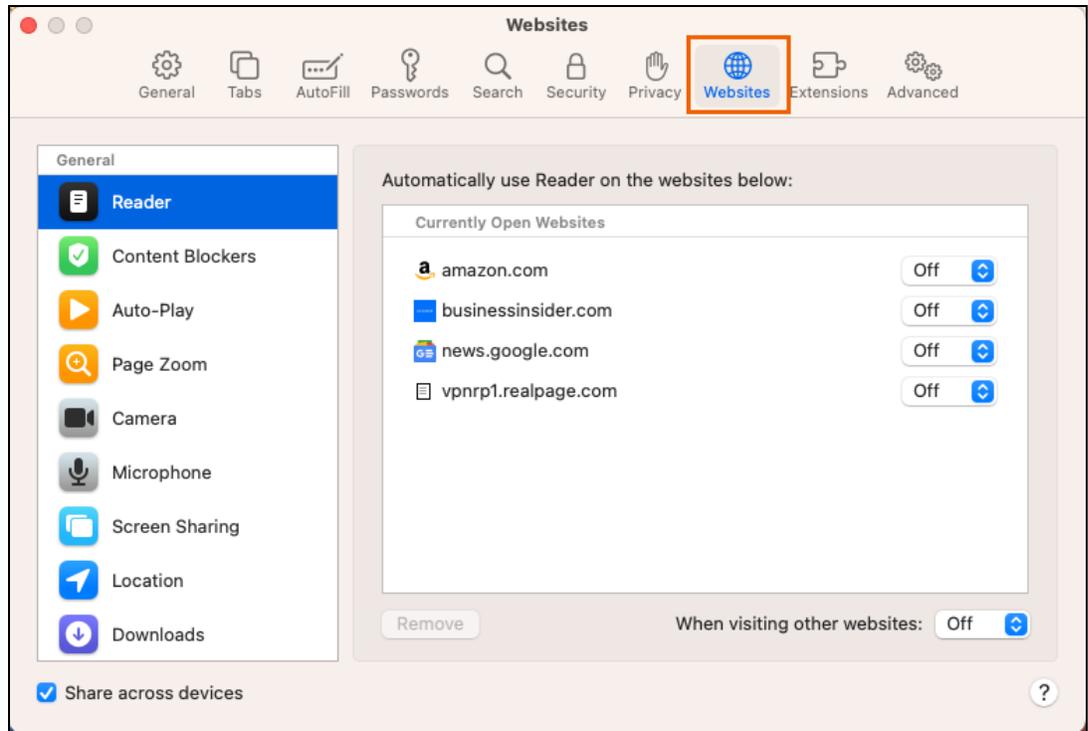
You must have the OneSite page open in your browser to complete these steps. The URL format will be `x.onesite.realpage.com`, and the “x” will contain your company name. If you are not sure of the address, please contact Support.

2. Mouse over the top-left corner of your desktop, then click the **Safari** menu.
3. Select **Settings**.

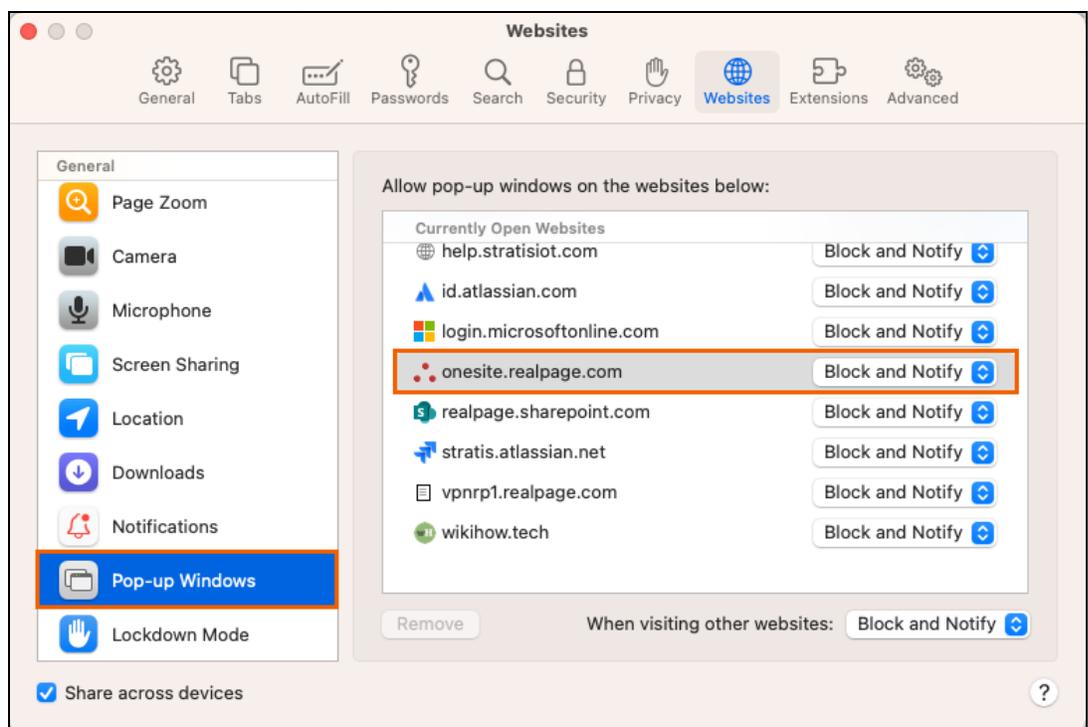


- Click the **Websites** tab in the **Settings** box. The **Websites** pane opens.

The interface may vary depending on the Safari version.



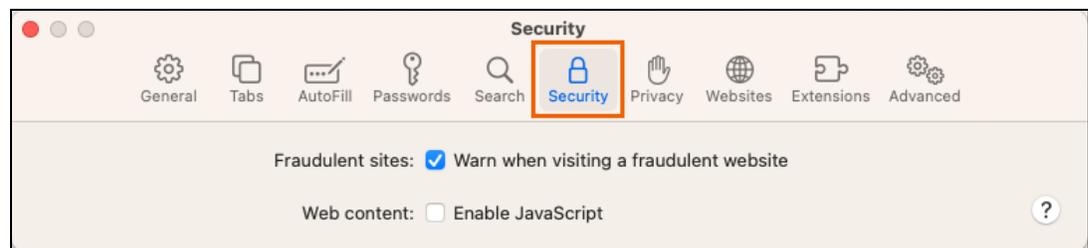
- Mouse over the pane on the left-hand side, then scroll down to the bottom of the list, then select **Pop-Up Windows**:



6. Mouse over the *Allow pop-up windows on the websites below:* section, then scroll to locate the URL (**x.onsite.realpage.com** where "x" is the name of your company), then click the drop-down to the right, then select **Allow**.
7. Close the **Settings** pane.

Enabling JavaScript

1. JavaScript is likely enabled by default. However, it is a good idea to verify it is enabled to ensure proper OneSite functionality. To enable JavaScript, make sure Safari is open and is the active window, mouse over the top left-hand corner of your desktop, then click **Safari**, then select **Settings**.
2. Click the **Security** tab, then activate the **Enable JavaScript** check box at **Web content**:



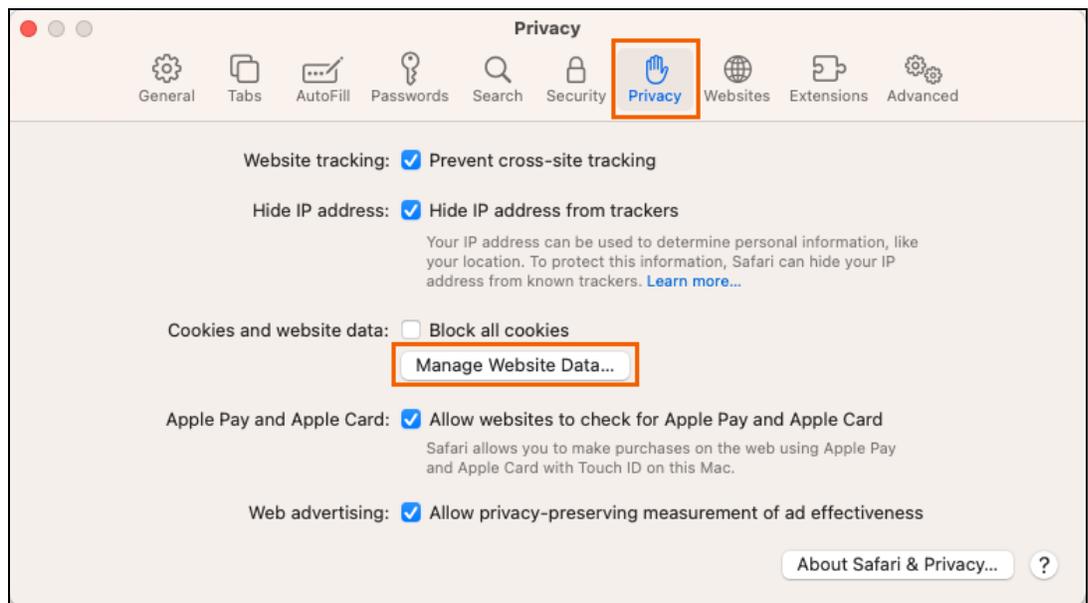
3. Close the **Settings** pane.

Clearing Safari Browser Cache

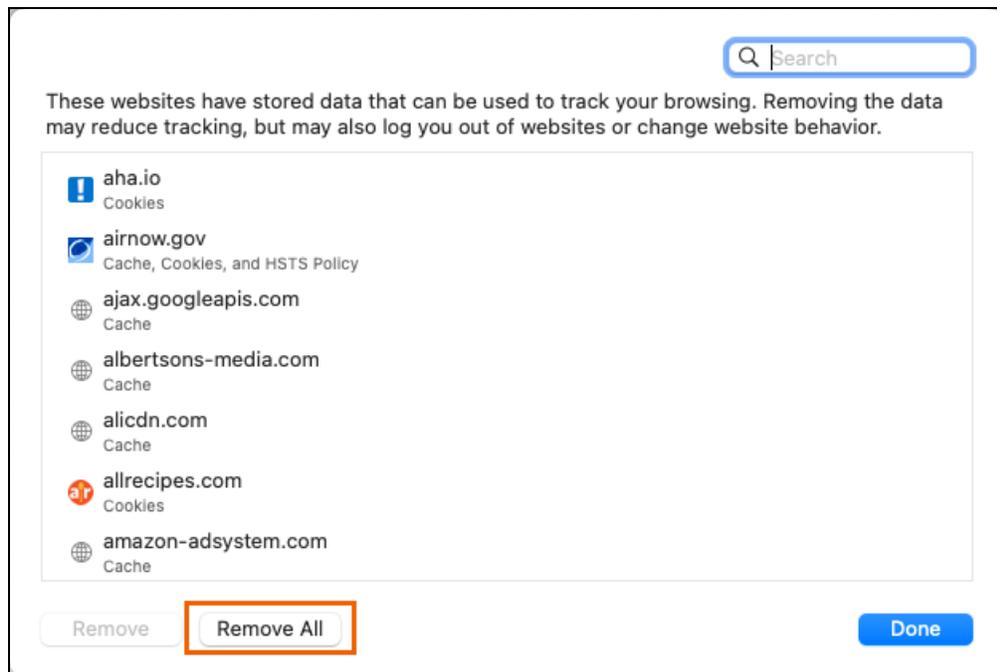
To clear cached information stored by websites in your Safari web browser:

1. Open the Safari web browser on your Mac computer. If Safari is already open on your machine, click the window to make it active.
2. Mouse over the top-left corner of your desktop and click the **Safari** menu.
3. Select **Settings**.

4. Click the **Privacy** tab, then click the **Manage Website Data...** button:



5. This pane lists all sites you have visited which have stored data. Click **Remove All** to remove all stored web site data.



6. A pop-up window appears indicating the total number of websites storing data on your machine and asking you to confirm deletion. Please note that you may need to log in again to certain websites, and some sites may behave differently after the data has been deleted.
7. Click **Done** to close the pane when finished, and then close the **Settings** pane.

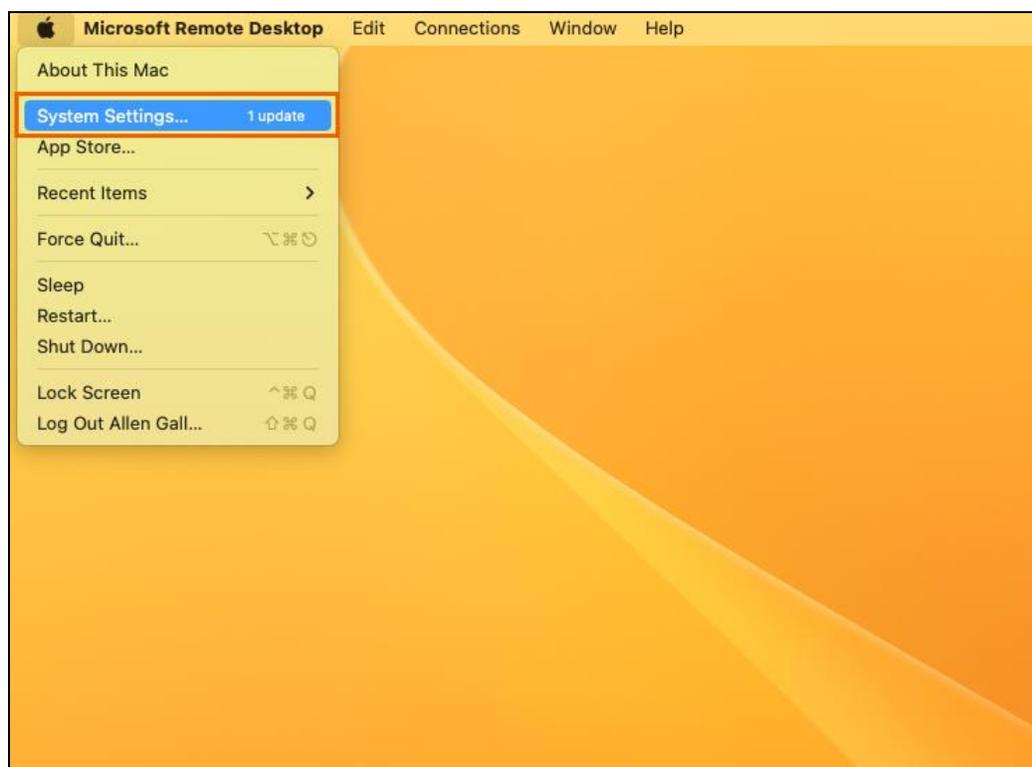
Mac Configuration

This section describes how to ensure your display is configured to meet the minimum required resolution. If you are having issues with OneSite pages displaying correctly, please review this section.

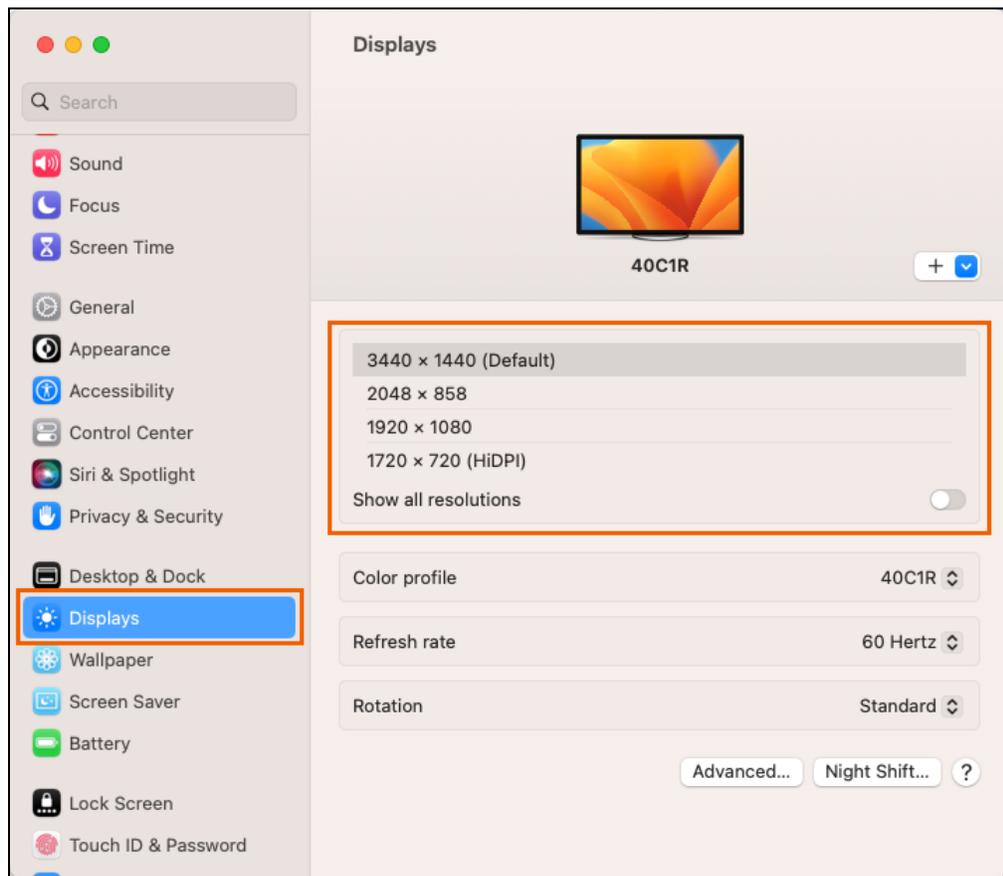
Troubleshooting Resolution Settings

To configure resolution settings if OneSite is not displaying correctly:

1. Mouse over the top left-hand corner of your desktop and click the **Apple** icon.
2. Select **System Settings...** at the menu.



3. Mouse over the left side of the pane, then scroll down and select **Displays**.



4. Make sure the minimum resolution is set to a value of 1024x768 or higher. In most cases, your display will use a native resolution of 1280x720, 1920x1080, or higher. If you are noticing issues with pages displaying properly, please check your resolution to make sure it meets the minimum requirements. To change resolutions, just select from the list.
5. Close the pane when finished.