HRS TAM - Update Internet Settings to Allow Opening of Attachments and File Downloads to 'Generate' Letter Templates

To enable opening of applicant's attachments, such as Resume/CV, cover letters, transcripts, etc., Internet settings may have to be changed on your computer or Ipad. Additionally, letters can be enabled within TAM when correspondence is sent to an applicant/candidate. To enable the downloading of these letters an Internet setting may have to be changed on your computer.

If one of the following options below does not work, contact your campus IT department for assist in changing your browser download settings.

- Internet Explorer 8
- Internet Explorer 9
- Mozilla Firefox
- Google Chrome
- Safari
- Ipad (Safari)

For Internet Explorer 8:

1. Open Internet Explorer.
2. Click on the Tools link at the top right hand corner.

![Tools menu in Internet Explorer 8]

3. Choose Internet Options from the Tools menu.
4. Click on the Security tab.
5. Click the **Custom Level** button.
6. Within the list of Custom Levels, find the **Automatic prompting for file downloads** and select the **Enable** radial button.

7. Click **OK**.
For Internet Explorer 9:

1. Open Internet Explorer.

2. Click on the **Tools** link at the top right hand corner.

3. Choose **Internet Options** from the Tools menu.

4. Click on the **Security** tab.

5. Click the **Custom Level** button.

6. Within the Downloads section, select the **Enable** radial button for **File Download** section.
7. Click **OK**.

**Turn Off Pop Up Blocker in Internet Explorer 9**

1. Open Internet Explorer
2. Click the **Tools** button, then click **Internet Options**.
3. On the **Privacy** tab, select or clear the **Turn on Pop-Up Blocker** checkbox.
4. Click **OK**.

**For Firefox:**

1. Open Firefox.
2. Generate the Letter template as you would following

[HRS TAM - Send Letter to Applicant](#)

3. Firefox will trigger a pop up message at the top of the screen, once the "**Generate**" letter button has been selected.

4. Click the **Options** button on this message.
5. Next click the "**Allow pop-ups for......**" This will allow pop-up exceptions for this site in the future.
6. The **Job Opening's Manage Applicant** page re-appears, follow the same process one more time to generate the letter template.

For **Google Chrome**:

1. Open Google Chrome.

2. Click the *Customize and control Google Chrome* icon in the upper right corner of the window.

3. Choose **Settings** from the menu.

4. Click the **Show advanced settings** link on the bottom of the page.

   ![Show advanced settings](image)

5. Click the **Content settings** button.
6. Scroll down to the Pop-ups section.

7. Click the radio button to **Allow all sites to show pop-ups**.

8. Click on the **Done** button.

It is important to note that this will allow all pop-ups to be shown. If you have further questions regarding pop-up blockers, contact your institution IT department.

For **Safari**:

1. Open Safari.

2. Click the **Gear** icon on the right hand side of the browser page.

3. Click the "**Block Pop-Up Windows**", which will turn off your Safari pop-up blocker and uncheck the option.
For *Ipad (Safari)*:

1. Click on the **Settings** icon from the *Ipad*’s desktop.

2. Turn off **Block Pop-ups** by sliding button until it is no longer green.
Note: Even after turning off pop-up blocker on the Ipad settings, you may still need to click **Allow** each time you open an attachment.