Resolve Access to Partner Applications in CROSSMARKConnect For BYOD Devices

These settings should only be applied to users on home or BYOD (Bring Your Own Device) computers. **Do not use if you have a CROSSMARK corporate computer.** (Corporate machines automatically get settings deployed).

**Minimum system requirements to access the new CROSSMARKConnect site:**
To access CROSSMARKConnect, your PC must meet the following minimum requirements:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Requirement Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows 7 or higher</td>
</tr>
<tr>
<td>Internet Browser</td>
<td>Internet Explorer 10.0 or higher, Safari 6.1 or higher, Firefox 32.0.3 or higher, Chrome 35 or higher</td>
</tr>
<tr>
<td>Internet Connection Speed</td>
<td>1.5 mbps or higher</td>
</tr>
<tr>
<td>Browser Settings</td>
<td>JavaScript enabled and cookies enabled</td>
</tr>
<tr>
<td>ActiveX Controls</td>
<td>One time install of ActiveX controls on user computer and would require administrative rights on the local computer</td>
</tr>
<tr>
<td>Minimum Screen Resolution</td>
<td>800 x 600 minimum</td>
</tr>
<tr>
<td></td>
<td>1024 x 768 preferred</td>
</tr>
</tbody>
</table>

**Symptoms:**
Clicking on any Partner Applications link in CROSSMARK Connect → Resources when using the Internet Explorer web browser results in an error.

**Resolution:**
The following must be completed before users can access any links under Partner Applications in CROSSMARK Connect when using the Internet Explorer web browser. Partner Application links include:
- BlueVue Performance & Learning Management
- Support Services Portal
- Salesforce.com (Managers Only)
Confirm Version of Internet Explorer
1. Open Internet Explorer and Navigate to:
   a. Help (or gearbox in upper right)
   b. About Internet Explorer

Only versions 10 and above are supported.
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Add Trusted Sites
1. Open Internet Explorer and Navigate to:
   a. Tools (gearbox in upper right)
   b. Internet Options
2. From the Internet Options window:
   a. Click on the “Security” tab
   b. Click on “Trusted Sites”
   c. Click on the “Sites” button
3. Add the Trusted Sites
   a. Clear the checkbox next to “Require server verification…”
   b. Enter each of the below items then click on the “Add” button
      • *.crossmark.com
      • *.crossmarkconnect.com
      • https://crossmarkconnect.sharepoint.com
      • https://crossmarkconnect-my.sharepoint.com
   c. Select the checkbox next to “Require server verification…”
4. Click on the “Close” button

Advanced Setting
1. From the Internet Options window:
   a. Click on the “Advanced” tab
   b. Scroll to the bottom
   c. “Enable Integrated Windows Authentication” must be checked.
2. Click on the “OK” button