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Financial Front End (FFE) Modules and Browser Compatibility Issues

A browser compatibility issue has been identified when using the following FFE modules with Internet Explorer versions 9, 10 and 11, as well as Firefox:

- Budget Tool
- Cash Module
- Security Administration

When experiencing this issue, users will notice missing buttons, lines in the Worklist will disappear, inability to print, amounts not appearing as currency, only whole numbers (no decimals or commas), search fields not working properly, and in the Budget Tool the menus to budget Transfers, Project Life and Batch will disappear and users will not be able to make selections from the Selector screen.

Internet Explorer Users

If a website is considered to have potential compatibility issues, an icon appears in the URL bar (see below). To address the compatibility issues for IE9 and IE10, click on this icon to resolve the issues. You may be required to login to FinSys again after clicking on the compatibility icon. This action need only be taken once; the browser will then remember the change and the icon will be grayed out (clicking on the icon again will reverse the fix).

For further information please visit http://windows.microsoft.com/en-us/internet-explorer/use-compatibility-view#ie=ie-10
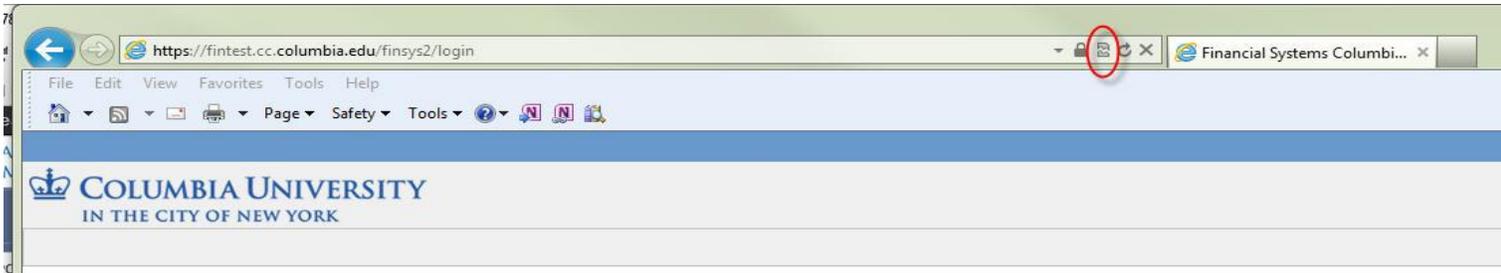
For IE11 users, follow these steps to use a preferred website with the compatibility mode on:

> **∨ To add a site to the Compatibility View list**
>
> 1. Open the desktop, and then tap or click the Internet Explorer icon on the taskbar.
>
> 2. Tap or click the **Tools** button ⚙, and then tap or click **Compatibility View settings**.
>
> 3. Under **Add this website**, enter the URL of the site you want to add to the list, and then tap or click **Add**.

For further information please visit http://windows.microsoft.com/en-us/internet-explorer/use-compatibility-view#ie=ie-11

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In addition, we recommend adding the URL of the FFE module you wish to use as a "Trusted Site". To do this:

1. Go to "Internet Options"
2. Click on the "Security" tab
3. Click on the "Trusted Sites" icon
4. Click on the "Sites" button
5. Add the URL of the particular FFE module (Budget Tool, Cash Module, Security Administration) that you wish to work with

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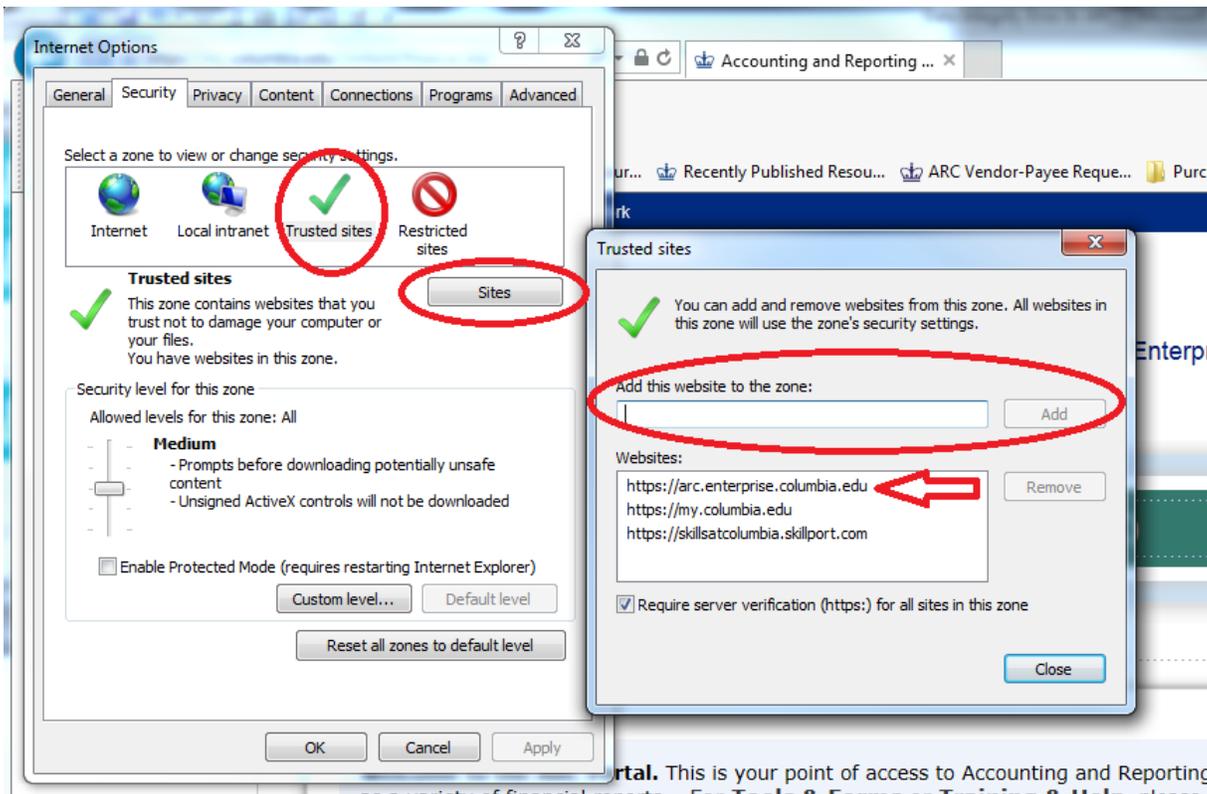
Firefox Users

The resolution for Firefox compatibility issues is as follows:

1. From the Firefox menu, click "Options"
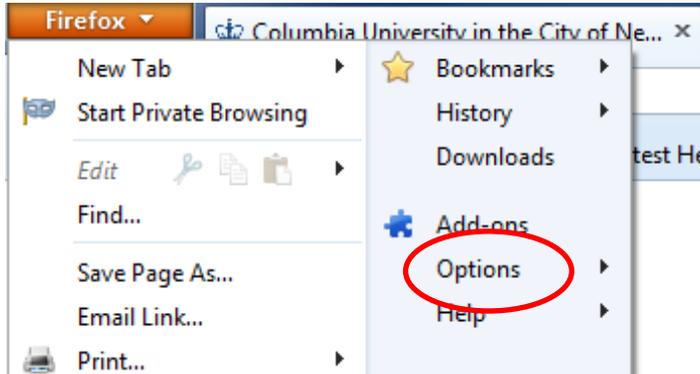
2. Then click on "Advanced"
3. Then click on the "Network" tab
4. Under "Cached Web Content" click on the "Clear Now" button, and then click "OK" at the bottom of the box
5. Refresh the My.Columbia page, go to the "FinSys" tab and click on whichever FFE module you are looking to use
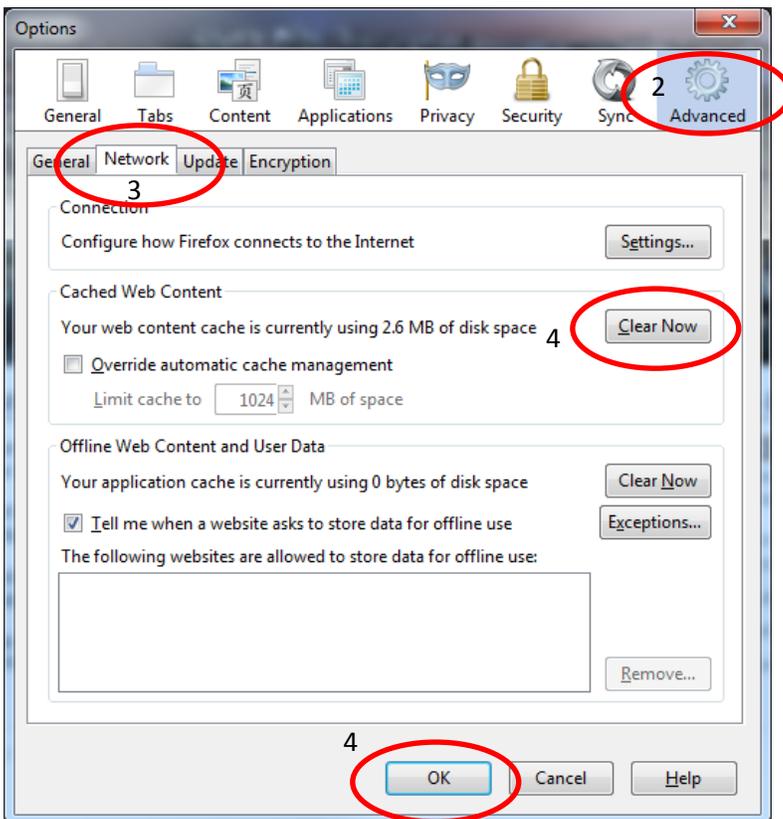
If users continue to experience browser compatibility issues, please contact the CUIT Service Desk. You can log an incident or request a service by using a self-service web form, or you can contact the CUIT Service Desk by phone: 212-854-1919.