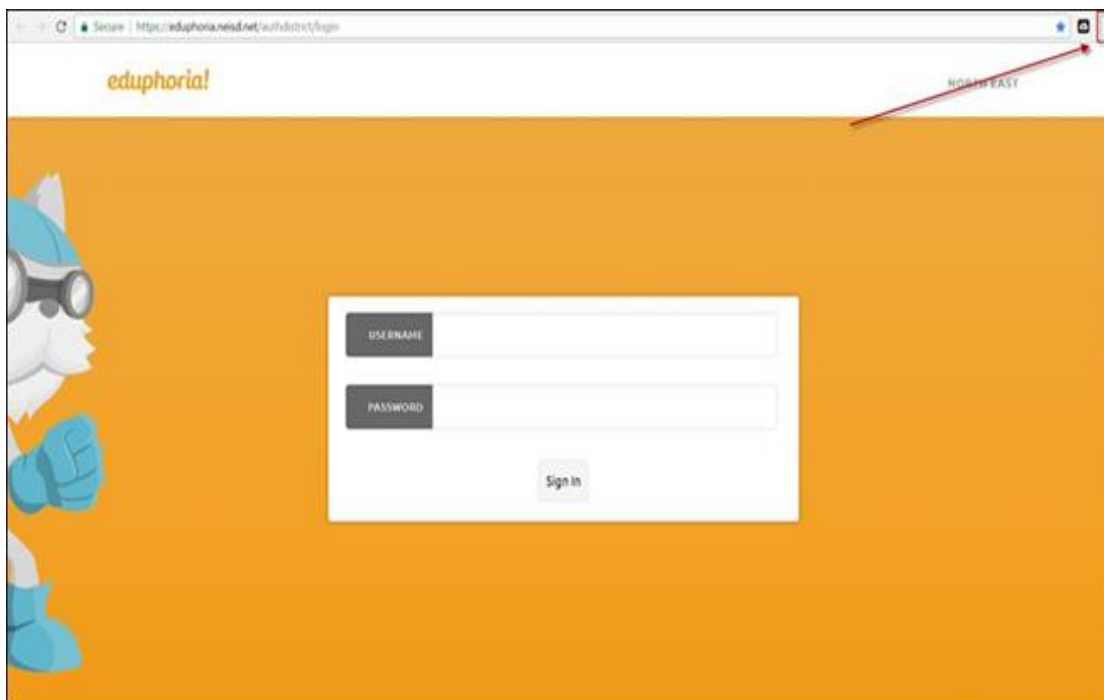


EDUPHORIA - Technical Tips

If you have issues logging into Eduphoria via Launchpad, click on the link located on the Human Resources main page under Quick Links.



- The most compatible browser to use is **Google Chrome**. To verify you have the most recent version of Chrome, you should see **three vertical dots** in the top right corner.
- If you do not have the most recent version of Google Chrome, go to the Software Center Application Catalog, search Chrome and select Install. You may be prompted to enter an administrator username and password, but you can ignore the message.



Common Issues

- Verify you have a good Wi-Fi connection as sometimes it can disconnect and not truly allow you to save as you work on documents
- If you experience a blank screen or an error message when signing off on documents, it may be because you clicked “Enter” on your keyboard versus using the mouse to click on the “Electronically Sign” button
- If an employee’s security question is not working, advise them to click on “My Profile” and continue to select “Next” until they get to the security question screen. They can reset their question with a new answer (NOTE: It is case sensitive)