# The ABC of IPSA Online

Access issues, browser Issues and clearing your cache – a troubleshooting guide

## Contents

# Part A: Access issues guide

## Top tips for accessing IPSA Online

1. **Clear your internet browser cache**. You can force a single internet page's cache to refresh by pressing "Ctrl" and "F5" on your keyboard.

If this is unsuccessful you may need to clear your entire cache, please see: **Part C: Clearing your cache – Inside and out**.

2. We strongly recommend you use either Internet Explorer or Google Chrome as your web browser for IPSA Online. Internet Explorer is installed as standard on all Windows Computers. Google Chrome can be downloaded here: https://www.google.com/chrome/

**Note: IPSA Online can be accessed via other browsers (Microsoft Edge, Safari etc.) but with more variable results in usability.**

3. Ensure that anyone else using your computer has properly logged out of their parliamentary account and that you have cleared your internet browser cache (Please see **Part C: Clearing your cache – Inside and out**) before logging in.

If you are still experiencing log in issues, please proceed to the next pages of this guide detailing specific access issues and their solutions.
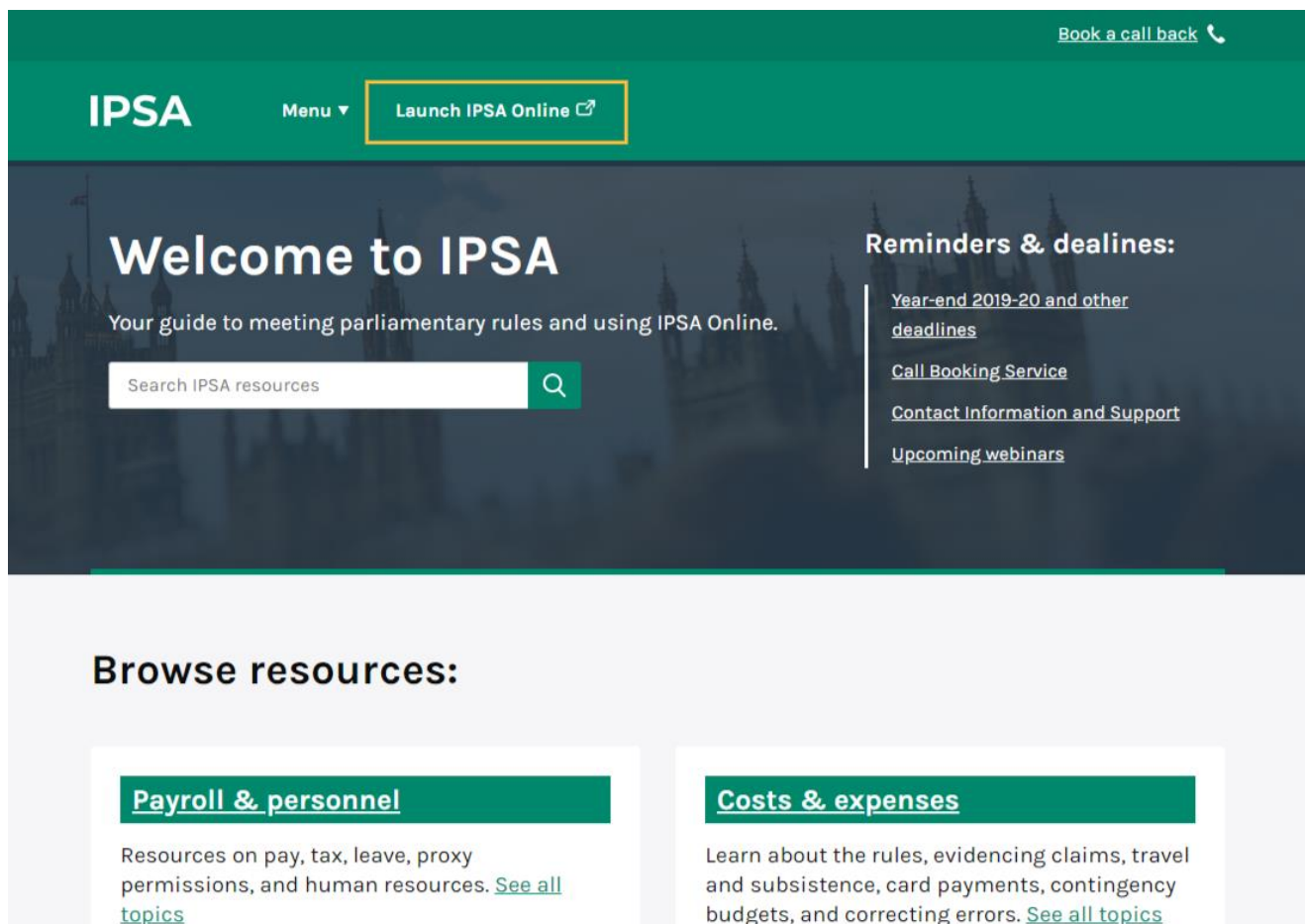
If you require Technical IT assistance with anything mentioned in this guide, please contact Parliamentary Digital Sevices.

PDS Number: 020 7219 2001

Email address: digitalsupportdesk@parliament.uk

## The homepage

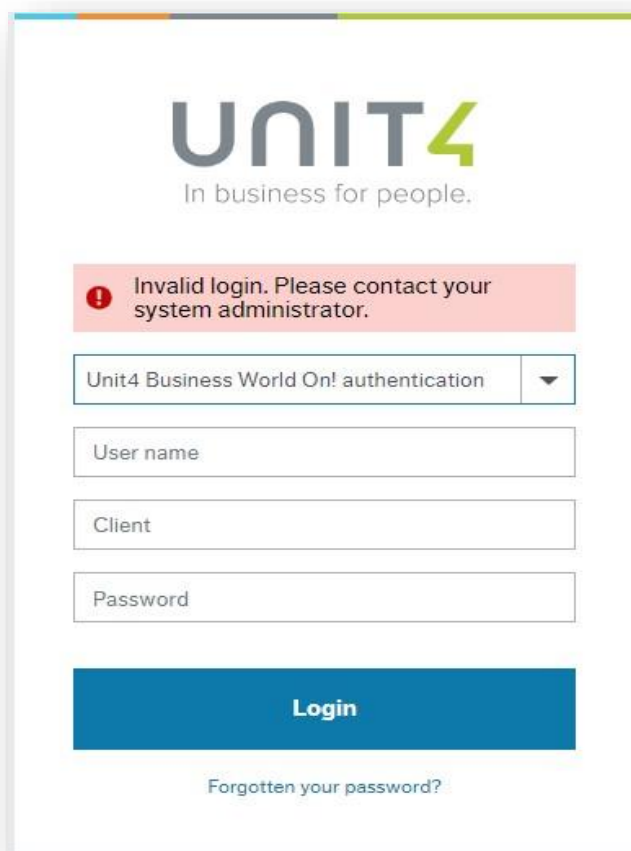The IPSA homepage looks like this:



You can assess IPSA Online by selecting the link in the orange rectangle. Contextual links to IPSA Online are also provided across the site.

If you can access IPSA Online but are experiencing issues viewing your payslip, please proceed to **Part B: Browser issues guide.**

# Login error screens & messages

"Invalid login" error message



If you encounter this error message, it is likely that you can access the IPSA Online Homepage, but not make it through to main expenses site.

If you are a **new starter or current staff** member this is likely due to a problem with your sign on credentials.

To solve this issue you will need to contact IPSA on **020 7811 6400** or by info@theipsa.org.uk.

However, if you are a recent **leaver or your employment has officially ended**, it is likely that your account access has naturally expired. In this scenario access to the system cannot be granted.

"PDS" error message
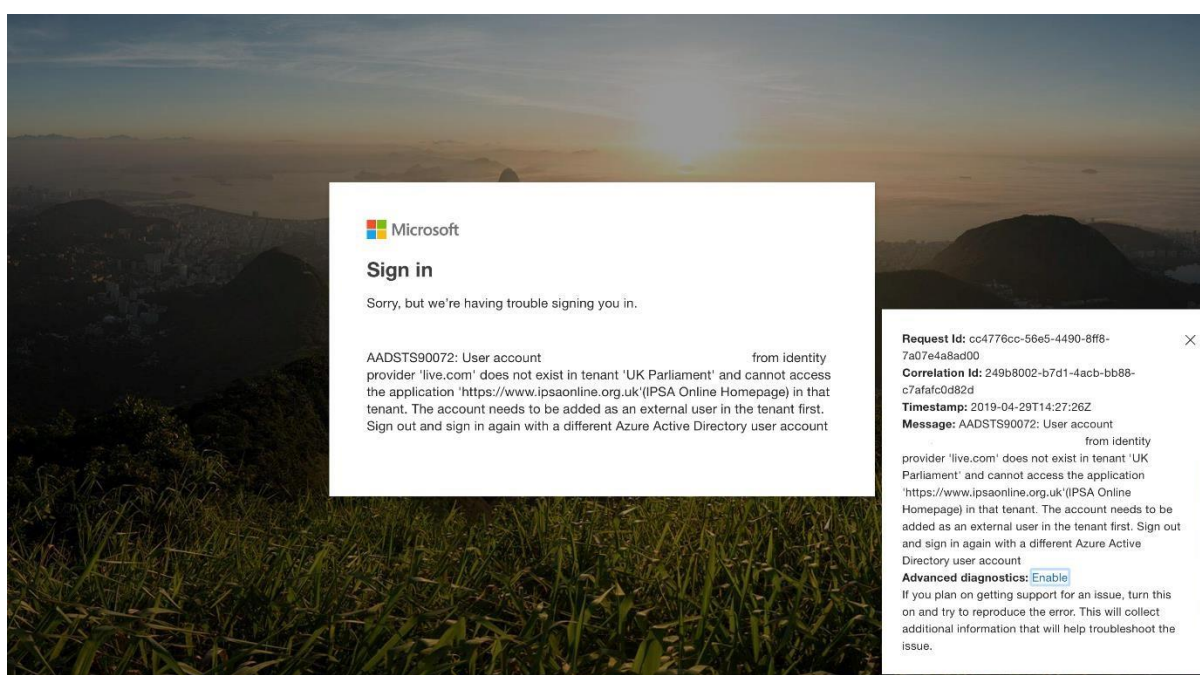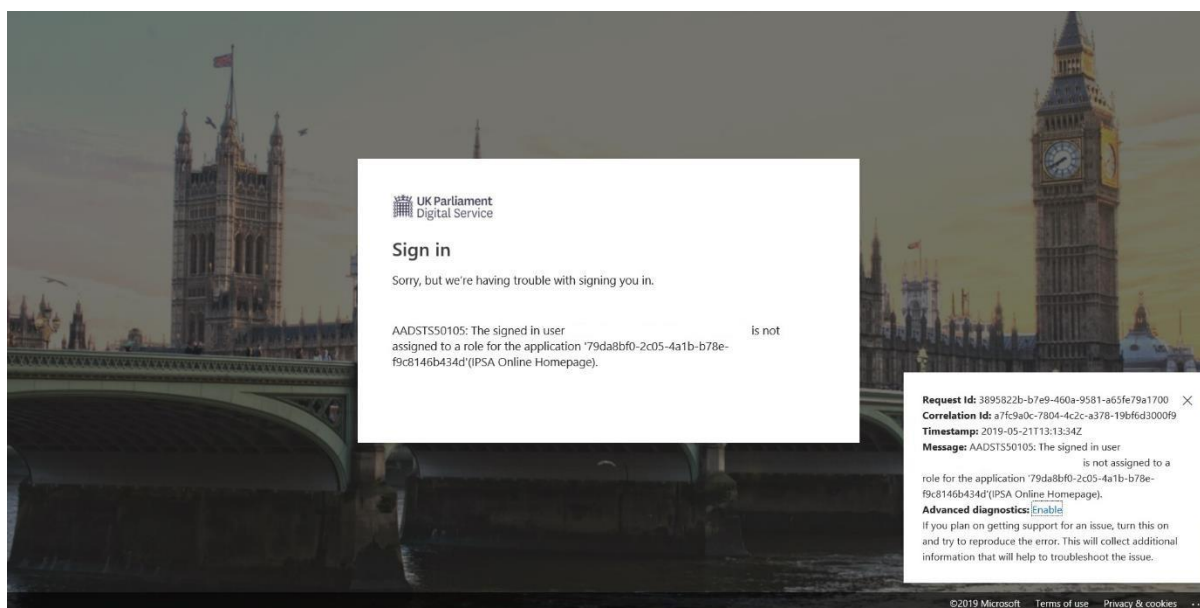




If you are unsuccessful logging in and are reaching the above screen there may be an issue with your parliamentary account.

You will need to contact PDS to resolve this.

**PDS Number: 020 7219 2001**

**Email address: digitalsupportdesk@parliament.uk**

"UNIT4" error message
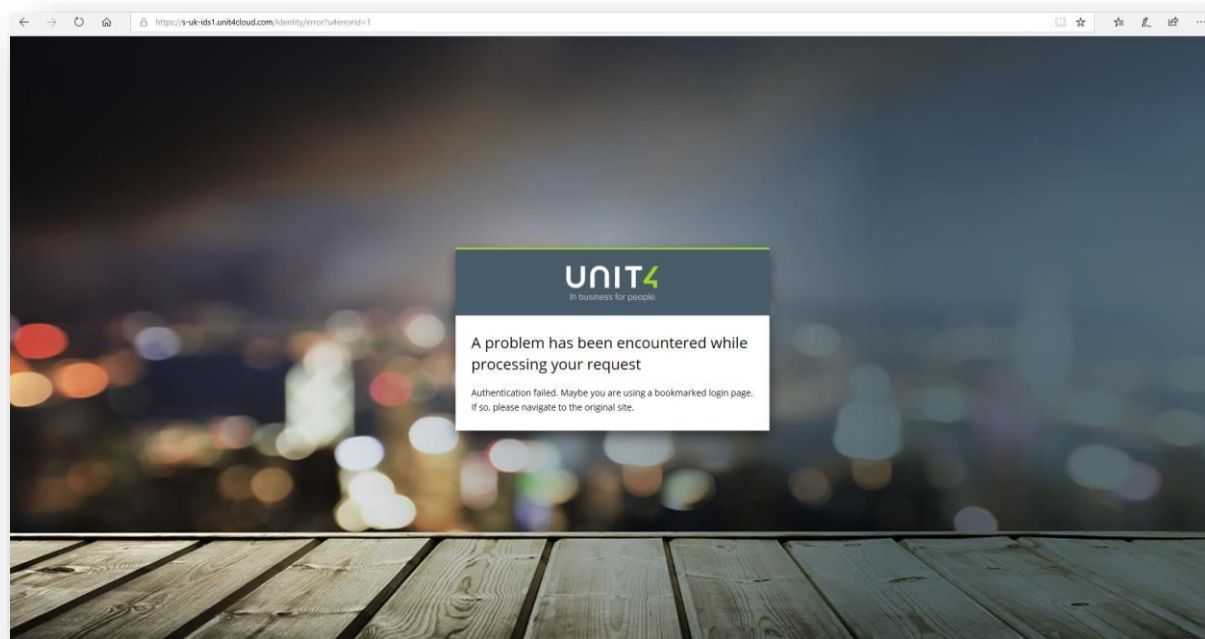


This error occurs if you are attempting to access IPSA Online from an **old bookmark or web address**. Please ensure you are not doing either of these.

When you type [www.ipsaonline.org.uk](www.ipsaonline.org.uk) into your web browser please ensure you do not select any drop down auto complete suggestions.

Alternatively, if you sign into your parliamentary account as standard you can access both the Homepage and IPSA Online from your App Directory.

Logging into the UNIT4 expenses phone app
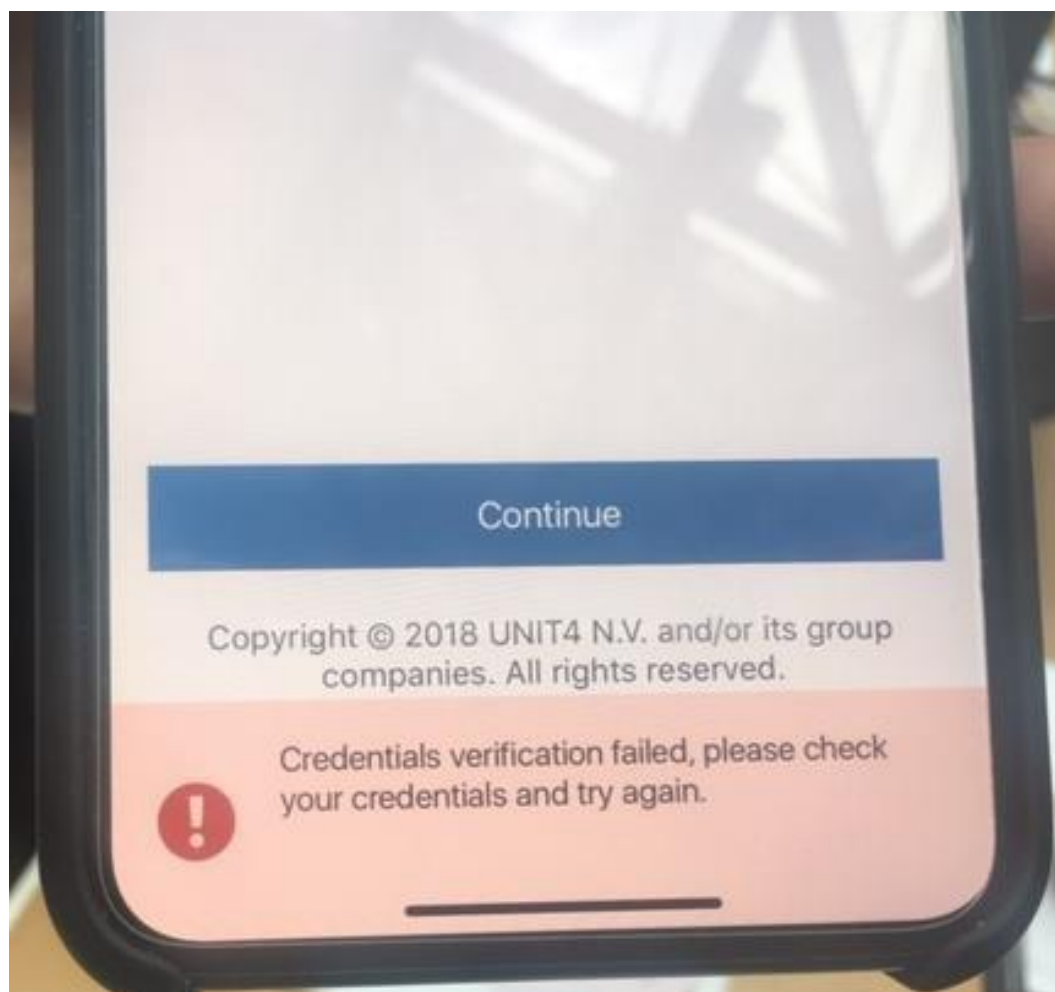


When logging into the **UNIT4 expenses phone app** you may experience the above error.

Please double check that you have typed in the Web URL properly when you sign in:

https://ipsa.myqtcloud.com/businessworld-webservices/service.svc

If this is not correct it will prevent you from signing in.

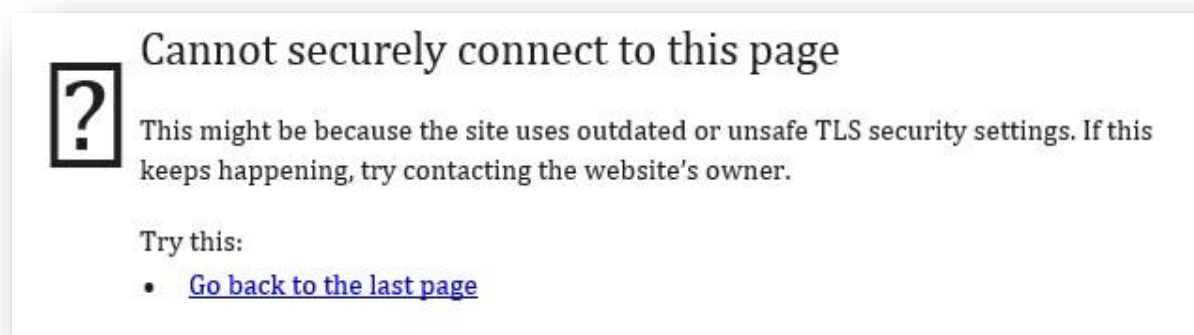Microsoft Edge error message



**Cannot securely connect to this page**

This might be because the site uses outdated or unsafe TLS security settings. If this keeps happening, try contacting the website's owner.

Try this:
- Go back to the last page

As per our "Top tips" section we advise that you use alternative browsers to Microsoft Edge for the best user experience. If you do this is one of the main error messages you may encounter. Please use either **Internet Explorer** or **Google Chrome** instead if you encounter this error.

# Part B: Browser issues guide

## Viewing your payslips (or any other PDF within IPSA Online)

As per our other guidance materials on "How to use IPSA Online", you should be attempting to access your payslips via the **Document Archive**.

Once logged in you can reach this by selecting "**My information and payslips"** and then the Blue Paperclip Icon ( ) in the top left-hand corner.

When you are in the Document Archive you should be able to view a preview of your payslip by double clicking on the document itself.

However, you may be experiencing either a blank preview or no document whatsoever.

To address this, please:

- Make sure Adobe is not running in the background to do this open your task manager (Ctrl + Alt+ Delete) and "End Task" on any Adobe processes that may be running. Please note this will close any open PDFs on your computer.

- Use a different Internet Browser, make sure the internet browsers are the most recent versions and that all installed browser plug-ins are up to date (please ask your PDS if you are unsure).

- Ensure that both your Internal and External Cache. Please see **Part C: Clearing your cache – Inside and out** for guidance on this.

**If you are still struggling, please follow the workaround below for iPad users, as this will also work on a regular desktop.**

Viewing your payslips workaround for iPad Users

If you are using an iPad you will not be able to double click the document in your archive as stated above.

To work around this, you will need to open a PDF document of your payslip in a new window. Please do the following:
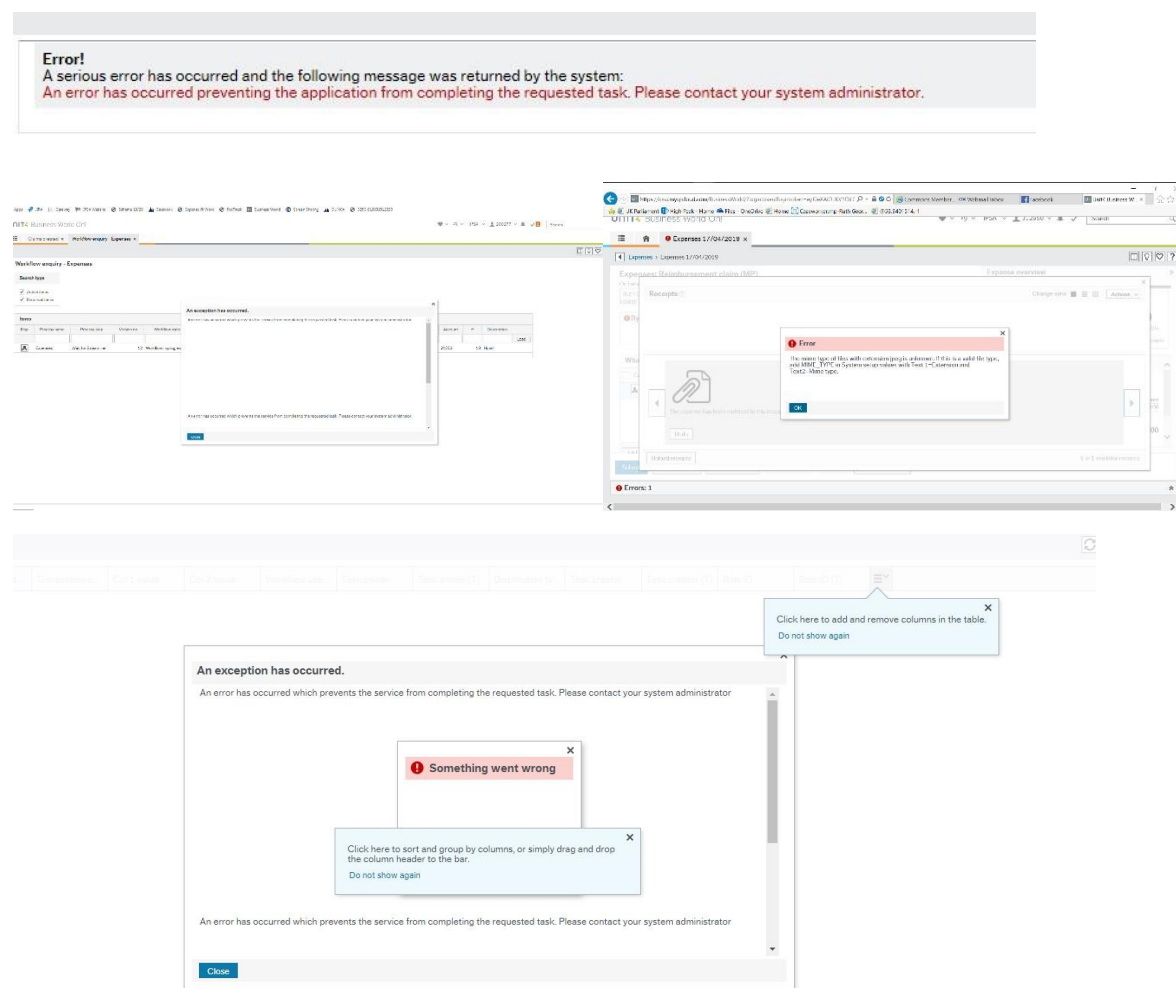
1. Select the document you wish to open in the "**Document Archive**".
2. Select the "**Actions"** drop down in the top right-hand corner of your Document Archive.
3. Select "**Print"** (don't worry this will not print the document.)
4. Your Payslip should then open in a printable PDF format in a New Tab. (If this does not happen, please check that you do not have pop up blocker turned on.)
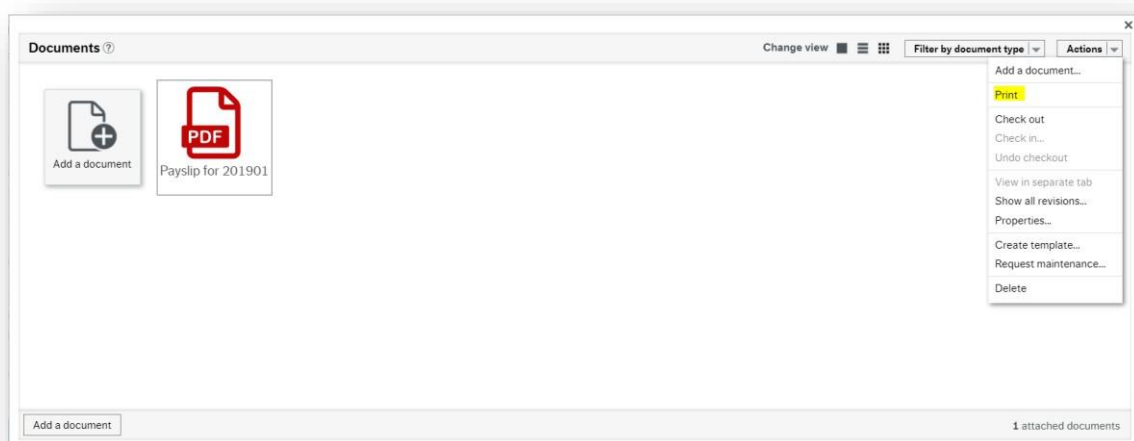


Note: The standard browser on iPad is Safari. Please download the Google Chrome Browser App from the App store for a better experience in using IPSA Online.

**If you cannot open your payslips/documents in this manner, please contact PDS (your local IT team) as we are unable to troubleshoot this problem any further.**

IPSA Online – internal site issues



Error!
A serious error has occurred and the following message was returned by the system:
An error has occurred preventing the application from completing the requested task. Please contact your system administrator.





If you encounter any of the above issues, please can we ask that you do the following?

1. **Clear your internal cache.** These are your automatic saved settings within IPSA Online. Please see **Part C: Clearing your cache – Inside and out** for instructions.
2. **Clear your external cache.** Press "**Ctrl + F5**". Alternatively, please see **Part C: Clearing your cache – Inside and out**.
3. **Log out and log back in again.** To clarify, you should log all the way out of your parliamentary account and then back in.

**If the error messages persist after completing all three of the above steps, please contact IPSA on 020 7811 6400, as this will likely be a system wide issue.**

# PART C: Clearing your cache – inside and out

## Clearing your internet browser cache

This is where settings for your Internet browser (Internet Explorer, Google Chrome etc.) are stored.

Occasionally these can affect your ability to log in and your overall experience of IPSA Online, and so need to be cleared.

Before proceeding with the below, please first try refreshing your page using 'Ctrl' and 'F5' (this will clear the cache for the specific page you are on.) However, if this doesn't work you will need to proceed to clear your cache manually.

Internet Explorer

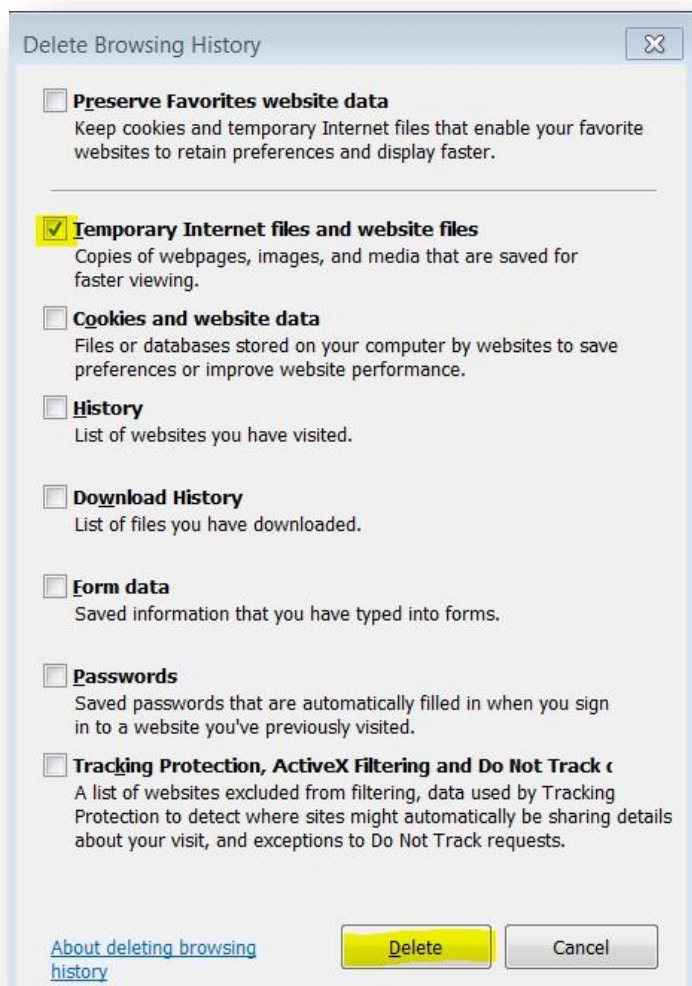1. Click the "**Settings**" wheel icon at the top right-hand corner of your browser window.
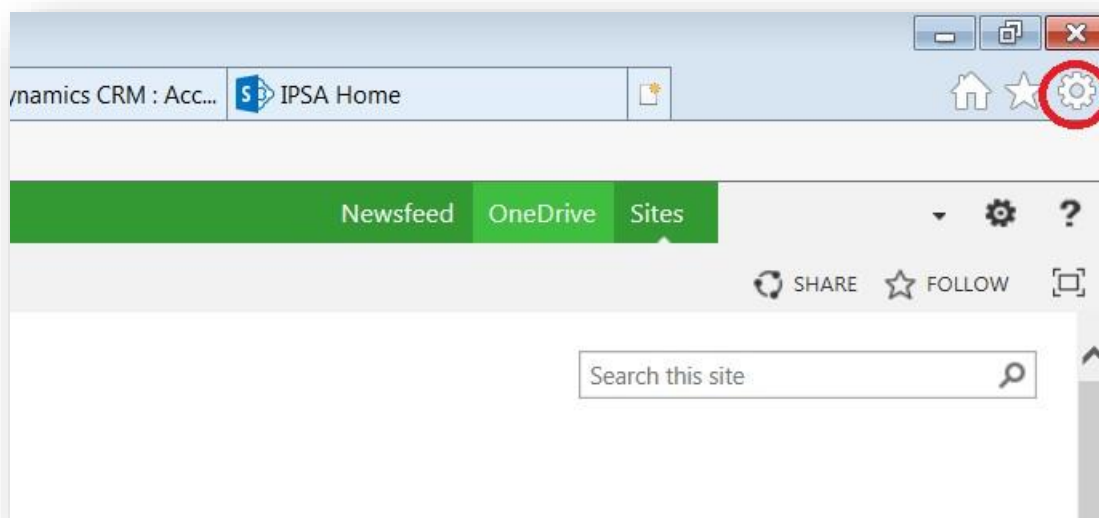


2. From the drop down go to "**Safety**" and then select "**Delete Browsing History…**"
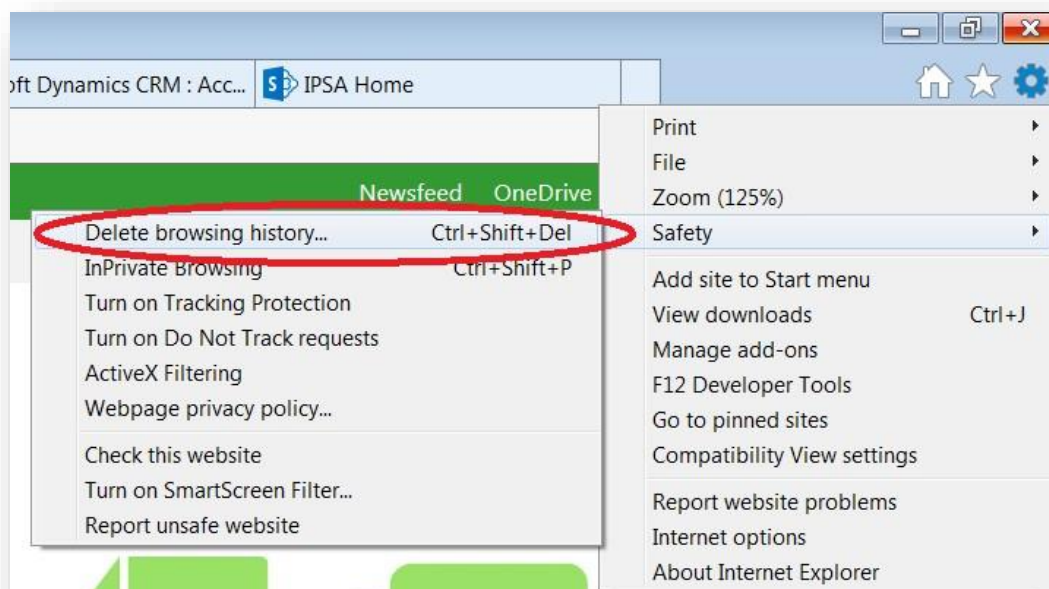


N.B. you can also shortcut this step by pressing "**Ctrl**" + "**Shift**" + "**Delete**" on your keyboard.
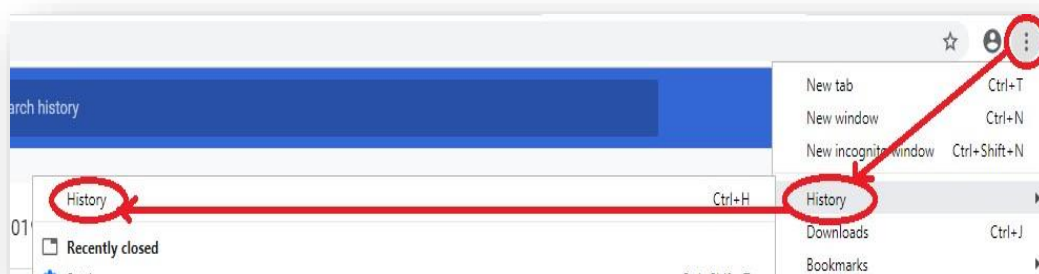
3. On the pop-up window, make sure that only the "**Temporary Internet files and website files**" box is ticked. Select "**Delete**".
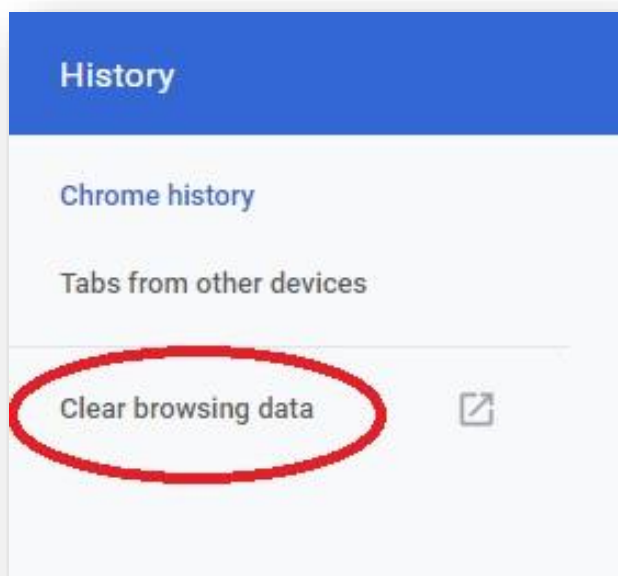
Google Chrome

1. Select the icon with three vertical dots from the top right-hand corner of the browser window.

Hover your mouse cursor over the "History" option and then select "History" again from the next drop down.



<mark>Note: You can also short cut this step by pressing "**Ctrl**" + "**H**" on your keyboard.</mark>

2. On the next page select "**Clear Browsing Data**"



3. Configure the resulting pop up window as per the screenshot below:

Before you select "Clear data", please ensure: Time Range is set to "**All Time**" and only the "**Cached images and files"** box is ticked.

Your Cache should now be cleared.

Clearing your internal IPSA Online cache

This is where your internal settings for IPSA Online are saved.

Occasionally this can start to affect the performance of your session, and so, it needs to be cleared.

To do this please click on your Payroll number in the top right-hand corner and select "**About BusinessWorld on!".** from the drop down (below).
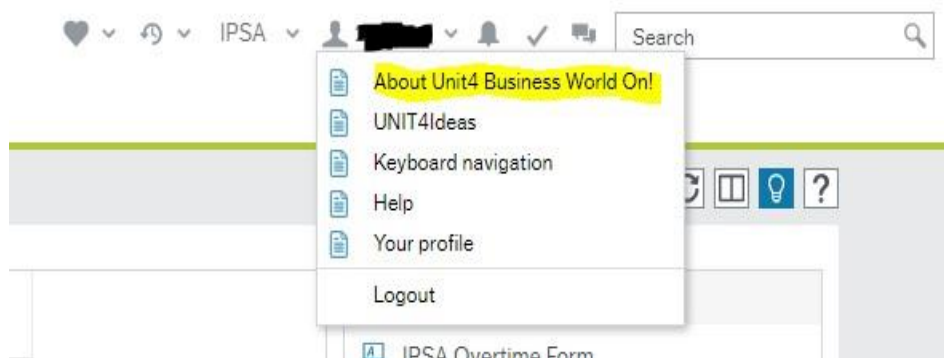


A window should then pop up in the middle of the screen, please click on the "**Clear the cache"** option in this window.
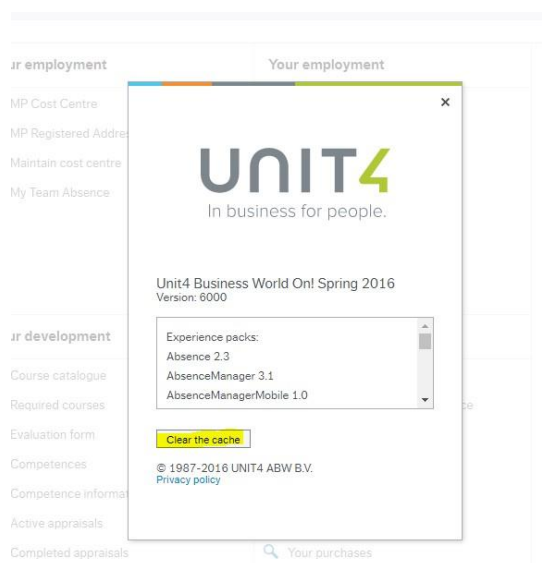


Please log out of IPSA Online and then log back in to ensure the system is fully refreshed.