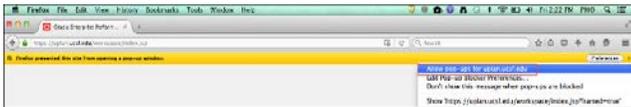




Settings for UPlan Mac Users

I. UPlan Firefox Settings

1. UPlan can be accessed in the latest version of Firefox or Firefox ESR. Sign in to MyAccess, click on UPlan.
2. The first time, the following will show up on the browser:



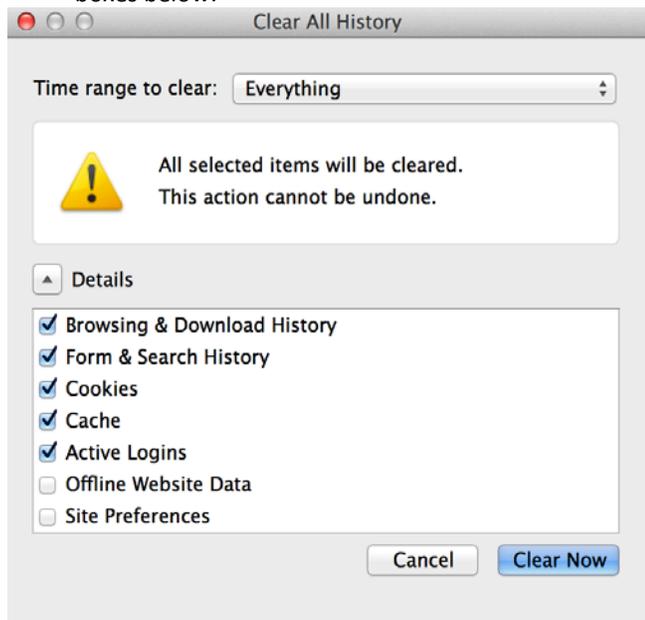
3. Click on Options and select "Allow Pop up for <https://uplan.ucsf.edu/workspace/index.jsp>"
4. Refresh / Reload the current Page and you should be able to login to UPlan.

II. If UPlan link from MyAccess does not load from Firefox

1. Clear your cache/delete browser history

Clearing the browser cache is healthy and should be done every once in a while. To do this in Firefox:

- ▶ Click on Firefox > History > Clear Recent History > Set the Time Range to Clear to Everything > Click all the boxes below:



- ▶ Click Clear Now > Close all Firefox windows > Reopen Firefox > Sign in to UPlan.

2. Possible reasons you cannot access UPlan:

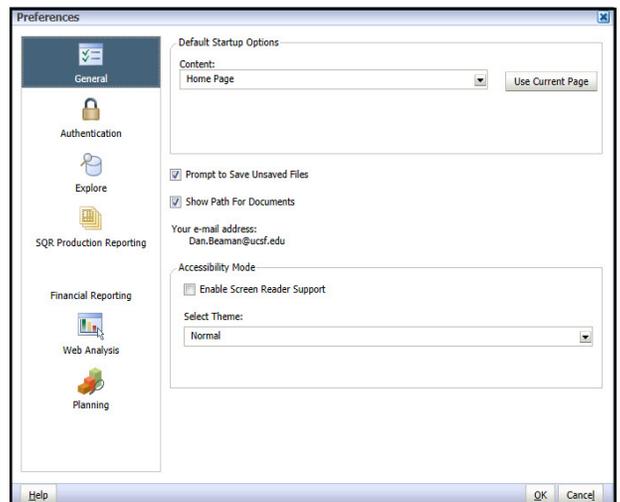
- ▶ You may not have **admin access** to your machine which is rejecting any modifications to the browsers, including downloading anything new. Contact your local desktop support person or contact the IT Service Desk.
- ▶ You may not be provisioned for UPlan Access. Contact your Control Point Coordinator. They need to contact your Department Access Administrator to submit a request through MyAccess > Access Management.

III. Non-Browser Related Settings

Verify your pre-loaded settings are set properly.

1. UPlan File > Preferences > General Tab

- ▶ Content dropdown screen should say **Home Page**.



2. Financial Reporting Tab

- ▶ User Point of View Preview button should be **On**.



Settings for UPlan Mac Users

