Internet Explorer Workaround

If you experience any (or all) of the issues below please take the following steps in the order listed:

1. Clear your browser Cache. See attached document for exact steps.

2. Try to navigate to the same place and see if you get the issue again. If you do, then proceed to Step 3.

3. Refresh the browser page by clicking on the refresh button on your browser. You can also try pressing F5 on your keyboard.

   If you have the “DOM” error message, please also click the “OK” button to go past the error message.

4. Try to navigate to the same place and see if you get the issue again. Your issue should not reappear. If you do get the issue again, please report it to our IT Service Desk at ITServiceDesk@umb.edu.

These are the issues reported for various Internet Explorer browser versions since the HR Direct release on June 22, 2015:

a. When you navigate to your Timesheet you are presented with a screen that displays your job(s) and even after you click on your job, you are not taken to your timesheet page.
b. You experience the spinning issue, i.e., there is a spinning wheel icon and the page does not get refreshed with the page or information you are expecting. You might also not be able to click anywhere and are forced to close the window.

c. When you click on the Favorites link on the top of the HR Direct application, that top line that has the Main Menu link also disappears. You can get it back by clicking on the “Home” page but it should not have disappeared in the first place.

d. You get the following error message and even if you click the “OK” button you are not able to move around or get the spinning wheel icon.
Updating DOM Unsuccessful: Error - TypeError: Object doesn't support property or method 'initGridd54'