

Back Office Web Configuration User Guide



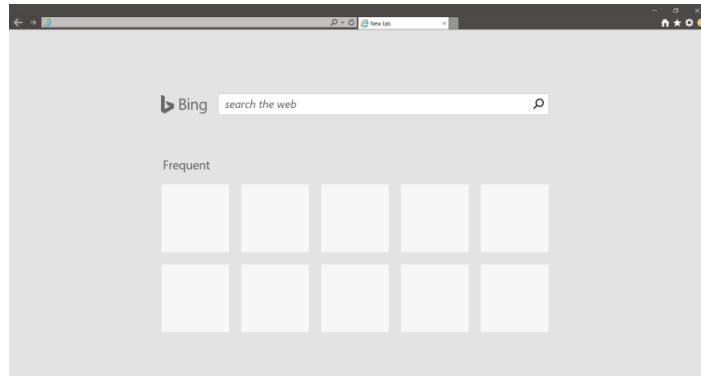
Back Office must be accessed using Internet Explorer, other web browsers will not work. If you are getting an error that Internet Explorer 5.5 or higher is required, there is an issue with the compatibility and trusted sites settings in Internet Explorer. This is commonly a result of window updates which often make changes to Internet Explorer's settings.

Windows 10 has a new web browser called “Microsoft Edge”, the icon for which is on the left below. Edge has a very similar icon to Internet Explorer, the icon on the right:

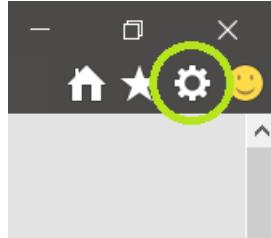


Back Office will not work with Microsoft Edge or other web browsers such as Firefox, Safari, or Google Chrome, and can only be used with Internet Explorer.

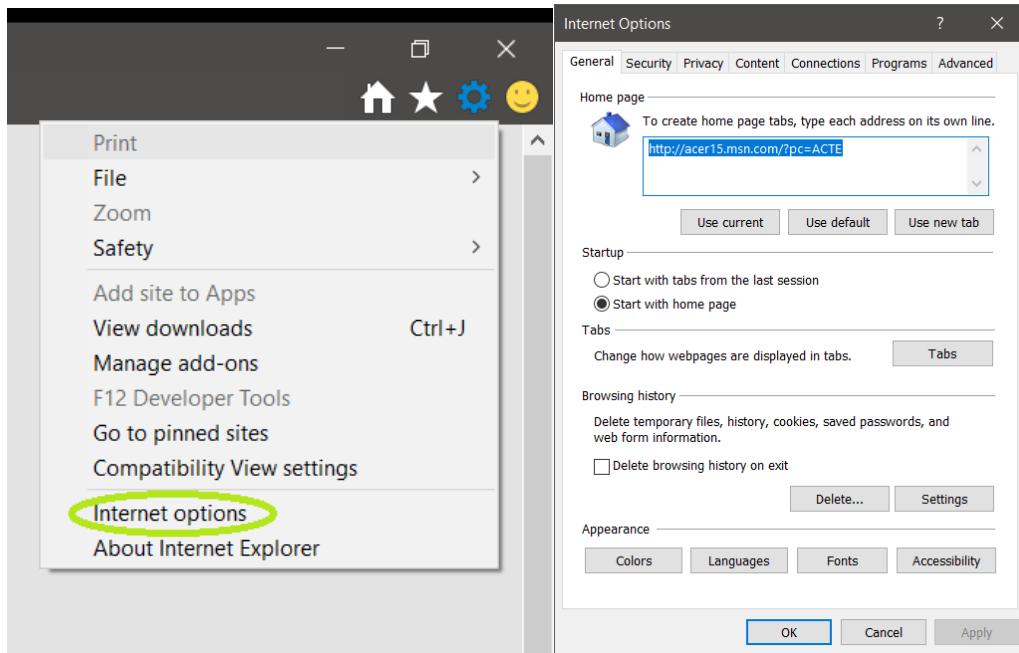
To change or correct Internet Explorer's settings, first open Internet Explorer:



Next, click on the settings icon in the upper right of the window:



This will display a drop down menu. Click on “Internet Options” from this menu to bring up a new pop-up window:



In the “Internet Options” pop-up, click on the “Security” Tab

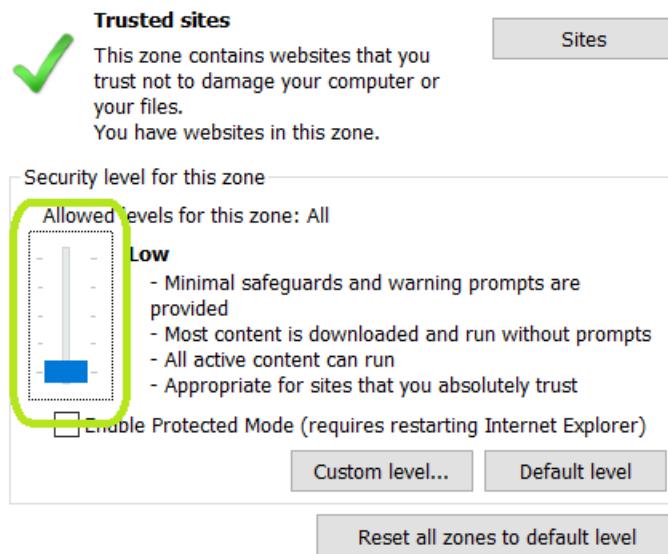


This will bring up the security settings for Internet Explorer. To protect the security of your computer, do not change settings other than the ones listed in this guide.

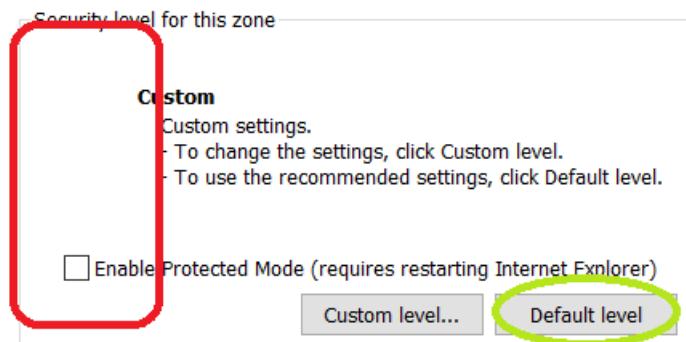
Next, click on the “Trusted Sites” icon:



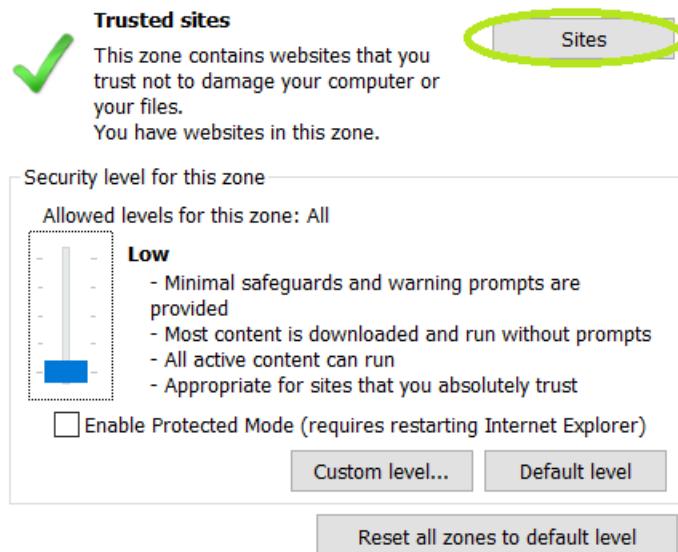
The security level for Trusted sites needs to be set to “Low”. This is done with a slider in the lower part of the pop-up window. Click and drag the slider down to the “Low” setting:



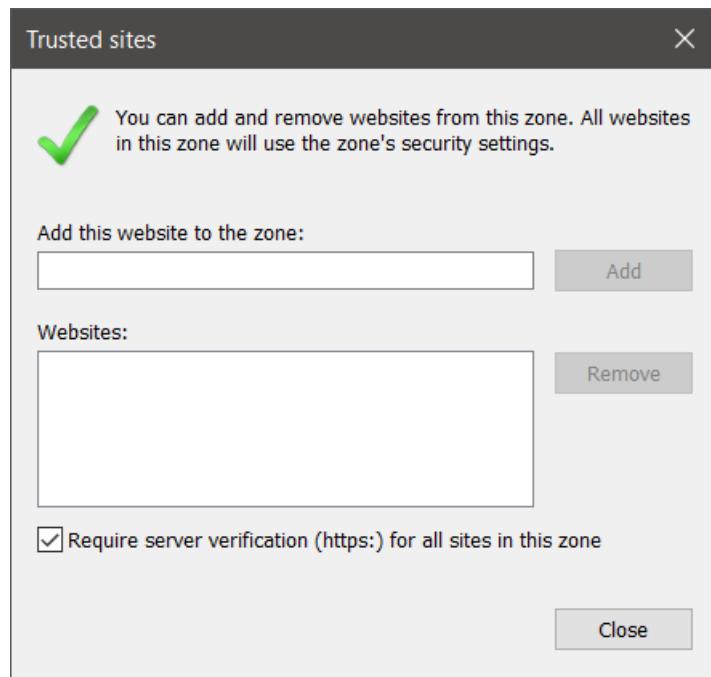
Sometimes this slider will not be shown, highlighted in red in the image below, to make the slider reappear click on the “Default Level” button:



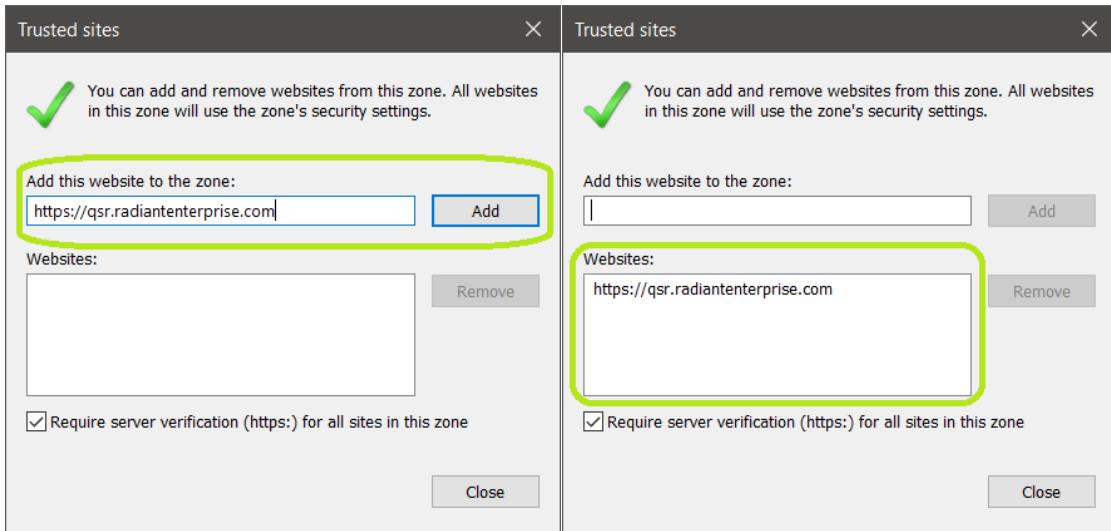
Next you will need to add radiant's website to the list of trusted sites. To do this, while in the “Security Tab” under “Trusted Sites” you will need to click on the “Sites” button on the right:



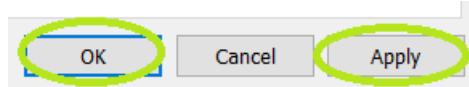
This will bring up a new smaller pop-up window:



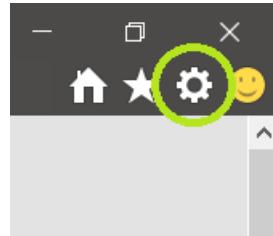
In the text box labeled "Add this website to the zone" enter <https://qsr.radiantenterprise.com> and click the "Add" button. This will put the site into the list labeled "Websites" below the text box you just entered it into:



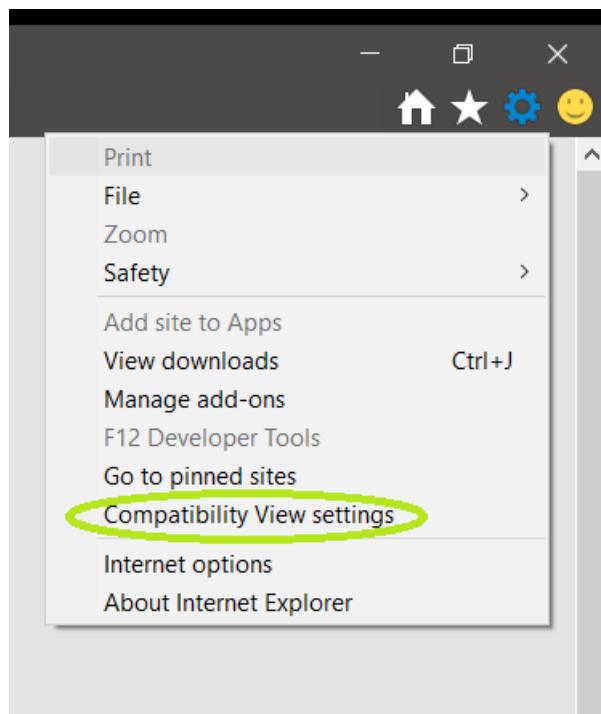
If the site was added correctly and is displayed in the list of trusted websites as shown in the right picture above, you can click “Close” in the lower right of the pop-up. Back Office’s website is now in your list of trusted sites. This will bring you back to the “Internet Options” window. Here you will need to click “Apply” and then “Ok” to apply the changes that have been made:



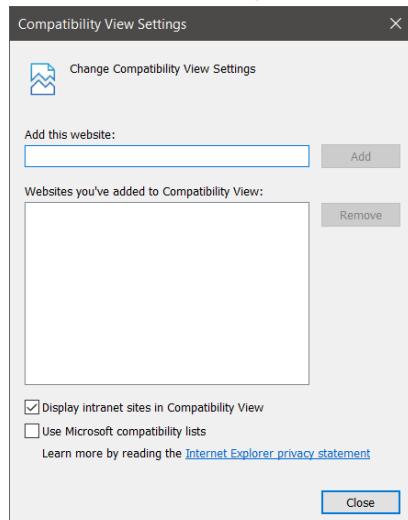
Now that Back Office’s website is in your list of trusted sites with the security setting changed Internet Explorer will not block the things the site needs to do in order to function, but Back Office also needs to be added to Internet Explorer’s “Compatibility View Settings”. To do this, start by clicking on the settings icon in the upper right of the Internet Explorer window:



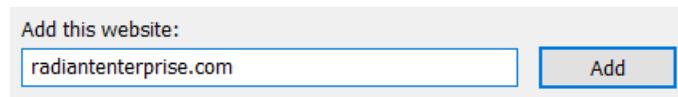
From the Settings drop-down menu that comes up click on “Compatibility View Settings”:



This will bring up a pop-up similar to the “Internet Options” one that you just configured:



Here you will added radianterprise.com to the list of sites. In the text box labeled “Add this website” enter “radianterprise.com” and click “Add”:



If done correctly “radianterprise.com” should appear below in the list “Websites you’ve added to Compatibility View” box:

Websites you've added to Compatibility View:

radianterprise.com

You can then click the "Close" button, the setting has been applied correctly.

For these settings to take full effect you will need to completely close Internet Explorer and open it again. You should then be able to access Back Office without issue. If these steps did not solve your problem or you are still having trouble accessing Back Office or have a different issue, please call our support department at:

1-800-779-7052