Newfoundland
Labrador

Position Description Questionnaire

Computer Compatibility Guide

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1. Introduction

1.1 PDQ Overview

The Position Description Questionnaire (PDQ) is a system that allows employees to submit reclassification requests for their position and allows the Human Resource Secretariat to evaluate the request and render decisions.

PDQ is an on-line web based support system that will provide you with the ability to:

- ➢ Submit request for reclassification;
- ➢ Complete a position description questionnaire;
- ➢ Monitor the status of your reclassification requests; and
- ➢ Print your Position Description Questionnaire.

1.2 Document Purpose

This document provides guidance and examples of how to check your computer so you can ensure your computer has the correct versions of software installed and settings to operate properly with PDQ.

There are minimum computer requirements so that you are able to work in the PDQ system. This document will describe the steps to help you verify your computer is setup with these minimum requirements.

1.3 Computer Requirements

The PDQ application works with the following Internet Browsers:

- ➢ Internet Explore Version 8, 9, 10 and 11 (32 bit);
- ➢ Firefox Version 33 or higher; and
- ➢ Google Chrome Version 38. **Note: newer versions of Chrome will not work with Adobe Reader so you will not be able to use it for your PDQ.**

Other Browsers are not supported.

Users will also require the following:

- Adobe Reader 9 or newer (Available for free at http://get.adobe.com/reader/);
- Web Browser Pop-up blocker enabled to allow pop-ups from **pdq-ext.hrs.gov.nl.ca**;
- JavaScript enabled in the Browser;
- JavaScript enabled in Adobe Reader;
- Firefox settings to allow use of Adobe Acrobat; and
- Google Chrome settings to allow use of Adobe Reader.

2. Web Browsers

PDQ is a web based system and requires a web browser to use and access the PDQ. This section describes the web browsers that are supported by the PDQ. We have outlined the steps to take in order to verify the version of the web browser installed on your computer to ensure you have the minimum version required by the PDQ. We have also detailed how to verify which web browser is set as your default browser.
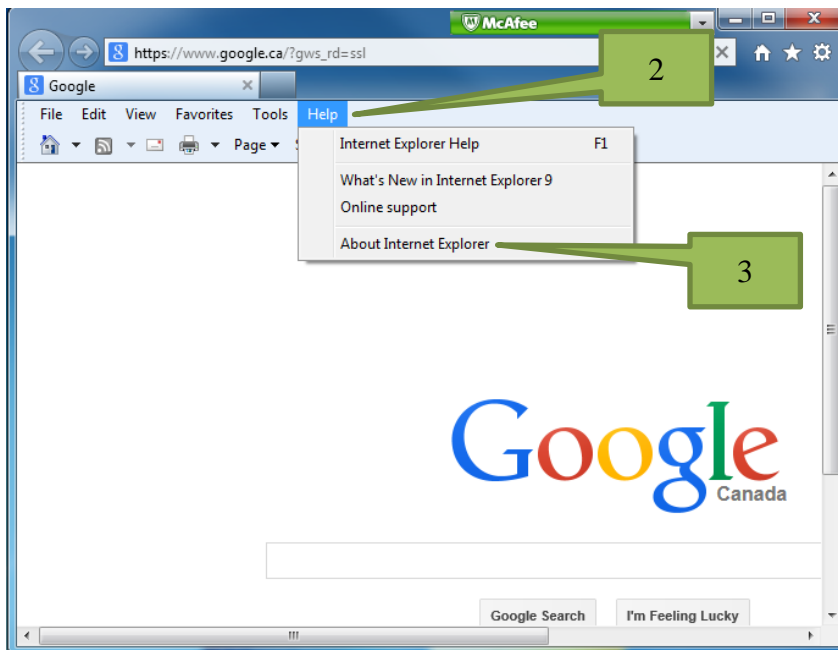
➢ Internet Browsers
- Microsoft Internet Explorer 8, 9 , 10 and 11 (32 bit);
- Mozilla Firefox 33 or higher;
- Google Chrome v38. Note: The PDT and PDQ will not work with Chrome Versions higher than 38.

Please note that other browsers are not currently supported.

2.1 Internet Explorer

2.1.1 Windows Internet Explorer Version

1. Open your browser.

2. Click on the Help option at the top of the screen.
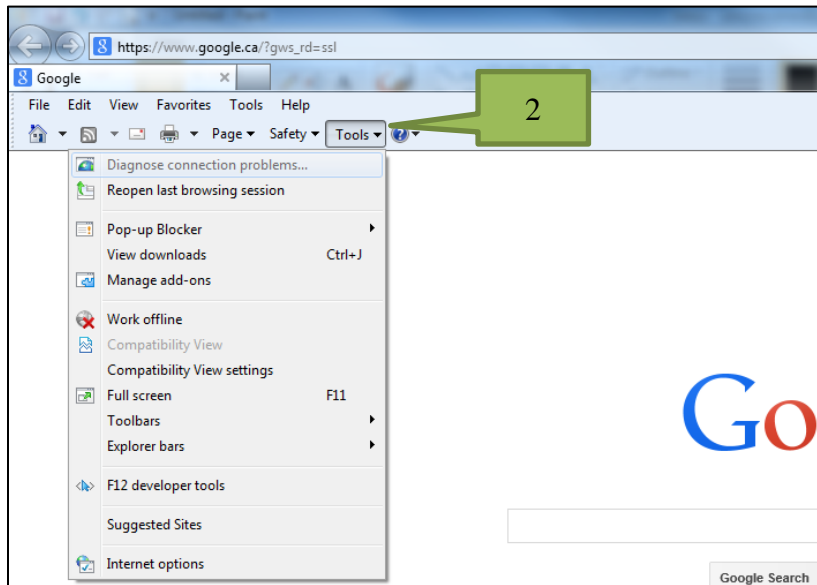
3. Select About Internet Explorer.

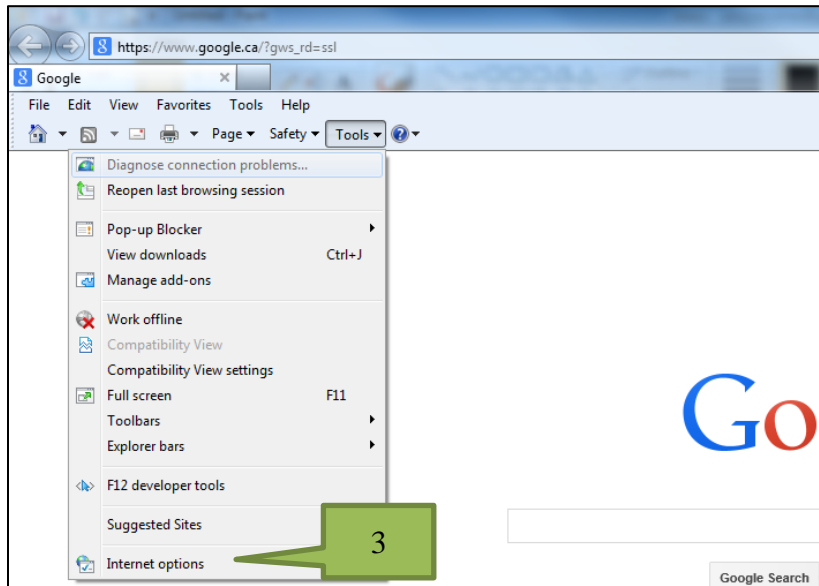4. Note the version indicated in the About pop-up window

2.1.2 Checking Your Default Browser Using Internet Explorer
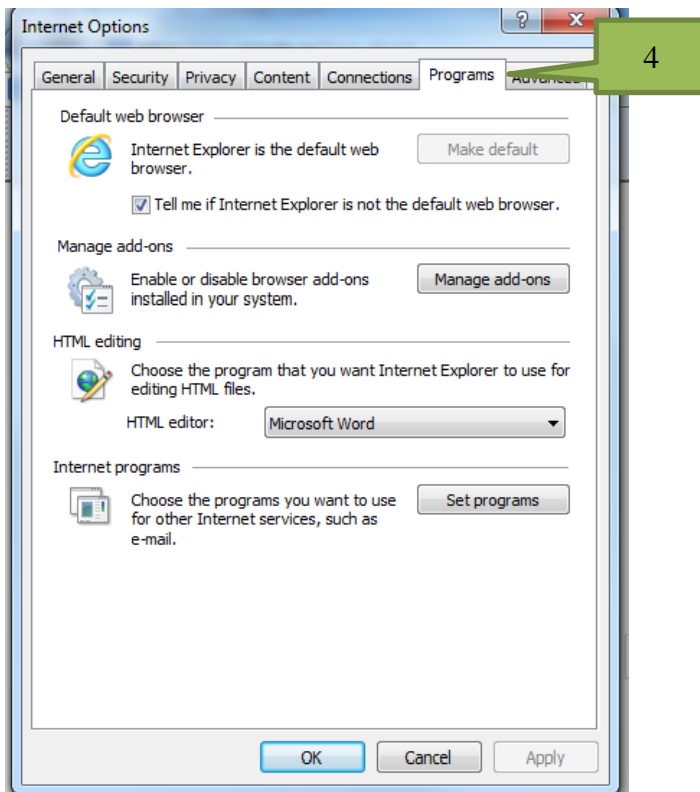
1. Open your Internet browser.

2. Click on Tools.

3. Click on Internet Options.

4. Select the Programs tab.

5. Under Default Web Browser it will indicate what web browser is your default.

6. Ensure that Internet Explorer is your default browser.

2.1.3 Enabling JavaScript in IE 8, 9, 10, 11

1. Open your browser.
2. On web browser menu click Tools and select Internet Options.
3. In the Internet Options window select the Security tab.
4. On the Security tab click on the Custom level... button.
5. When the Security Settings - Internet Zone dialog window opens, look for the Scripting section.
6. In the Active Scripting item select Enable.
7. When the Warning! window pops out asking Are you sure you want to change the settings for this zone? Select Yes.
8. In the Internet Options window click on the OK button to close it.
9. Click on the Refresh button of the web browser to refresh the page.

2.1.4 Allow Popups from Site – IE 8

1. Open your browser.
2. On web browser menu click Tools menu and select Pop-up Blocker.
3. Select Pop-up Blocker Settings.
4. If there is a checkmark in the 'Turn on Pop-up Blocker' checkbox, select Settings.
5. Type in the PDQ website address that you want to allow to display automatic pop-ups in the Address of the website to allow line, and then click on the Add button.

2.1.5 Allow Popups from Site – IE 9,10,11

1. Open your browser.
2. On web browser menu click Tools menu and select Internet Options.
3. Click on the 'Privacy' Tab.
4. If there is a checkmark in the 'Turn on Pop-up Blocker' checkbox, select Settings.
5. Type in the PDQ website address that you want to allow to display automatic pop-ups in the Address of the website to allow line, and then click on the Add button.
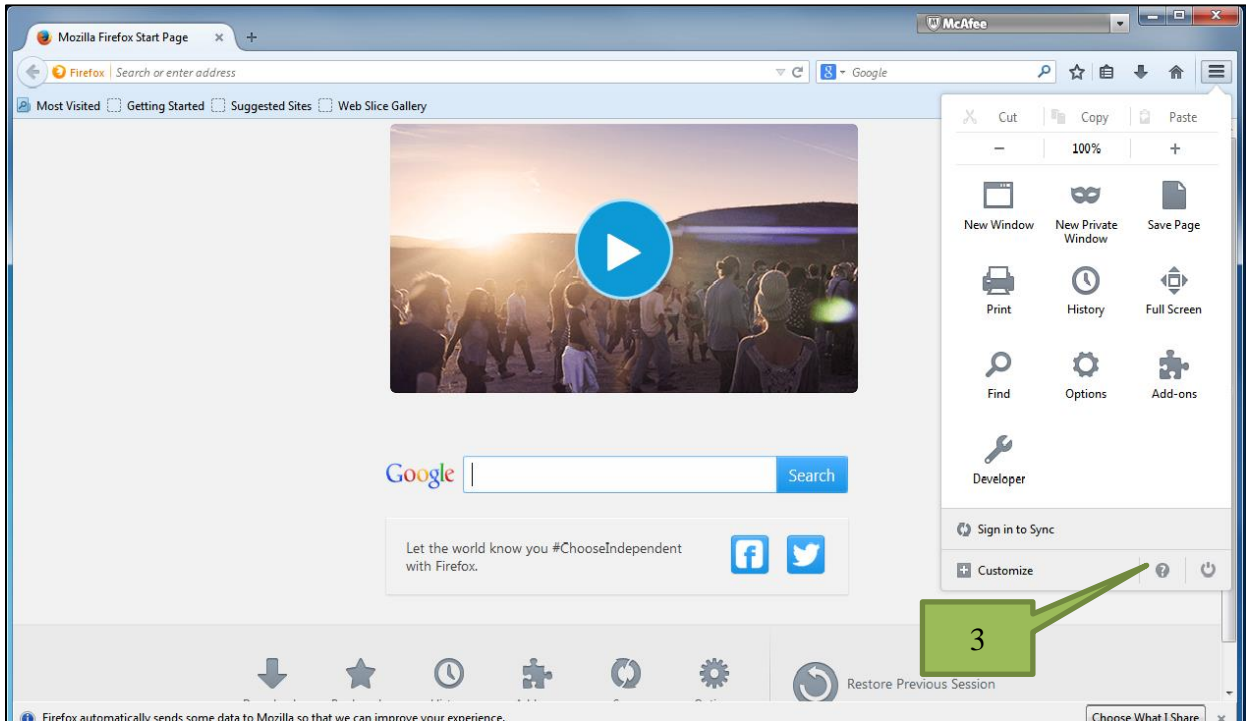
2.2 Mozilla Firefox

2.2.1 Firefox Version

1. Open your Firefox Internet browser.
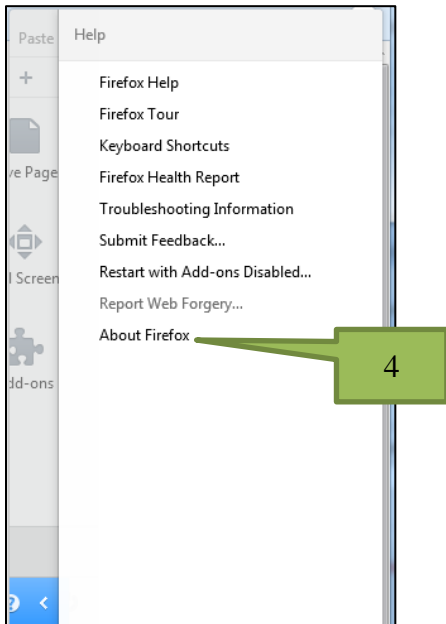2. Click on the Menu icon on the Firefox menu bar.
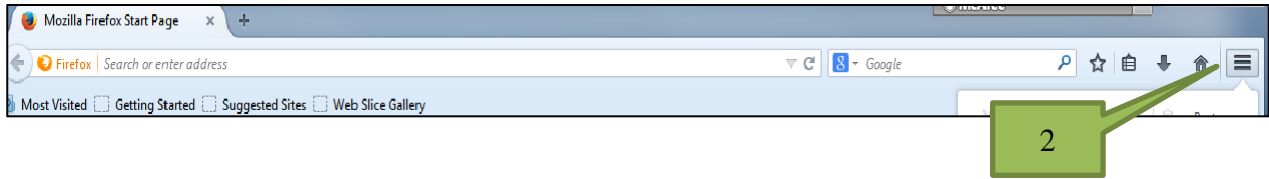
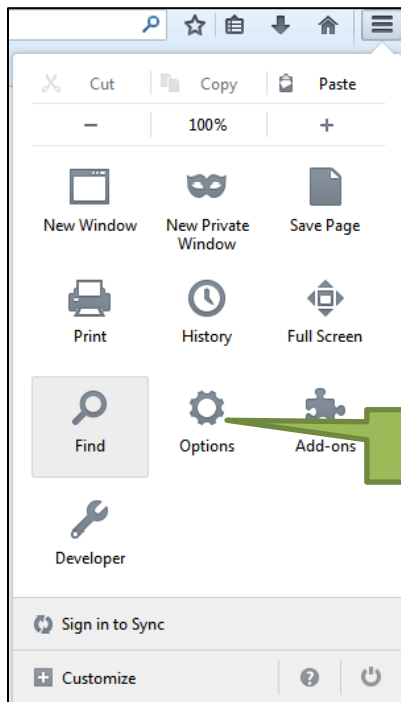3. Click on the help icon (?).

4. Select About Firefox.

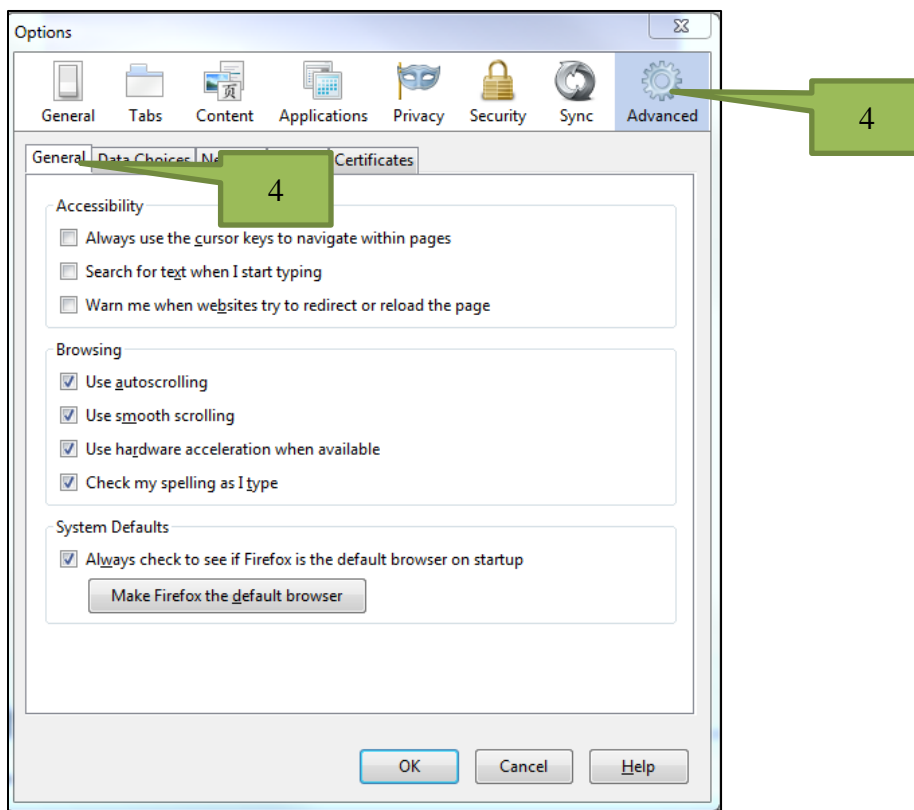5. Note the version indicated in the About pop-up window.

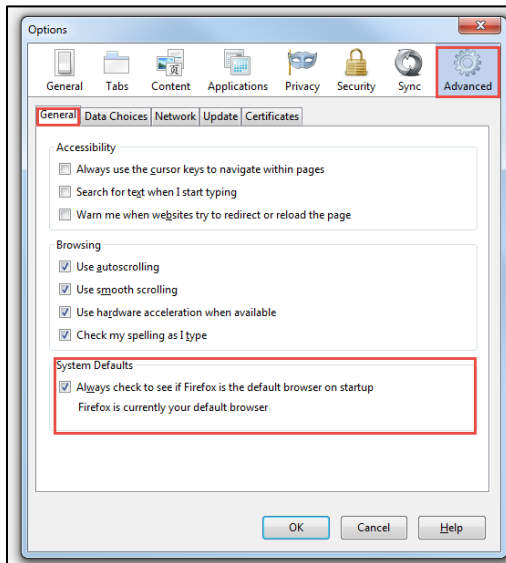## 2.2.2 Checking Your Default Browser Using Firefox

1. Open your Firefox Internet browser.

2. Click on the Menu icon on the Firefox menu bar. (See step 2 in Section 2.2.1 above)
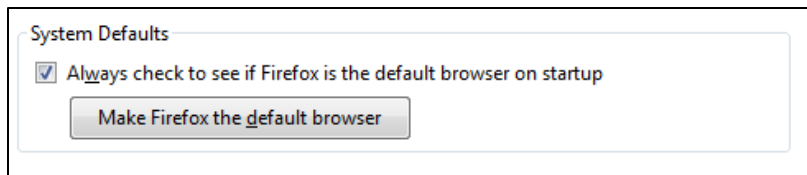
3. Click on Options.

4. Select the Advanced icon, then select General tab.

5. Under System Defaults, you will see text indicating if Firefox is your default browser.

6. Otherwise you will see a button that will make Firefox your default browser.

7. If you want to set Firefox as your default select Make Firefox the default browser

2.2.3 Enabling JavaScript in Firefox

1. Open your browser.

2. In the address bar, type about:config and press Enter.

3. Click "I'll be careful, I promise" if a warning message appears.

4. In the search box, search for javascript.enabled

5. Toggle the javascript.enabled preference (right-click and select Toggle or double-click the preference) to change the value from false to true.

2.2.4   Enabling use of Adobe Reader

1. Open your browser.

2. Click the menu button and choose Options

3. Select the Applications panel.

4. Find Portable Document Format (PDF) in the list and click on it to select it.

5. Click on the drop-down arrow in the Action column for the above entry and select Use Adobe Acrobat (in Firefox).

6. Click OK to close the Options window.

2.2.5   Allow Popups from Site – Firefox

1. Open your browser.
2. On web browser menu button and select Options.
3. Click on the Content Tab.
4. If there is a checkmark in the Block pop-up windows checkbox, select Exceptions.
5. Type in the PDQ website address that you want to allow to display automatic pop-ups in the Address of the website to allow line, and then click on the Allow button.
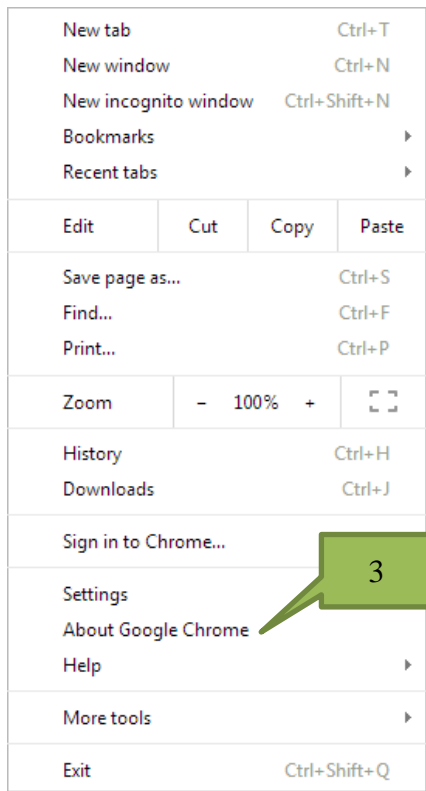6. Click the Close button.

2.3   Google Chrome

2.3.1   Chrome Version

1. Open your browser.

2. Click on the Google Chrome Menu icon.
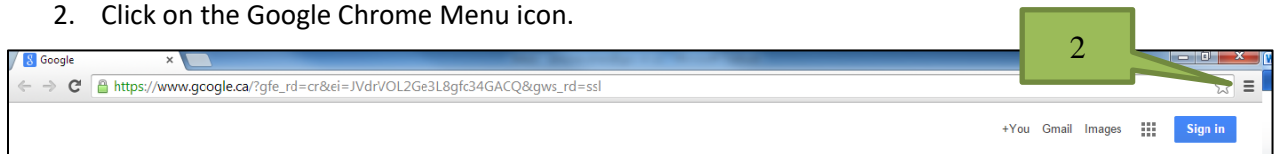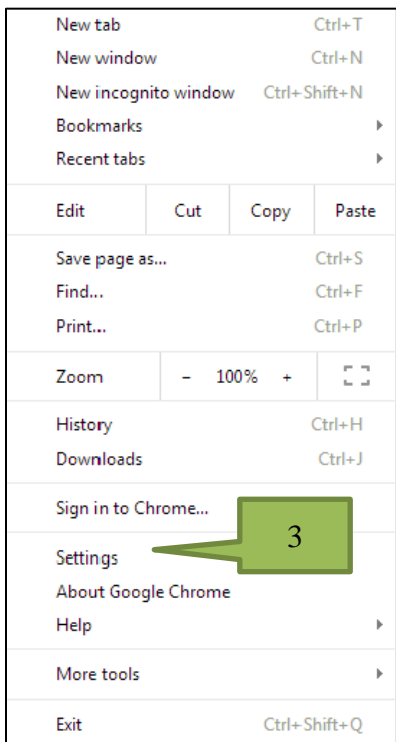

3. Select About Google Chrome.

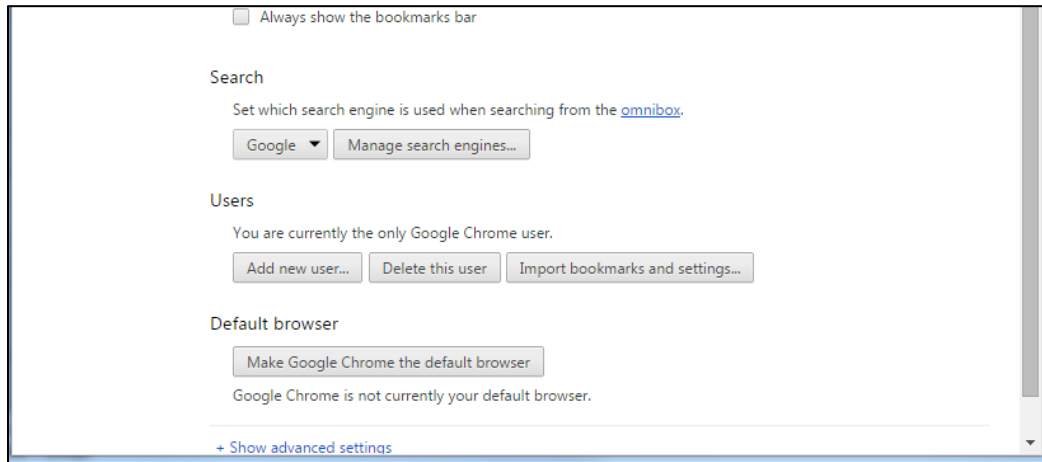4. Note the version indicated in the About pop-up window.
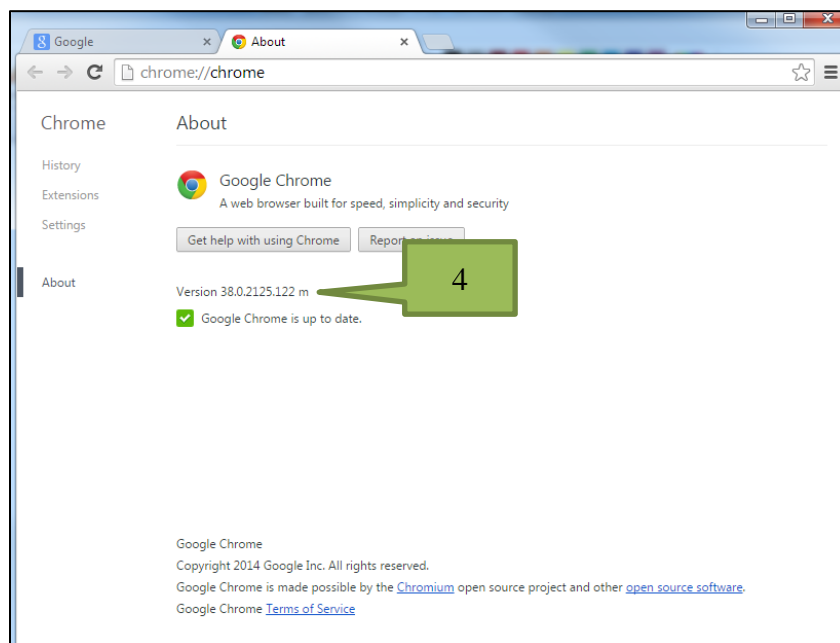
2.3.2 Checking Your Default Browser Using Google Chrome

1. Open your Google Chrome browser.

2. Click on the Menu icon on the Google Chrome menu bar. (See step 2 in Section 2.3.1 above)

3. Click on Settings.

4. Under Default Browser you will see if Google Chrome is currently your Browser.

5. If you want to set Google Chrome as your default select Make Google Chrome the default browser.

2.3.3 Enabling JavaScript in Google Chrome

1. Open your browser.

2. On the web browser menu click on the Customize and control Google Chrome (menu icon) and select Settings.

3. In the Settings section click on the Show advanced settings...

4. Under the Privacy section click on the Content settings....

5. When the dialog window opens, look for the JavaScript section and select Allow all sites to run JavaScript (recommended).

6. Click on the OK button to close it.

7. Close the Settings tab.

8. Click on the Reload this page button of the web browser to refresh the page.

2.3.4 Enabling use of Adobe Reader

1. Open your browser.

2. Type about:plugins in the address bar (without quotes). Press enter.

3. Disable Chrome PDF viewer.

4. Enable Adobe Reader.

5. Close Window.

2.3.5 Allow Popups from Site – Google Chrome

1. Open your browser.
2. With the web browser open, click the menu icon on the browser toolbar.
3. Select Settings.
4. Click Show advanced settings.
5. In the Privacy section, click the Content settings button.
6. In the Pop-ups section, click Manage exceptions.
7. In the hostname pattern box type in the PDQ website address that you want to allow to display automatic pop-ups, then click on the Allow button.
8. Click the Finished button.

2.4 Adobe Reader

2.4.1 Enable JavaScript

1. Open Adobe Reader.
2. Click on Edit in the top menu bar.
3. Click on Preferences…
4. Select JavaScript from the Categories Section.
5. Click on the Enable Acrobat JavaScript checkbox.
6. Click Ok.
7. Close Adobe Reader.

3. Login Issues

3.1   Invalid Credentials/Password – User ID or Password is Invalid

User receives an error of invalid credentials, possible issues might be:

> ➢   Passwords are case sensitive.

> ➢   The users account may be inactive.

> ➢   This can also occur if the user has insufficient rights. Call (709-729-3383 or toll free 1-888-729-7690) or email HRS Support (pdqsupport@gov.nl.ca) to verify the user has the correct security to access the PDQ.

If you have forgotten your password, the PDT provides password reset functionality.

If you have forgotten the answer to your challenge question, you can contact HRS Support at pdqsupport@gov.nl.ca to request reset of account credentials. You will receive and email from HRS with instructions for resetting your credentials.