

## Lawson Support and Internet Explorer Configuration

### How to Receive Help with Lawson

Receiving help with Lawson is an easy two-step process.

#### Step 1:

- ✓ For questions on how to perform tasks, start by referencing your training materials:
  - Presentation Guides
  - Exercise Guides
  - Quick Reference Cards

These materials contain the relevant system and process information you might need, as well as step-by-step directions on how to complete many common actions in Lawson.

#### Step 2:

- ✓ If Step 1 does not address your question or if you have technical issues, the USC IT Customer Support Center (CSC) is set up to provide you with the help you need.
- ✓ For example, contact the CSC if:
  - The Lawson Login Page does not come up at <https://calv-lawapp01.med.usc.edu/lawson/portal>
    - If you are on wireless, you will need to log into VPN before navigating to Lawson.
  - You cannot login or forgot your Password and/or Username.

### Contacting the Customer Support Center

#### By Phone:

HELP desk (323)-442-1910

#### By Email: [KSOM.Lawson@med.usc.edu](mailto:KSOM.Lawson@med.usc.edu)

- ✓ **Please Note:** Issues that require escalation outside of the CSC for technical or functional follow-up support will receive a response within one business day.

### Internet Explorer Configuration for Lawson

Working in Lawson requires having the correct version of Internet Explorer (Version 6 or 7) configured on your PC.

**You must use only Internet Explorer to access Lawson-** not Firefox, Safari, etc.

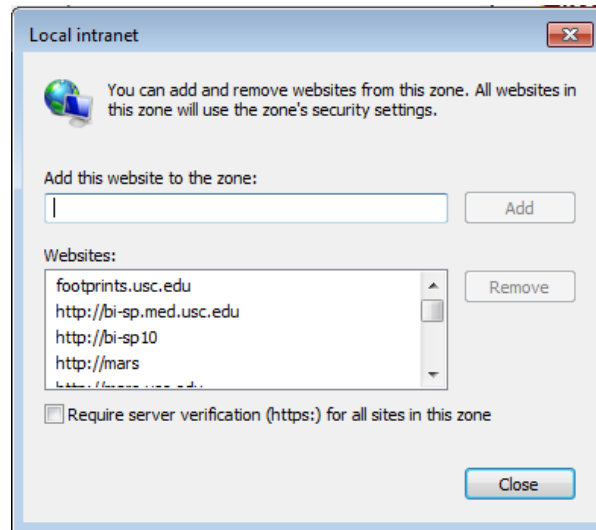
- ✓ The most common indications that you need to perform an Internet Explorer configuration are:
  - After you perform an action in Lawson, the status bar simply states "Done", instead of displaying a message such as: "Inquiry Complete", "Add Complete" etc.
  - The login page does not appear at all.

- ✓ To correct the scenarios above, follow the instructions below to configure Internet Explorer on your PC.

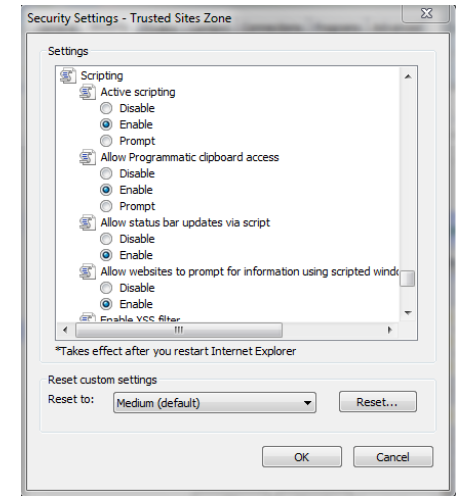
### Internet Explorer 10 or 11 Configuration for Lawson

#### Status bar scripting security setting:

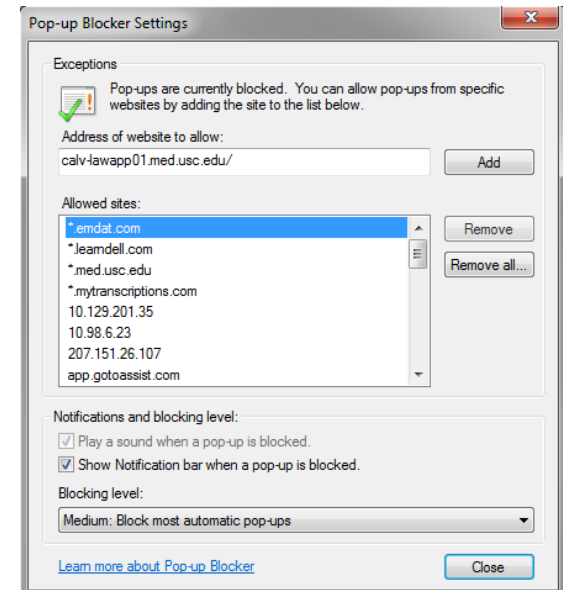
1. Open Internet Explorer
2. Click **TOOLS > Compatibility View Settings > Type usc.edu > Click Add**. Ensure **Display intranet sites in Compatibility View** is either checked or greyed out. Click **Close**.
3. Click **TOOLS > INTERNET OPTIONS**, then click the **SECURITY** tab.
4. Click **LOCAL INTRANET** tab and then click the **SITES** button. Click **ADVANCED**.
5. a. Uncheck the "Require server verification" checkbox.  
b. Type in the following URL: [calv-lawapp01.med.usc.edu/](http://calv-lawapp01.med.usc.edu/)  
c. Click **ADD**, then click **CLOSE**, then click **OK**.



6. Click the **CUSTOM LEVEL** button.
7. Scroll down to **Downloads**. File **Download > Select Enable**
8. **Scroll down to Scripting**. (near the bottom) **Allow status bar updates via script > select Enable**.



9. Click **OK**.
10. Click the **PRIVACY** tab and then click the **SETTINGS** button in the **Pop-up Blocker** section.
11. a. Type in the following URL: [calv-lawapp01.med.usc.edu/](http://calv-lawapp01.med.usc.edu/)  
b. Click **ADD**, and then click **CLOSE**.



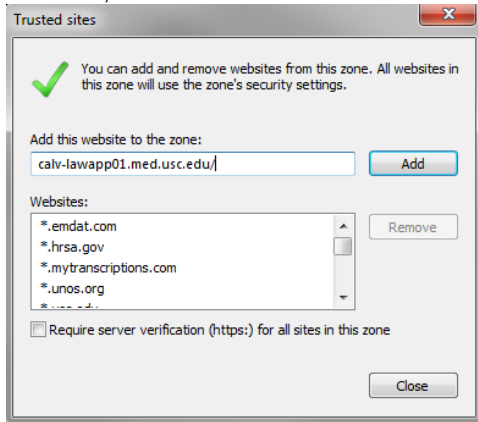
12. Click **OK** until you return to Internet Explorer.

## Lawson Support and Internet Explorer Configuration

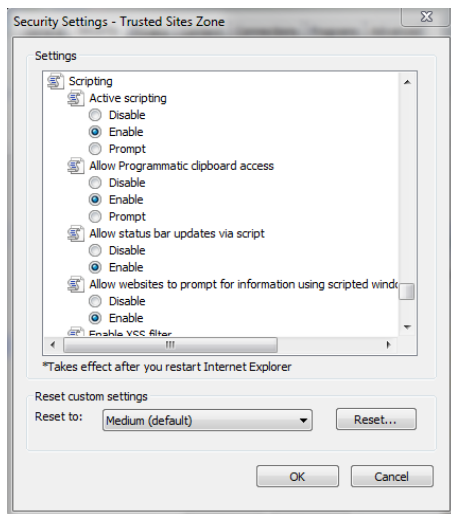
### Internet Explorer 9 or 8 or 7 Configuration

#### Status bar scripting security setting:

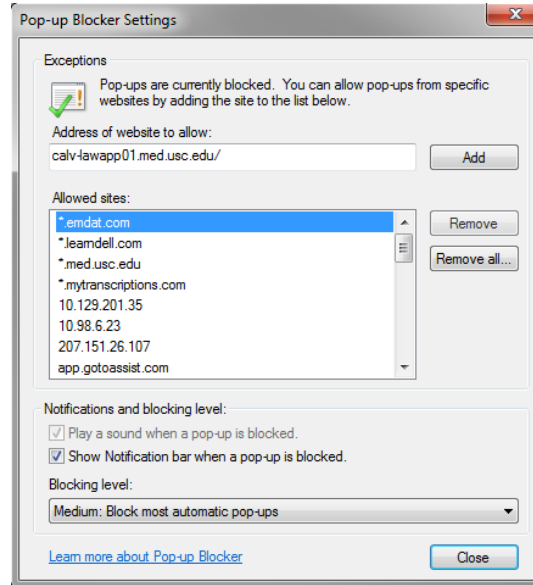
13. Open Internet Explorer, click the **TOOLS** button, click **INTERNET OPTIONS**, then click the **SECURITY** tab.
14. Click **TRUSTED SITES** tab and then click the **SITES** button.
15. a. Uncheck the "Require server verification" checkbox.  
b. Type in the following URL:  
[calv-lawapp01.med.usc.edu/](http://calv-lawapp01.med.usc.edu/)  
c. Click **ADD**, and then click **CLOSE**.



16. Click the **CUSTOM LEVEL** button.
17. Scroll down to **Scripting** section (near the bottom) and find **Allow status bar updates via script**, select "**Enable**" if not already enabled.



18. Click **OK**.
19. Click the **PRIVACY** tab and then click the **SETTINGS** button in the **Pop-up Blocker** section.
20. a. Type in the following URL:  
[calv-lawapp01.med.usc.edu/](http://calv-lawapp01.med.usc.edu/)  
b. Click **ADD**, and then click **CLOSE**.



21. Click **OK** until you return to Internet Explorer.

### Third-Party Toolbar in Internet Explorer

The Google Toolbar and Yahoo! Toolbar can prevent messages from appearing or quickly overwrite the messages once they have displayed. Please uninstall any third-party toolbars.