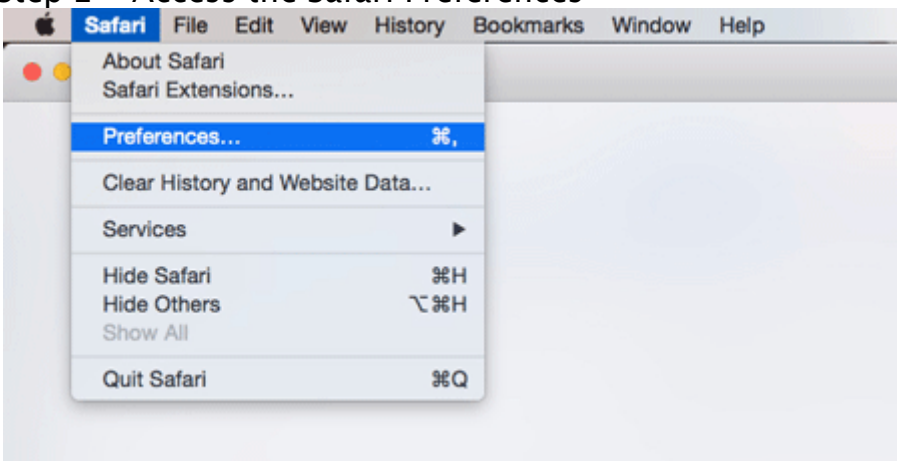
WebNow Mac OSX Setup Guide

Please use the following steps to help ensure WebNow is working correctly on your Mac OSX computer

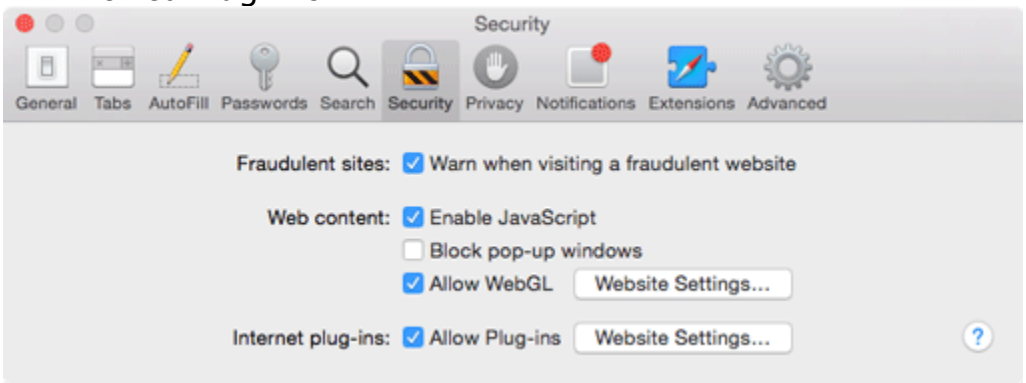
Safari

You will want to ensure that Java is installed prior to following the steps below.

- Step 1 – Open Safari using your Dock or Applications Window.
- Step 2 – Access the Safari Preferences

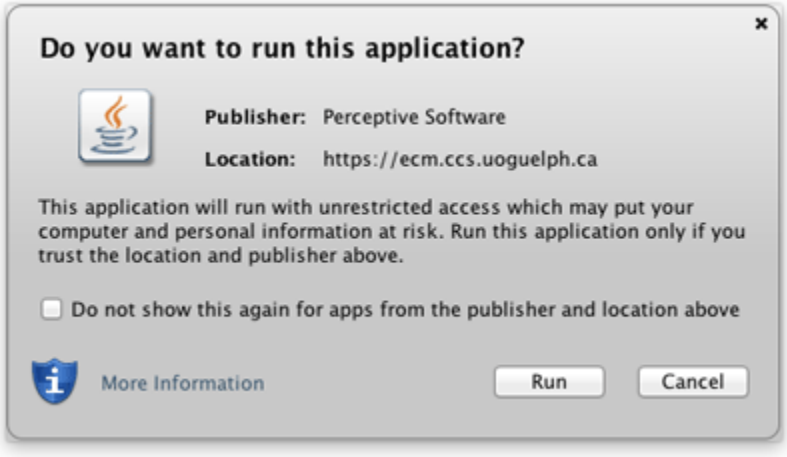


- Step 3 – Ensure that in the Security tab, you have: Enabled JavaScript, Unchecked Block Pop-Up Windows, and Allowed Plug-ins



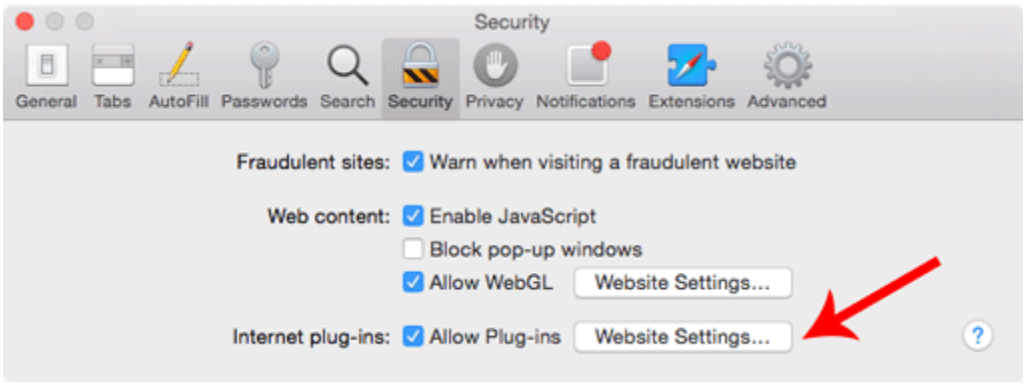
- Step 4 – Try to open the WebNow link and you will receive one of two Java Pop-Ups, https://ecm.ccs.uoguelph.ca/webnow

- If you receive the "Do you want to run this application?" pop-up, you will want to click the box "Do not show this again for apps from the publisher and location above" and then click "Run". If you have not received this pop-up, you have previous done this step.

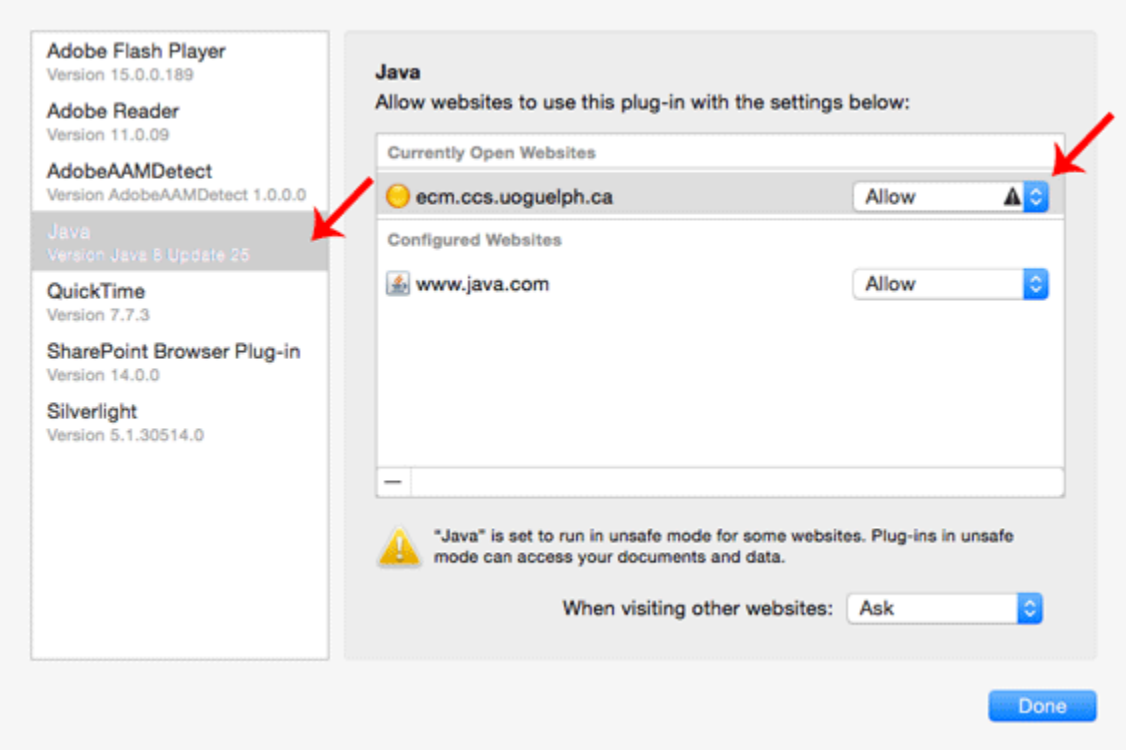


- If you have updated Java, you may receive a warning "This application would like to a version of Java... We recommend running the application with the latest version of Java...", please click "Run with the latest version".

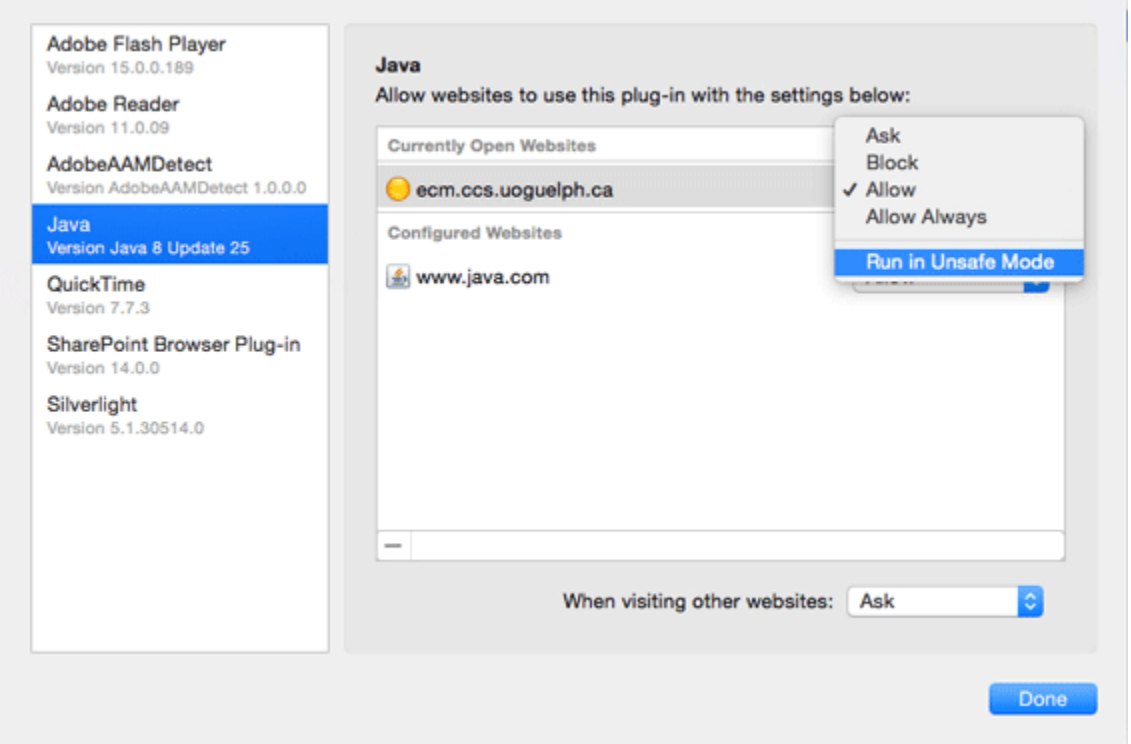
- Step 5 - You should now be able to access WebNow, but you will need to correct some settings to be able to have correct access. You will want to access the Preferences - Security tab (Follow Steps 2 and 3 again), and click "Website Settings..." beside the Internet Plug-ins section.



- Step 6 – There will be a pop-up with a listing of plug-ins installed on Safari, select Java on the right. There will be a listing on the right that shows sites associated with Java, select "ecm.ccs.uoguelph.ca" this is WebNow.



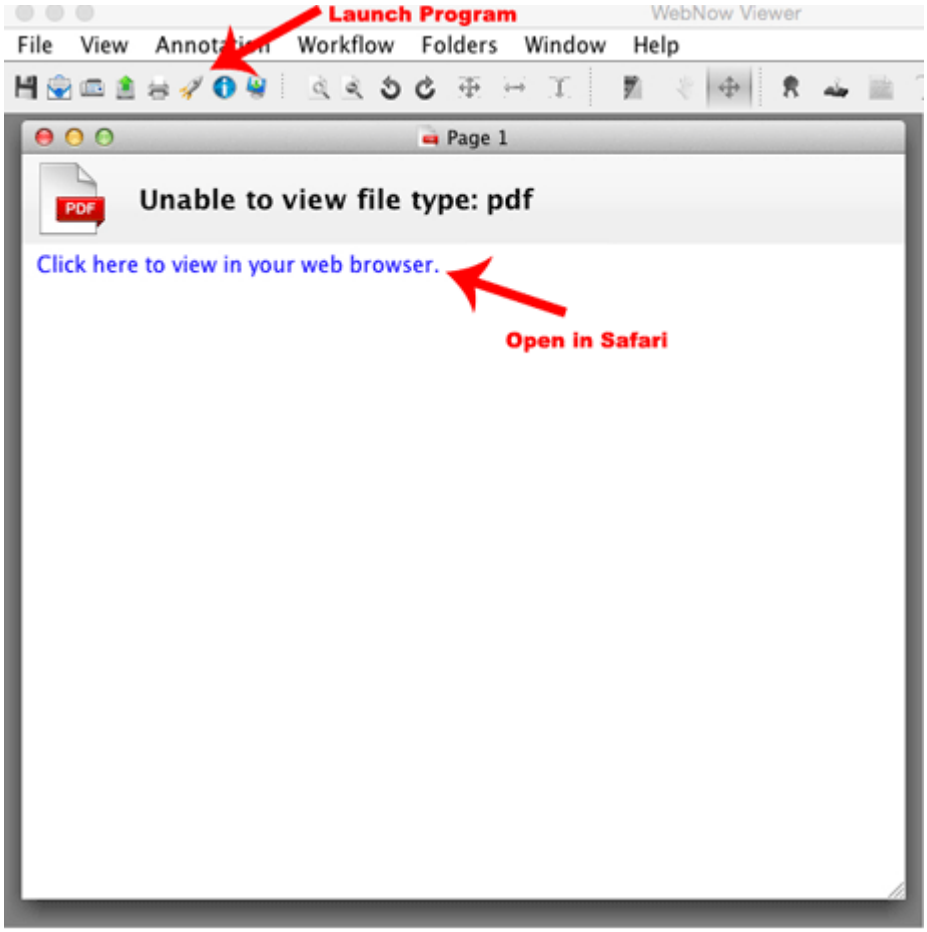
- Step 7 – Click the drop down menu beside "ecm.ccs.uoguelph.ca", and click "Run in Unsafe Mode". This will allow you to export/save documents from WebNow.



Unable to View File Type

When opening a document on WebNow, you will receive an "Unable to view file type:..." window. We are currently working with CCS and Perceptive Software to try and resolve this issue. In the interim, you can do one of the following things

- Open the Document in a new Safari tab: Click "Click here ti view in your web browser"
- Open the Document in Preview/Adobe Reader/Microsoft Word/etc: Click the Space Rocket symbol in the toolbar


Launch Program
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Annotation
Workflow
Folders
Window
Help
Page 1
Unable to view file type: pdf
Click here to view in your web browser.
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