

Enabling Microsoft Edge for OneSite Classic (Internet Explorer Mode)

Symptom You need to have access to OneSite Classic without using Internet Explorer.

Environment OneSite
Internet Explorer
Microsoft Edge
Windows 10 and up

Cause

Resolution

Microsoft is encouraging users to transition into using Microsoft Edge in advance of the sunset of support for Internet Explorer on June 15, 2022. However, RealPage has recently certified all products to be compatible with Edge's Internet Explorer mode. This mode should provide some flexibility as you transition into the New Experience, which is compatible with Microsoft Edge.

For users who are upgrading to Windows 11 where Internet Explorer is being removed, you will be able to continue to use the OneSite Classic experience using Microsoft Edge with Internet Explorer Mode.

The setup described below is needed only if your company uses Internet Explorer to access the classic version of OneSite.

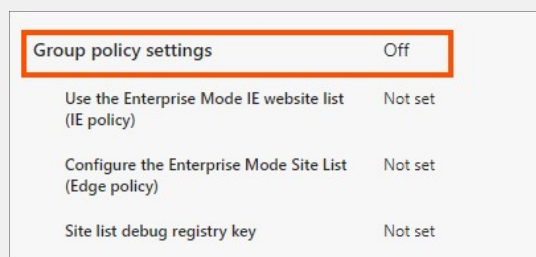
Before You Begin

- The following instructions are for individual computers where there is no global group policy controlled by your IT team
- Make sure you can run applications as an administrator.

Step 1: Verify if there is a Group Policy for Microsoft Edge

Verify that a corporate group policy is not already setup for Microsoft edge. If a policy already exists, the global policy will be used regardless of the local policy that the tool will setup.

1. In Microsoft Edge, go to `edge://compat/iediagnostic`



2. Scroll down to the **Group policy settings** section and review the setting:

- **On:** Your browser's settings are controlled by your IT department and you will need to reach out to them to review the group policy configuration. For more information you can provide them with our **Edge in IE Mode for IT Professionals** document found on our support site: <https://www.realpage.com/support/#onesiteuser>
- **Off:** Your browser is not managed by your IT department, please proceed to step 2.

Step 2: Install the OneSiteIEMode tool

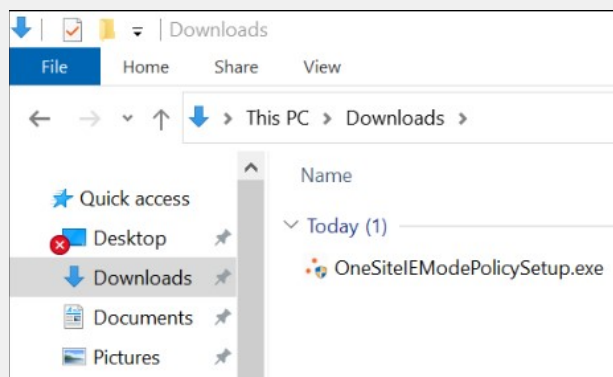
This tool will create a local group policy on this individual computer that will configure Internet Explorer Mode and set the specific RealPage websites that will need to be launched in this mode.

1. Download the **OneSiteIEMode**

tool: <https://www.realpage.com/extresources/IECompatibility/OneSiteIEModePolicySetup.exe>

The file downloads immediately in most browsers. For other browsers, you may need to confirm that you want to download the file.

2. Close any Edge browser windows.
3. Go to your **Downloads** folder.



4. Locate and double-click the **OneSiteIEModePolicySetup.exe** file to run the configuration tool.

If the configuration tool requests an administrator password, your Windows profile does not have the necessary rights to complete this process. Please contact your IT or Support team for assistance.

5. If you receive a warning message from Microsoft Defender Smart Screen or other similar scanning software, confirm that **RealPage, Inc.** is listed as the **verified publisher**. Then click **More info** and **Run anyway** to continue.
6. If you receive a User Account Control message, confirm that RealPage, Inc. is listed as the verified publisher, and then click **Yes** to continue.
7. Once completed you will receive a message that you have successfully enabled IE Compatibility Mode for OneSite. Click **OK**.

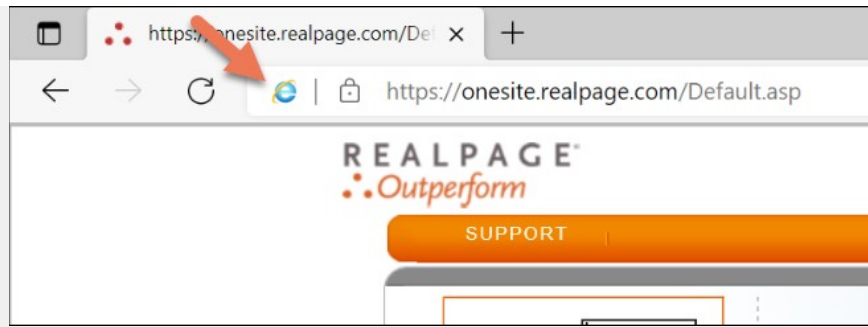
Step 3: Verify Internet Option Settings

This step will ensure your computers internet options are set to the optimal settings to use OneSite Classic.

1. On your task bar, click the **magnifying glass** and search for **Internet Options**
2. Click **Internet Options**
3. In the Browsing history section, click **Settings**
4. Update **Disk space to use** to **1024** and click **OK**
5. Go to the **Security** tab and click **Trusted Sites** tile (green check)
6. Click **Sites**
7. In the field **Add this website to the zone** enter: ***.realpage.com**
8. Click **Add**
9. Uncheck **Required server verification**
10. Close the window

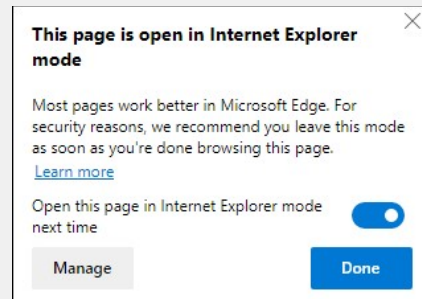
Step 4: Verify you can log into OneSite

In Microsoft Edge, go to your OneSite / Unified Platform log in page. You should see and Internet Explorer logo next to the website in the address bar:



If you do not see the Internet Explorer logo, you can manually switch the site into Internet Explorer Mode:

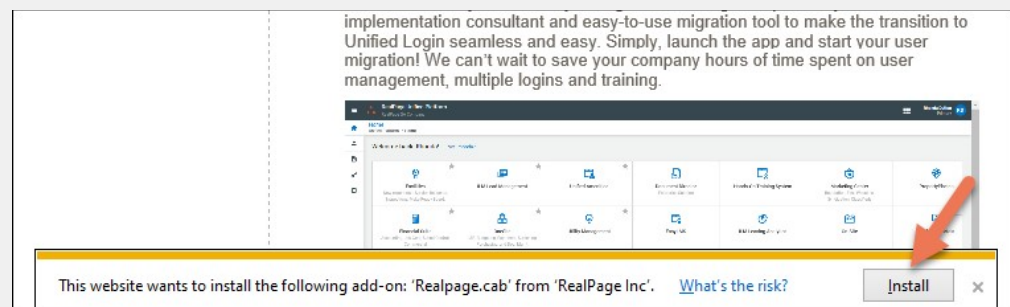
1. Click ... in the upper right corner
2. Click **Reload in Internet Explorer Mode**



3. Toggle on **Open this page in Internet Explorer mode next time** > click **Done**

Install the RealPage ActiveX Object

The first time you access try to log into OneSite using Internet Explorer mode, you will be prompted to install the RealPage ActiveX object. This will need to be installed before you will be able to access OneSite:

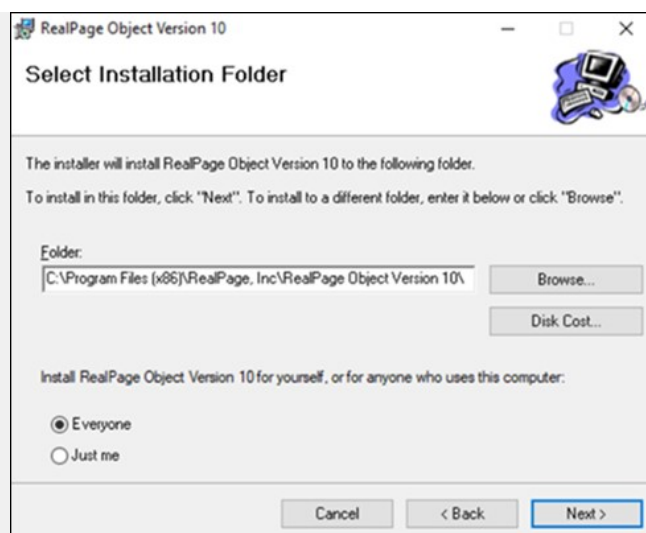


1. Click **Install**.
2. Click **Yes** to allow RealPage.cab to make changes.

If you missed the notification, the RealPage ActiveX object can be downloaded from here: https://onesite.realpage.com/100/coreglobal/realpagecab/RealPage_Object_Version_10.zip

- a. Download the installation file from the above line. Most downloads will go to your computer's Downloads folder.
- b. Locate the **RealPage_Object_Version_10.zip** file that downloaded.
- c. Right-click on the file and choose **Extract All**
- d. Click **Extract**
- e. Double click **RealPage_Object_Version_10.msi**

3. The installer will open, under **RealPage Object Version 10 for yourself, or for anyone who uses this computer**: select **Everyone**



4. Click **Next**
5. When prompted *Do you want to allow this app to make changes to your device?*, click **Yes**
6. The installation will complete and click **Close**

Troubleshooting

If you have manually added RealPage web addresses to the **Internet Explorer mode pages** list in the past, these should be removed as they will be added to the local policy through the OneSiteIEMode tool:

1. Open **Microsoft Edge**
2. Click ... in the upper right corner and choose **Settings**
3. On the left, click **Default Browser**
4. Locate **Internet Explorer mode pages**
5. Remove any manually added RealPage.com sites. Examples:
 - Unified Platform: <https://www.realpage.com/home>
 - Example OneSite Login Page: [https://\[yourcompany\].onesite.realpage.com](https://[yourcompany].onesite.realpage.com)

Additional Information

Remove Internet Explorer Mode for OneSite in Edge using the Remove OneSiteIEMode tool

If for any reason you need to remove the local group policy that was installed using the OneSiteIEMode tool, for example you have migrated to the New OneSite Experience and Unified Platform or it was installed in error, you can use the OneSiteIEModePolicyRemove tool.

1. Download the tool: <https://www.realpage.com/extresources/IECompatibility/OneSiteIEModePolicyRemove.exe>
2. Close any Edge browser windows.
3. Go to your **Downloads** folder.
4. Locate and double-click the **OneSiteIEModePolicyRemove.exe** file to run the configuration tool.
5. If you receive a warning message from Microsoft Defender Smart Screen or other similar scanning software, confirm that **RealPage, Inc.** is listed as the **verified publisher**. Then click **More info** and **Run anyway** to continue.
6. If you receive a User Account Control message, confirm that RealPage, Inc. is listed as the verified publisher, and then click **Yes** to continue.
7. Once completed you will receive a message that you have successfully removed IE Compatibility Mode for OneSite. Click **OK**.

Helpful Articles

- [OneSite: Internet Explorer Mode Expires after 30 days](#)
- [OneSite: Freezing or Becoming Unresponsive in Microsoft Edge - 06-14-2022](#)
- [OneSite: Pages Blank or Not Loading](#)
- [Unified Platform: There was a problem initiating the SAML request](#)
- [OneSite: Property Name Shows as Please Wait](#)
- [OneSite: Enjoy the full OneSite Experience with Internet Explorer keeps popping out](#)

Additional Documentation

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