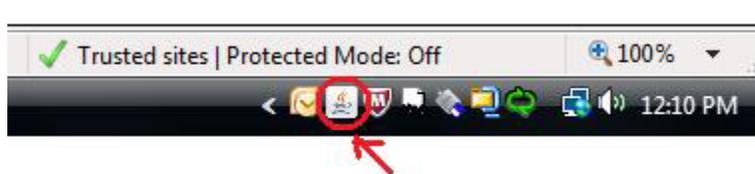


Fixing the WebNow Application Error Message

Follow these steps to permanently fix the problem:

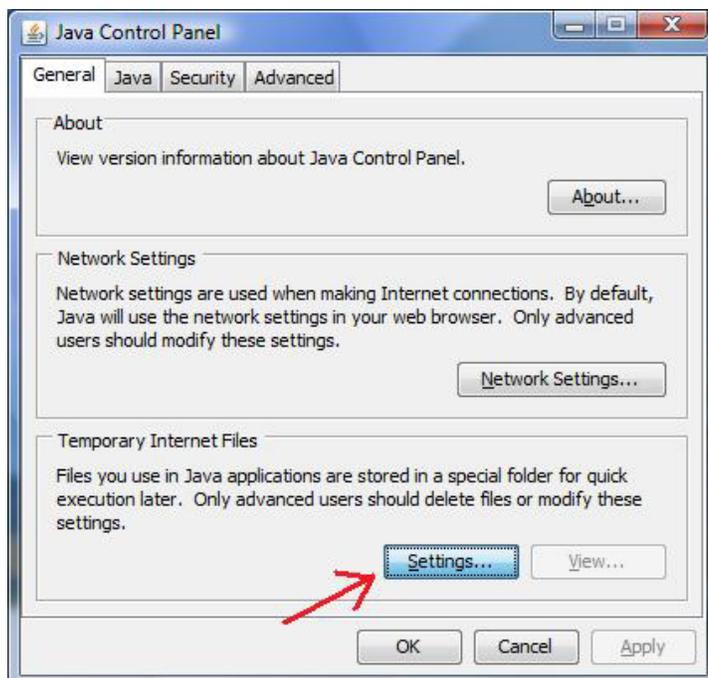
1. After you get the “application error” message, look in the lower right-hand bottom corner of your screen for the Java icon (note you may have to press the “<” symbol to see it if you have several icons)



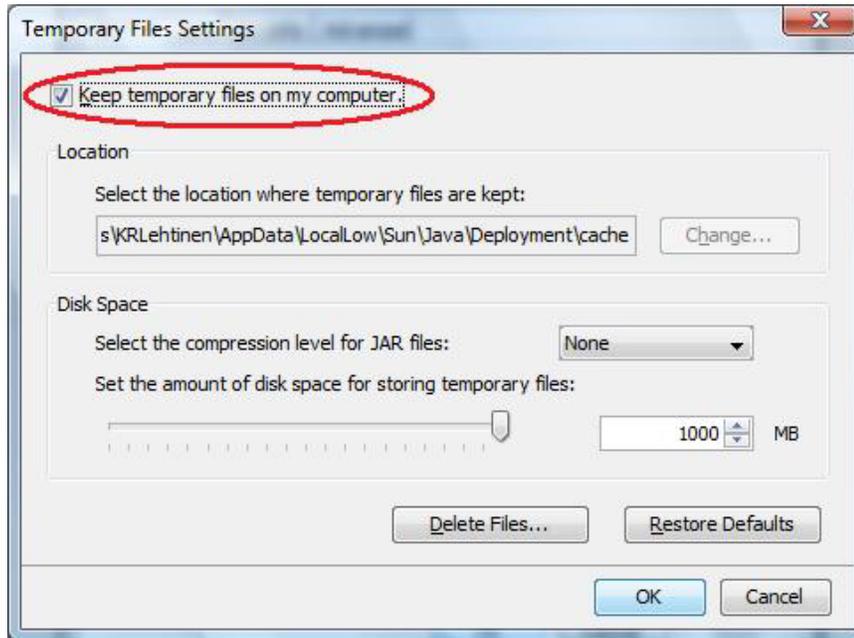
2. Right Mouse Click on the symbol to bring up the menu options below. Select “Open Control Panel”



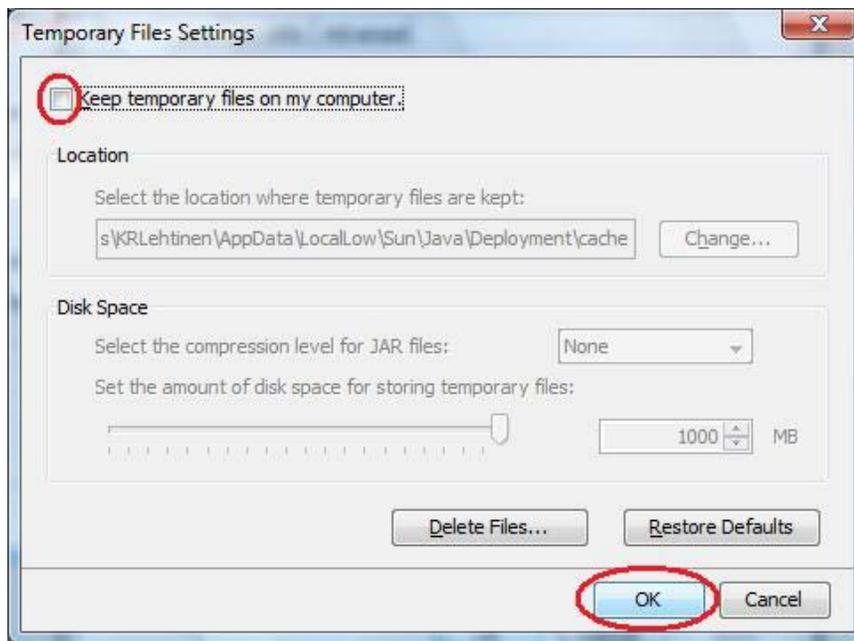
3. You should see the window below; in the “General” Tab under “Temporary Internet Files” press the “Settings” Button.



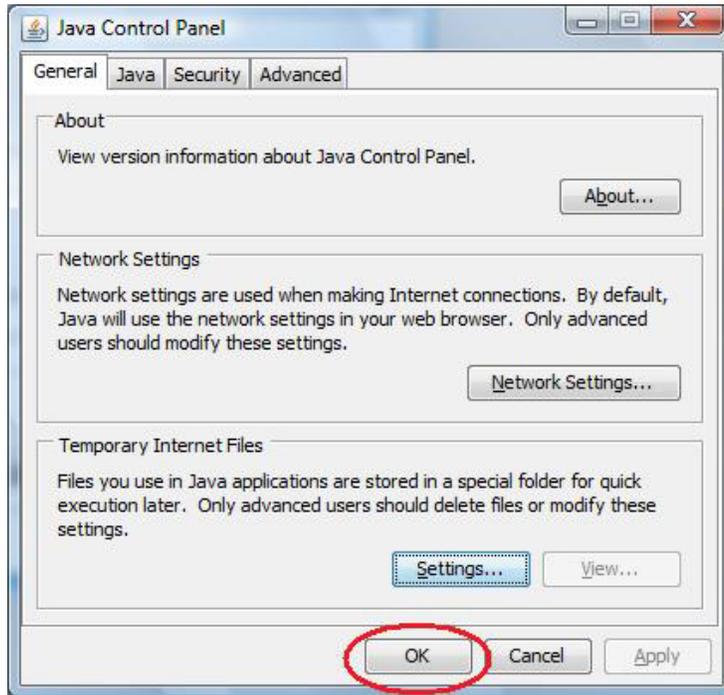
- At the top you will see a check box for “Keep Temporary files on my computer”. You need to “uncheck” the box.



- Once unchecked press “OK” Button.



6. You should then come back to your original screen. Press “Apply” and then “OK” to exit.



7. Close the WebNow Error screen and “re-execute” WebNow (either through PeopleSoft or Direct Link). You should now see the WebNow Login screen instead of an error.

