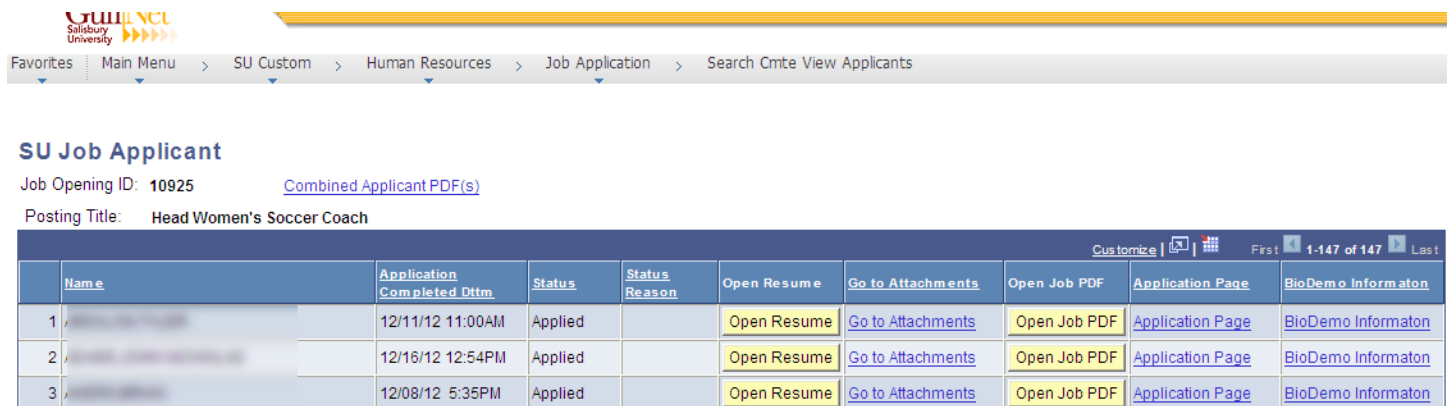


This guide fixes the issue opening files by clicking **Open Resume** or **Open Job PDF** on the **Search CMTE View Applicants** page in GullNet (a.k.a. the “spinning wheel issue”).

PROBLEM DESCRIPTION

This usually involves members of a search committee who are trying to view applicants using the **Main Menu>SU-Custom>Human Resources>Job Application>Search CMTE View Applicants** query to view resumes using the Open Resume button.




Name	Application Completed Dttm	Status	Status Reason	Open Resume	Go to Attachments	Open Job PDF	Application Page	BioDemo Informaton
1	12/11/12 11:00AM	Applied		Open Resume	Go to Attachments	Open Job PDF	Application Page	BioDemo Informaton
2	12/16/12 12:54PM	Applied		Open Resume	Go to Attachments	Open Job PDF	Application Page	BioDemo Informaton
3	12/08/12 5:35PM	Applied		Open Resume	Go to Attachments	Open Job PDF	Application Page	BioDemo Informaton

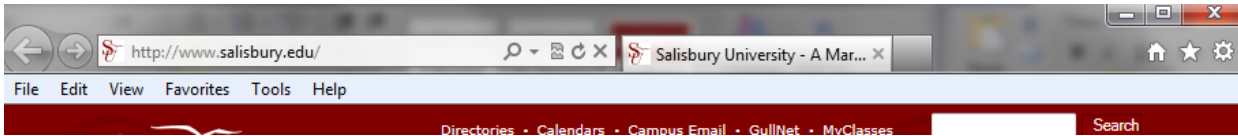
When the button is clicked, instead of opening a PDF of the requested file, the page just stalls, with a spinning wheel in the upper right hand corner (shown below) and nothing else happens.



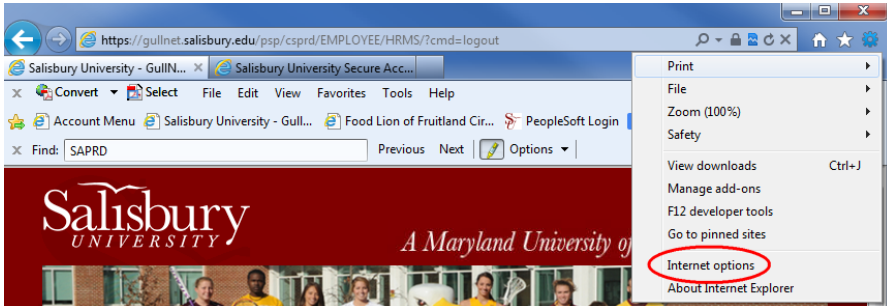
This only seems to occur in Internet Explorer. Firefox is able to open the file without issue. To solve it, you'll need to add **hris.salisbury.edu** to the Local Intranet sites.

ADDING HRIS.SALISBURY.EDU TO THE LOCAL INTRANET IN INTERNET EXPLORER

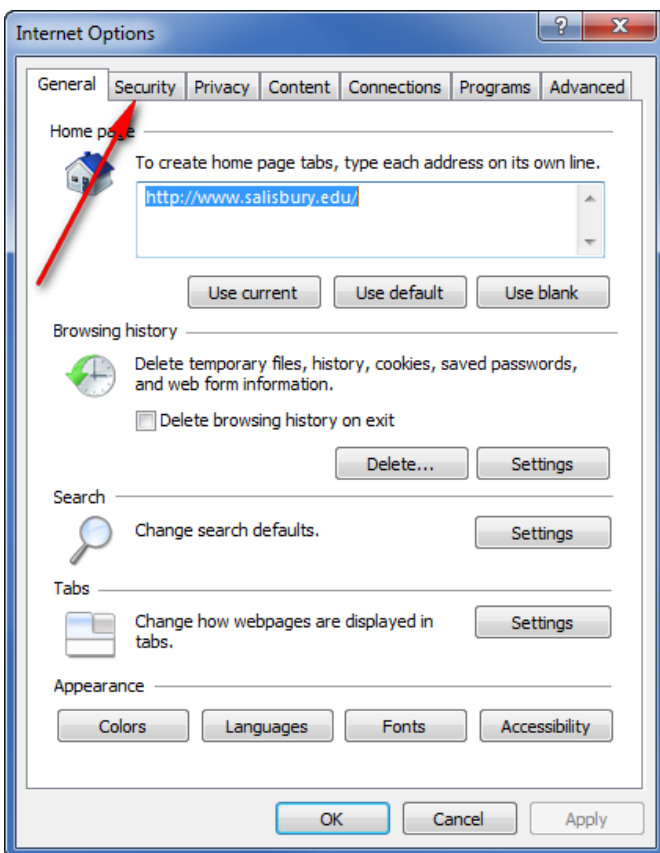
Open Internet Explorer, and then open **Tools**. You can do this by either clicking the **Tools icon**  in the upper right corner, clicking the **Tools** heading if you have your menu bar visible, or by pressing **Alt-X** on your keyboard.



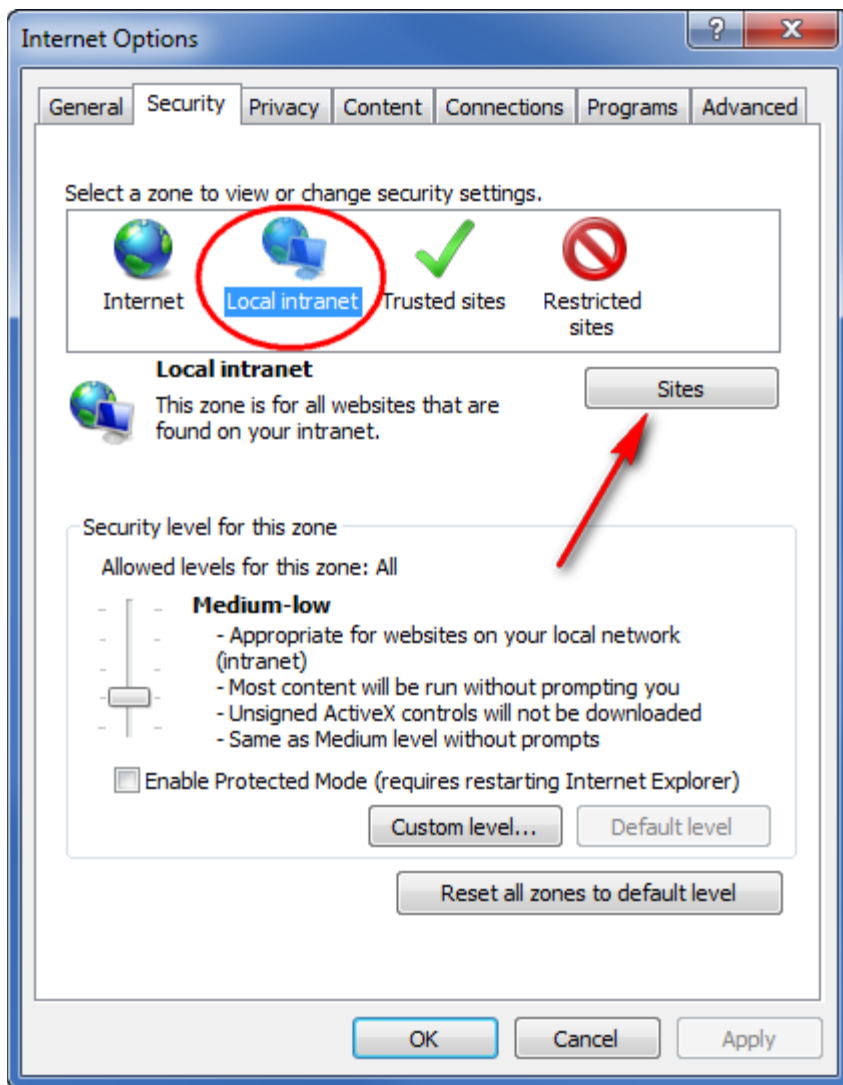
Click **Internet Options**.



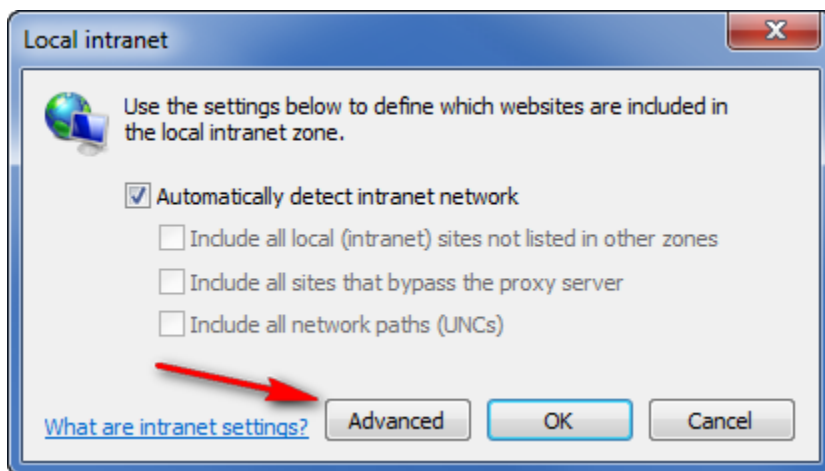
Click the **Security** tab in the Internet Options window.



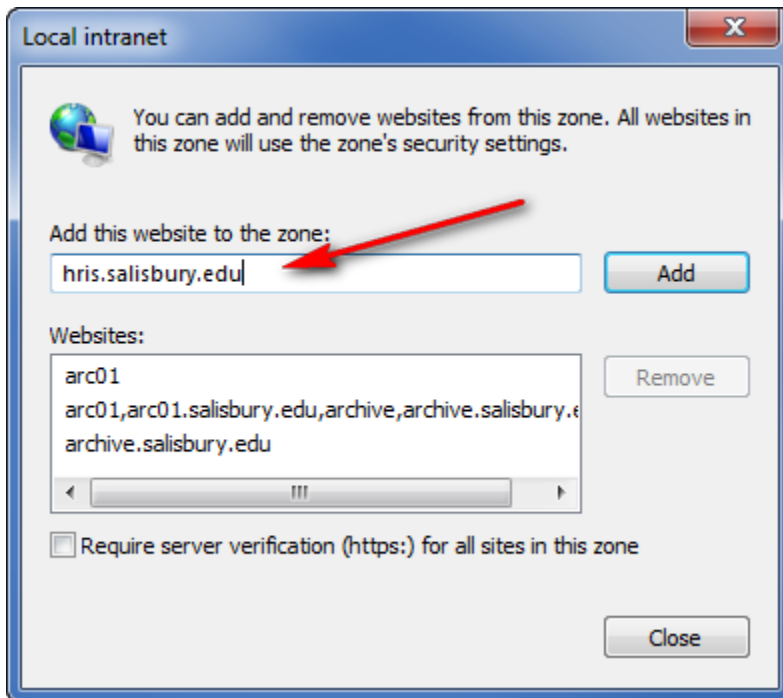
Select Local Intranet in the “Select a zone to view or change security settings” section, and then click **Sites**.



In the Local Intranet window, click **Advanced**.



In the “Add this website to the zone:” box, type **hris.salisbury.edu** and click **Add**.



Click **Close** to close that window.

Click **OK** to close the Local intranet window.

Click **OK** to close the Internet Tools window.

Exit Internet Explorer.

When you reopen Internet Explorer, you will be able to open the requested documents in GullNet.