Accessing HelpStar ServicePro on a Mac using Safari

Currently Firefox and Chrome will not access HelpStar ServicePro. In order to open the HelpStar ServicePro website using Safari, you will need to change plugin settings in your browser. These configuration steps will only need to be done once.

1. Open Safari on your Mac. Click the Safari menu, then click Preferences.

2. With the Preferences window open, click the Security group. Click Manage Website Settings…
3. Select the **Silverlight** plugin on the left. Change the “When visiting other websites:” option from **Allow** to **Run in Unsafe Mode**.

4. A warning prompt will appear. Click **Trust**. Click **Done** to return to Safari.
5. Log into MyBucks and click the **HelpStar** icon under Apps for Employees.

6. You will be prompted to enter your Bucks login credentials again. Click **Log In** to proceed.

7. Depending on your access to ServicePro, you will be greeted with one of two options. **A** - With this option, click **Continue** to proceed.
8. **B** - With the second option, click **OK** to proceed to the privileged user portal.