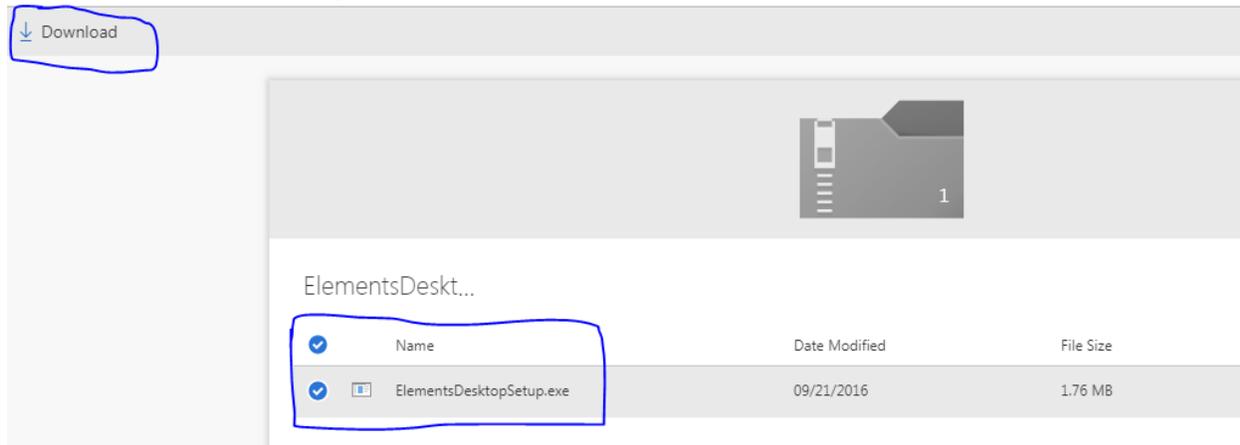


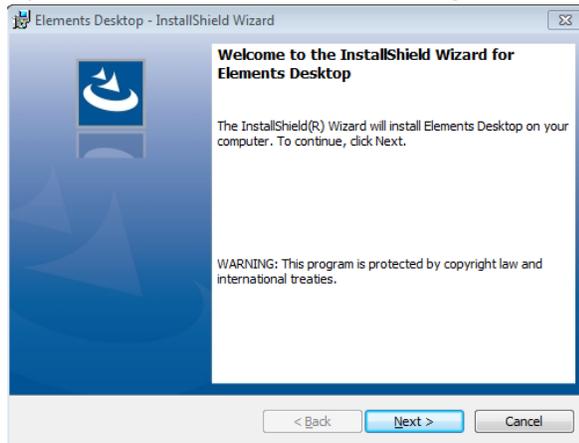
# Topaz Install

To get Topaz to work we will need to Install a special Browser called “Elements” provided by Topaz. Follow these steps to get it installed.

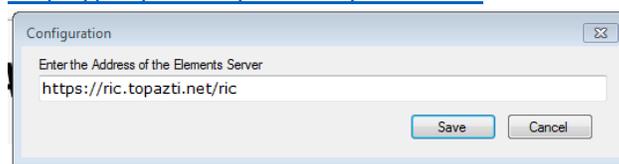
1. Go to the following website. You must log in with your RIC Email
  - a. [https://emailric-my.sharepoint.com/:u:/g/personal/jcooper\\_2894\\_ric\\_edu/Efp0iNRJJz9Ajsx8xgDDON4B-xRb79GbkbxNICDuLINW3Q](https://emailric-my.sharepoint.com/:u:/g/personal/jcooper_2894_ric_edu/Efp0iNRJJz9Ajsx8xgDDON4B-xRb79GbkbxNICDuLINW3Q)
  - b. Click the ElementsDesktop and then Download.



- c. Open the file once downloaded to begin the install



- d. Go Through the setup, accept it and press next through the install
    - e. Launch the program and type this into the Address bar
      - i. <https://ricprod.topazti.net/Elements>



# Trouble-Shooting Topaz

## *General Information*

- Save your work frequently. The software will time out if a length of time passes without saving.
- Make sure to logout at the end of each session.
- If you get error messages, take a screen shot and send it as an attachment to [IRB@ric.edu](mailto:IRB@ric.edu) with an explanation of what you were doing at the time that the error appeared.
- Depending on which browser you're using, check the browser settings listed in the sections below

## *Computer Requirements*

- Computer & processor: Intel core 2 or higher PC, or Intel based MAC
- Operating system: Windows Vista SP2 / Windows 7 SP1 / Mac OS 10.6 or higher
- Topaz recommends the browser Seamonkey for both PC and Mac: <http://www.seamonkey-project.org/>
- For PC you could also use Internet browser: Explorer 7/8
- For Mac you could also use FireFox, only 52 ESR – Mac download link <https://ftp.mozilla.org/pub/firefox/releases/52.9.0esr/mac/en-US/>
- Requires Microsoft Silverlight installed. Campus computers should automatically have it.
- Adobe Reader 7.x or higher for PDF's and Microsoft Office compatible products for CSV output if used.
- Note for Mac users: When updating Silverlight to its most current version, first uninstall the old version and then install the current version.

## *Copy, Cut, and Paste*

- For cutting: Highlight the text. Press Ctrl X to cut. Press Ctrl V if you want to paste elsewhere
- For copying: Highlight the text. Press Ctrl C to copy. Press Ctrl V to paste.

## *Problems uploading or viewing attachments*

- Check your internet browser settings to make sure that pop up windows are allowed.
- Make sure that the document isn't open when you're trying to upload.
- Upload one document at a time. Trying to upload two simultaneously won't work properly.
- If problems persist, check the browser settings listed below.

## *Browser settings for PCs using Explorer*

- 1) Go to the TOPAZ Elements link and log in

- 2) Select Tools on the browser menu and then Internet Options.
- 3) Select the Security Tab and click on the Site in the top box.
- 4) Click Add the website will be added to your trusted sites. Be sure to remove the check mark from "Require server verification (https) for all sites in this zone.
- 5) Click close
- 6) Click on Custom Level
- 7) Scroll to Downloads Under "Automatic prompting for file download"  
Select Enable
- 8) Click OK and OK to close the windows.
- 9) Refresh your browser. Now when you click on an attachment in Internet Explorer you will first have a prompt, click on Open to view the document.