



## Electronic Research Administration (eRA)

Office of Information Technology  
UNIVERSITY OF COLORADO BOULDER

### Mac Users – Instructions

In follow-up to last Friday's communication, this email provides installation [instructions](#) for the virtual desktop application (VDI solution) that will allow you to access Topaz. These instructions are being sent to all users, as we don't (yet) have a clear way to target only Mac users.

If you are a Windows user or have OIT-DDS support, you can skip this section of the email.

As a reminder to Mac users, you must take these two actions first in order to use the VDI solution.


1. You need to reply to this email ([eRA Service Center](#)) to inform us that you are a Mac user.
  - a. This is needed because we need to grant you access to the VDI solution. This step must occur before you attempt to follow the instructions (coming next week) or you will not have success with the instructions.
2. In order to install the VDI solution, you will need to have local administrator access on your Mac. Please follow the steps in the attached email, to install the VDI solution.
  - a. If you do not have this access and are not supported by OIT Dedicated Desktop Support (OIT-DDS), we ask that you contact your departmental IT Practitioner (ITP) so they have awareness that this action is coming.
  - b. If you have questions and are not OIT-DDS supported, the IT Service Center (ITSC) will be available to assist you, but only if you have local administrator access. They cannot install software without this access.

Please reply to [eRA Service Center](#) if you have questions about this communication.

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### Windows Computers

As a reminder, Topaz will only work using **Internet Explorer**, as Silverlight is only supported with this browser.

1. You need to confirm that when you need access to Topaz, you launch **Internet Explorer** 
  - a. Note: Microsoft Edge will not work with Topaz.
2. If you previously have stopped the automatic updates to use Mozilla Firefox ESR52 or Safari 11, we ask that you turn on the automated updates.
  - a. This is necessary to keep the software security compliant, to minimize the risk of security vulnerabilities to the university.
  - b. By performing this action, you will no longer have access to Topaz unless you use Internet Explorer.

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*CU Boulder eRA Team*

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