

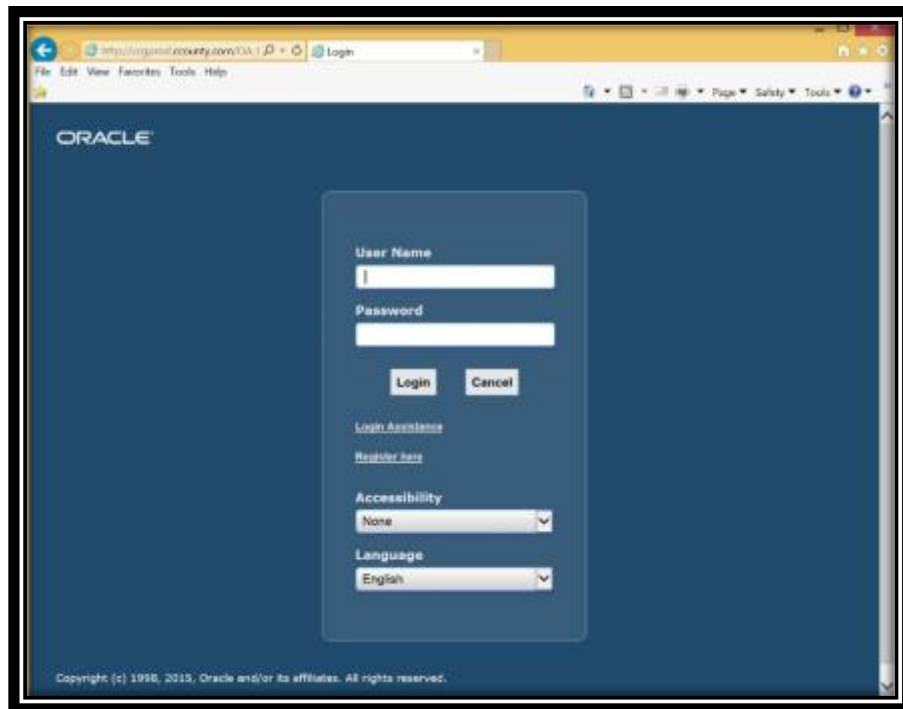
## First Time Accessing STEP ERP (Oracle EBS)

- 1) Open Internet Explorer 11 (IE 11)



- 2) Copy and Paste or type the following link into the address bar of IE 11: <http://ccgprod.ccounty.com>
- 3) Enter your login credentials (user name and password) from the email that came with these instructions.

- Note: These are your credentials for accessing the production system.

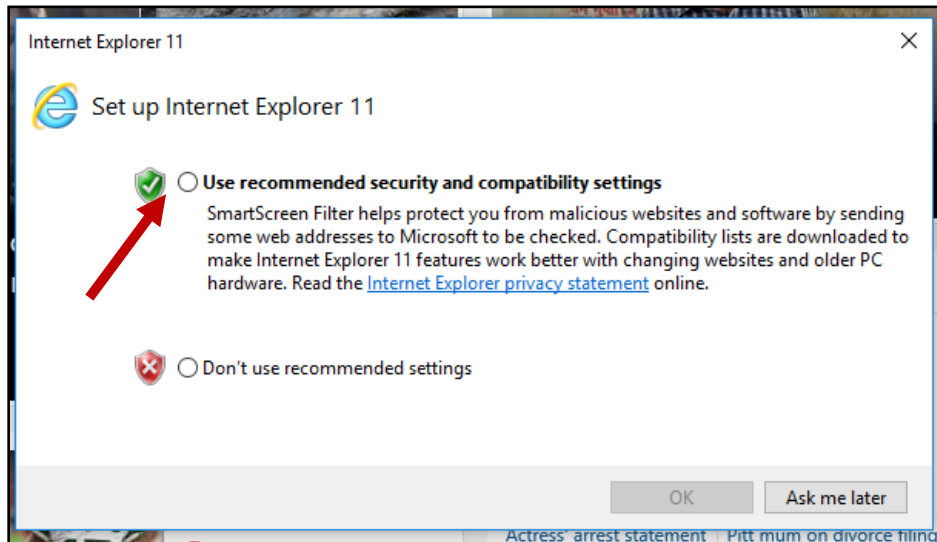


(If you are asked to change your password from 'welcome123', please do so)



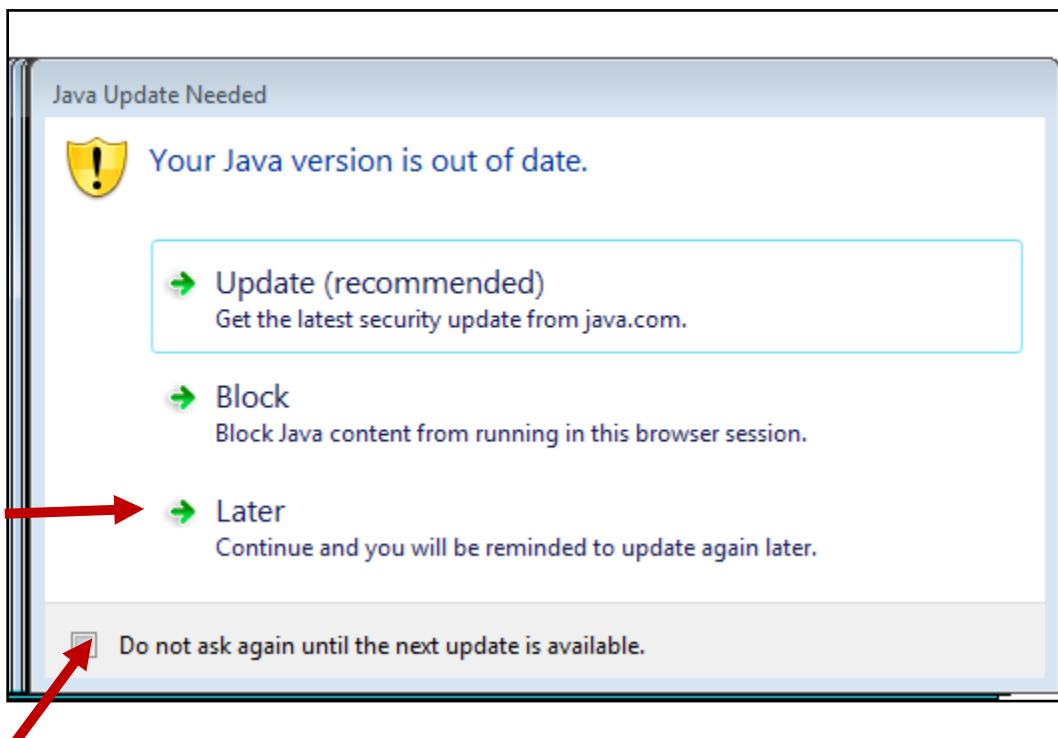
If you were not able access the STEP ERP Oracle EBS system, take a look through following pop-up screens:

1. When Internet Explorer 11 is launched for the first time, the screen below may appear. If this happens, please click on **“Use recommended security and compatibility settings”** as shown by the red arrow below.



2. The first time one opens an Oracle form, the message below may appear. If this happens, please click on the box next to **“Do not ask again until the next update is available”** and then choose the option **“Later – Continue and you will be reminded to update again later”**.

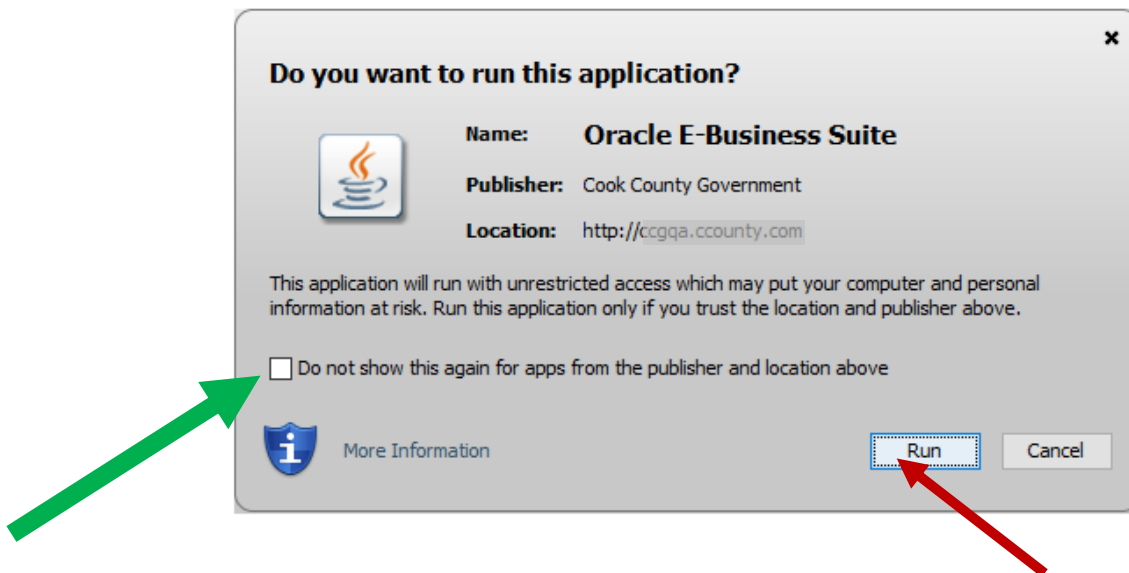
**DO NOT CHOOSE “Update (Recommended)”**



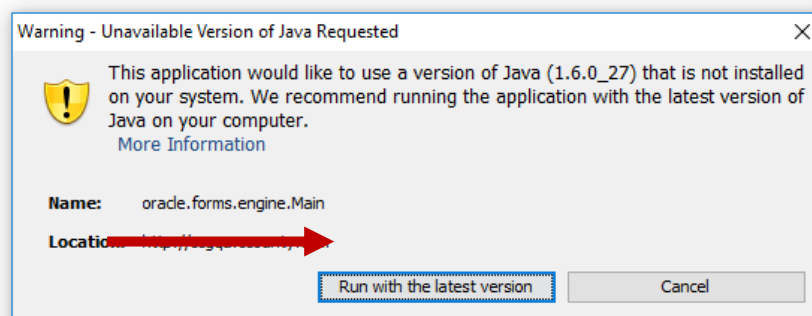
3. You may see this JAVA prompt. In this case, you should click **Run with the latest version**.



4. The first time Oracle EBS is launched, the message below may appear. Please click on the box next to **“Do not show this again for apps from the publisher and location above”** as shown by the green arrow below and then click on the **“Run”** button as shown by the red arrow below.



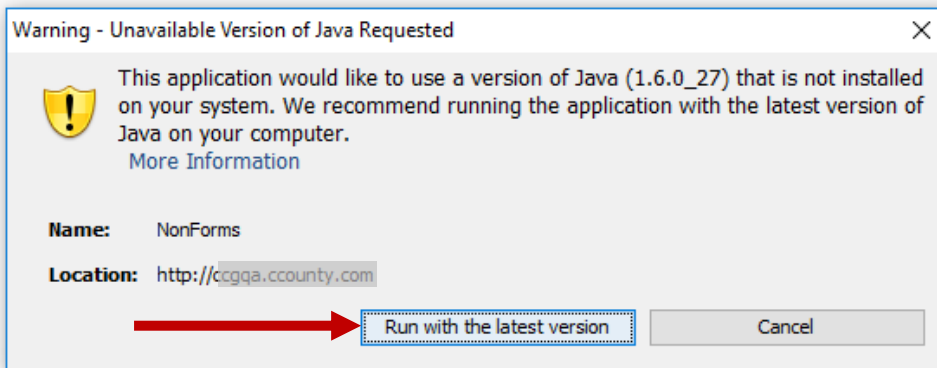
5. If the message below appears, please click on the **“Run with latest version”** button.



- When Oracle EBS is launched, you may see a pop-up blocker message at the bottom of your screen. If that happens, please click on the drop-down arrow next to “Options for this site” as shown by the arrow below and choose “Always Allow”.



- If the message below appears, please click on the “Run with latest version” button.



If you are still unable to get logon, please contact your Help Desk using the contact information for your Office in the table below.

<b>Assessor</b> admins@cookcountyassessor.com	<b>Forest Preserve District</b> FpdIT.alerts@CookCountyIL.gov
<b>County Clerk</b> Submit ticket in ClerkIT	<b>Sheriff</b> CCSO.helpdesk@CookCountyIL.gov
<b>Offices Under the President</b> 312-603-1390	<b>Clerk of the Circuit Court</b> helpdesk@CookCountyCourt.com
<b>Board of Review</b> edward.smith@CookCountyIL.gov	<b>Juvenile Temporary Detention Center</b> jtdc.helpdesk@CookCountyIL.gov
<b>Cook County Hospital Systems</b> 312-864-4357	<b>State’s Attorney</b> douglas.maclean@CookCountyIL.gov
<b>Recorder of Deeds</b> RoD.support@CookCountyIL.gov	<b>Treasurer’s Office</b> 312-603-4999
<b>Office of the Chief Judge</b> 312-603-1900	