Quick Reference: My BackPack Reference Guide

This document describes some Best Practices for using My BackPack. As you work in My BackPack, you will find that following these Best Practices will give you a more consistent, easy, and enjoyable experience. Some of the Best Practices in this document include suggested bookmarks and “Help” sites, suggestions for Navigation and using certain systems tools, and an explanation of standard System Requirements.

**Navigation**

**Bookmarking**

**System Requirements**

**My BackPack tools**

**Navigation:**

When navigating through My BackPack, use the following guidelines for an optimal user experience:

- Open My BackPack in a single browser and in a single tab. My BackPack does not support the use of multiple browsers or multiple tabs.
- Do not click your browser’s **Back** button.

- You can use the breadcrumb thread that is located at the top and the bottom of most screens.

- In the redesigned version, the menu is always available by clicking the icon at the top left corner of the page.
• You can also use the main menu in Classic My BackPack. The menu is on the left-hand side of your screen.

Bookmarking:

It is recommended that you bookmark these important Senior Systems websites in a supported web browser (see System Requirements for a list of supported web browsers):

<table>
<thead>
<tr>
<th>Senior Systems Website</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>My BackPack</td>
<td>Bookmarking your My BackPack login page is supported (for example, <a href="https://yourschool.seniormbp.com/SeniorApps">https://yourschool.seniormbp.com/SeniorApps</a>), but bookmarking pages within My BackPack is not supported. If you do not know your school’s My BackPack login URL, and your school is hosted, log into <a href="https://senior-anywhere.com/">https://senior-anywhere.com/</a>, click the Content tab and then click the My BackPack icon.</td>
</tr>
</tbody>
</table>
My BackPack Help is always available by clicking the ‘Help’ icon at the top right. The Help is context-sensitive, so depending on your location in My BackPack, the “?” button will bring you to the most relevant section of the Online Help.
**System Requirements:**

Each school’s environment needs are unique. The System Requirements provided in this document are intended to be used as a guideline. For more recommendations tailored to your specific installation needs, please contact your sales person or the Product Support department.

<table>
<thead>
<tr>
<th>Supported Browsers for My BackPack</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Windows</strong></td>
</tr>
<tr>
<td>Internet Explorer 9, Firefox rapid-release, Chrome</td>
</tr>
<tr>
<td><strong>Mac OSX</strong></td>
</tr>
<tr>
<td>Safari 5, Firefox rapid-release, Chrome</td>
</tr>
<tr>
<td><strong>iOS</strong>*</td>
</tr>
<tr>
<td>iOS 5-7, Safari</td>
</tr>
<tr>
<td><strong>Android</strong>*</td>
</tr>
<tr>
<td>Android 3.0-4.2</td>
</tr>
</tbody>
</table>

*NOTE:* Java reports are not supported.

**My BackPack Tools:**

Certain My BackPack tools require specific user practices to operate correctly:

- **Reports** – Certain reports are limited to 300 or 400 pages, depending on the type of report.

- **User Input Fields** – When entering text into My BackPack for given pages, descriptions, broadcast emails, and other user input fields, it is important to save your work often.

- **Password Management** – When your school provides a user with access to My BackPack, an account creation notification email can be sent to the new user. Your organization can customize this email, but in general, the notification contains the username that the school has specified, and a link for the user to set up their password. The password that is chosen should be memorized, and not written down or accessible to other people to ensure the security of the My BackPack account.

The RSA 2-Factor Authentication process is available for an added level of My BackPack security. When RSA 2-Factor Authentication is implemented, users are prompted to enter their normal My BackPack username and password, and then prompted to enter the randomly generated 6-digit RSA Tokencode displayed on the RSA security token.
• **Online Payment** – When performing an Online Payment in My BackPack, it is very important to ensure that only breadcrumb links and the Main Menu are used to navigate during the Online Payment process.

![Online Payment Process Image](image)

• **Payment Security** – Several updates have been made to the way My BackPack processes online payments.
  o When paying by eCheck, Online Payment Confirmation masks all but the last 4 digits of bank account and routing numbers.

![Payment Security Image](image)
Credit Card information entered into the Credit Card Number field is hidden, and cannot be copy/pasted.

CVV information is not collected.

- **Printable Versions** – It is recommended that you use the [Printable Version](#) link to print pages from My BackPack. The [Printable Version](#) link properly formats the My BackPack page in a format that is ideal for printing.