Simpplr One Browser Extension

The Extension Manager is a lightweight utility in Simpplr designed to ensure your browser is properly set up to handle seamless redirects from Simpplr Classic to Simpplr One during your organization's upgrade.

Once configured, the experience is automatic - no extra steps required.
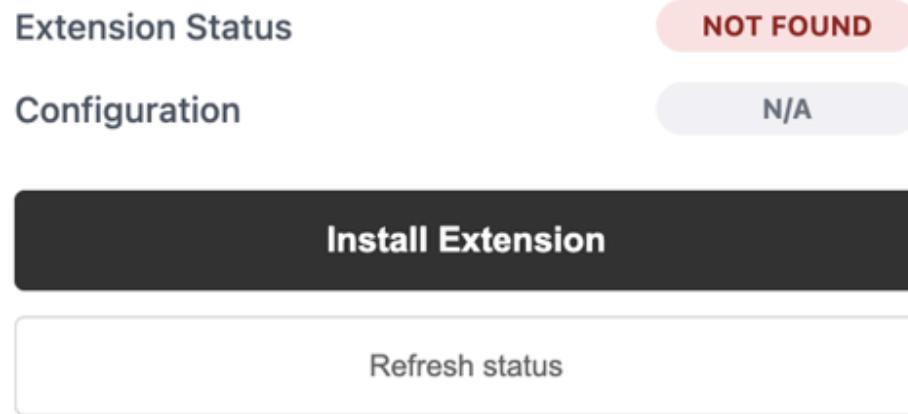
1. The End-User Experience

When a user lands on their Home Dashboard, the Extension Manager tile performs a quick, silent check and shows one of the following states:

State A: Extension Not Installed

If the browser extension is not yet installed:

- **Status:**
    - Extension Status: **Not Found** (Red)
    - Configuration: N/A (Grey)
- **Action:** A primary action button labeled **"Install Extension"** appears.
- **What to do:**
    - Click **Install Extension** to open the Chrome Web Store in a new tab
    - Install the extension
    - Return to Simpplr and click the **Refresh status** button**.**

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Extension Status   **NOT FOUND**

Configuration   N/A
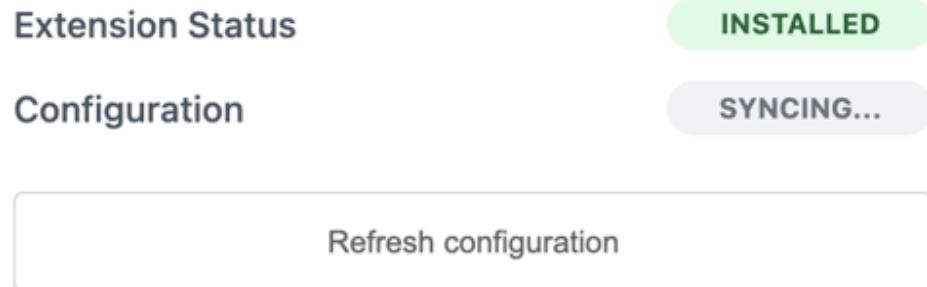
Install Extension

Refresh status

State B: Extension installed but not configured

If the extension is installed but not yet configured:

- **Status:**
    - Extension Status: **INSTALLED** (Green)
    - Configuration: **CONFIGURING** (Grey)
- **Action:** No action required by the user.
- **What's happening:**
    - The required settings are being set for the extension.
    - Once that is done, the configuration flips to a green **Active** status. This typically completes within a second.

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Extension Status   INSTALLED

Configuration   SYNCING...

Refresh configuration

State C: Fully Configured

If everything is correctly set up:

- **Status:**
    - Extension Status: **INSTALLED** (Green)
    - Configuration: **ACTIVE** (Green)
- **Action:** A secondary button labeled **"Refresh configuration"** is available if the user ever needs to manually reset the settings to the default.

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Extension Status	INSTALLED
Configuration	ACTIVE

Refresh configuration

At this point, redirects will work automatically, even if Simpplr is not open.

2. Frequently Asked Questions (FAQ)

Q: Why does the status say "CONFIGURING" when I click Refresh?
A: This indicates the tile is pushing the settings to the extension. It usually completes almost instantly.

Q: Do I need to keep the Simpplr tab open for the extension to work?
A: No. No. Once the status shows Active, the extension saves the configuration in your browser and works independently in the background. It will handle redirects even if the Simpplr tab is closed.

Q: What happens if I use a different browser?
A: Each browser requires its own extension installation. If you switch browsers, the Extension Manager will detect this and guide you to install it there as well.

Q: What browsers are supported?

 A: Currently supported:

- Google Chrome (latest 2 versions)
- Microsoft Edge (latest 2 versions)

Other Chromium-based browsers and older versions may work, but are not officially supported.

3. How It Works (High-Level Overview)

The Extension Manager is designed to be secure, silent, and non-intrusive. It does not collect any user data or require pop-ups.

Step 1: Extension Detection

Simpplr checks whether the browser extension is installed and active.

Step 2: Configuration check and setup

If configuration is needed, the tile securely sends your organization's Classic and One domain information to the extension in the background using a hidden iframe.

Step 3: Persistent Setup

Once configured, the extension securely stores its settings in your browser, enabling fast, reliable redirects. The tile also remembers this setup to avoid repeating the configuration process.