BROWSER SETTINGS- TROUBLESHOOTING GUIDE

 Internet Explorer

 Firefox

 Safari

 Google Chrome

INTERNET EXPLORER

IE- Tools>**Internet Options**

GENERAL TAB
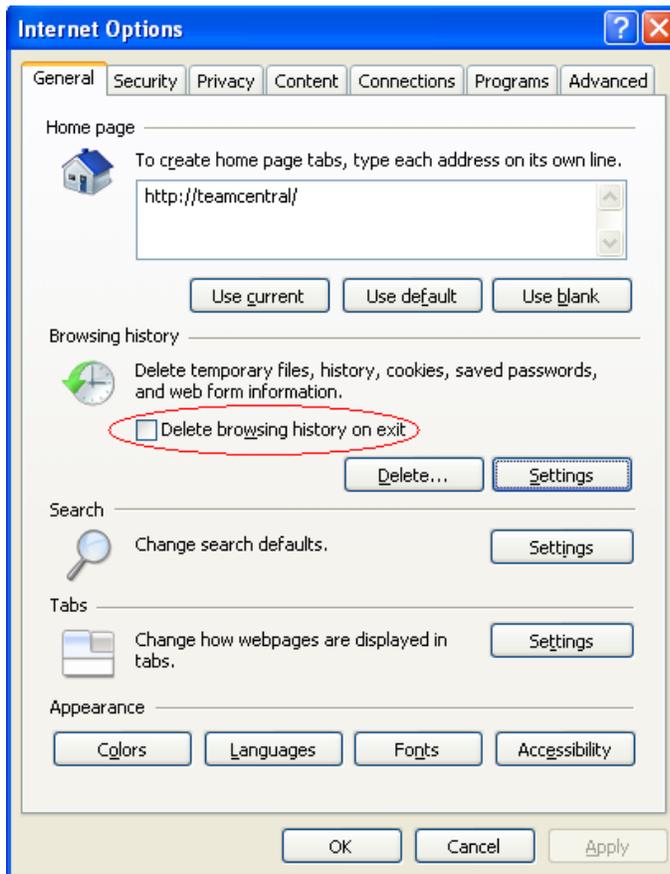
*Delete Browsing History on Exit should **NOT** be checked.

Click Settings under Browsing History section

Settings under Browsing History section
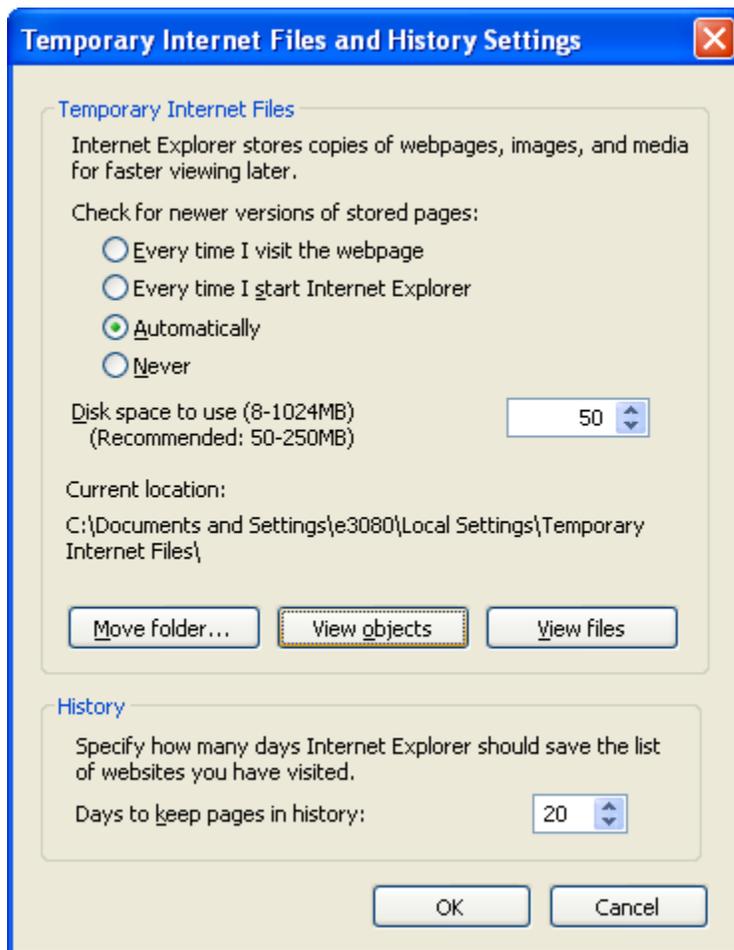
Verify it is set to **automatically** check for new versions of stored pages.

SECURITY TAB: TRUSTED SITES
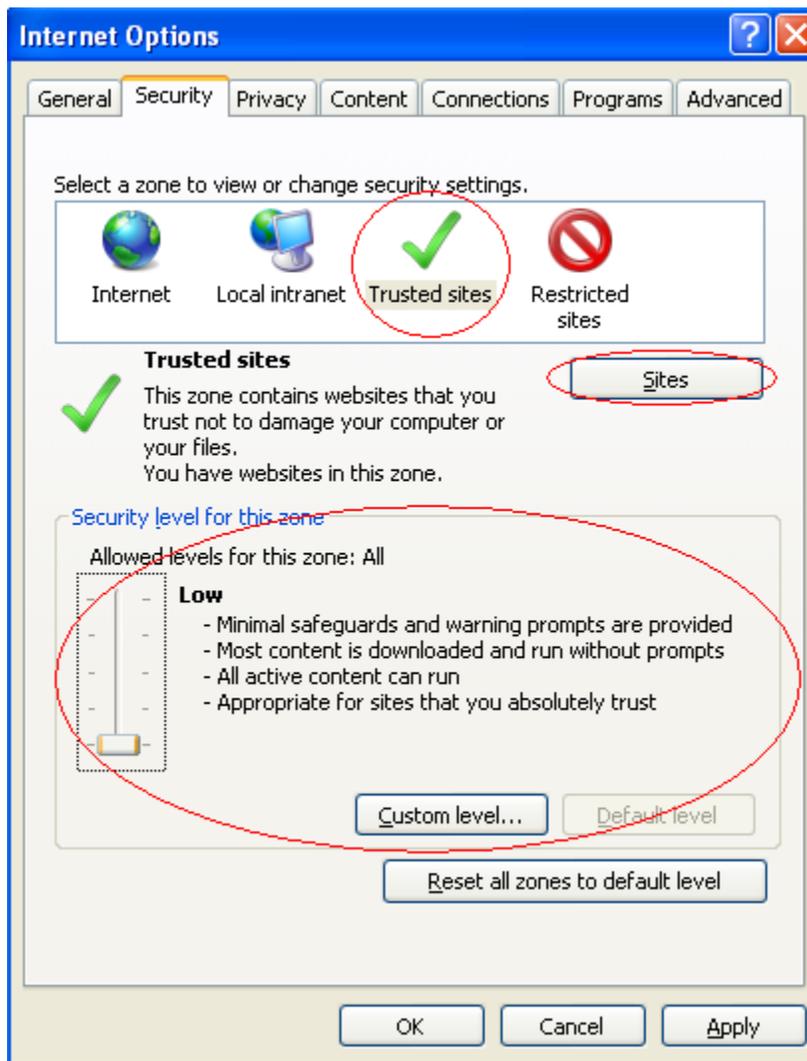
- Select **Trusted Sites**

- Click **Sites** and Add the domain to Trusted Sites.

- The Default Security Level for Trusted sites should be set to **Low**

PRIVACY TAB: COOKIE HANDLING

Under the **Privacy Tab**, Select **Advanced**

- Check Override automatic cookie handling
- Accept First-party Cookies
- Accept Third-party Cookies
- Check Always allow session cookies

ADVANCED TAB:
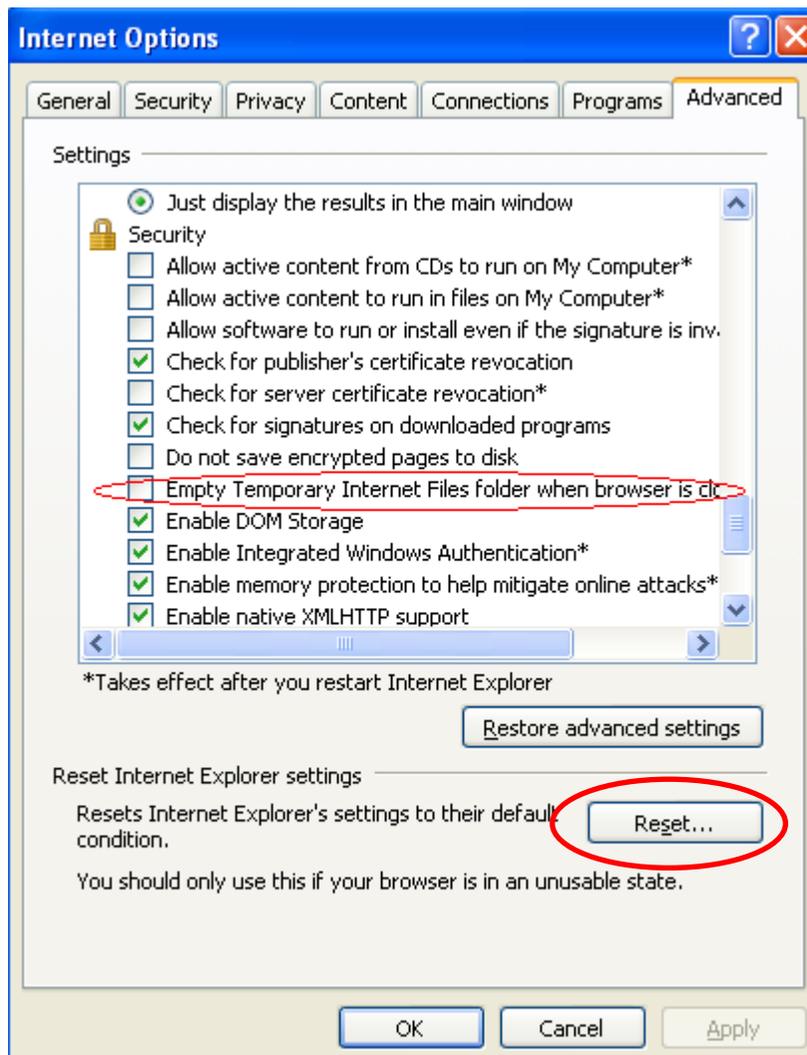
Under Security Section, "Empty Temporary Internet Files folder when browser is closed" should be Unchecked.

*Note- If all browser troubleshooting has been done but you are still experiencing issues, it may be necessary to "**Reset**" Internet Explorer to default condition.

MANAGE ADD-ONS

IE> Tools> Manage Add-ons

*Adobe Shockwave Flash Object must be Enabled.

FIREFOX

Firefox> Tools> Options

PRIVACY TAB: TRUSTED SITES, COOKIE HANDLING
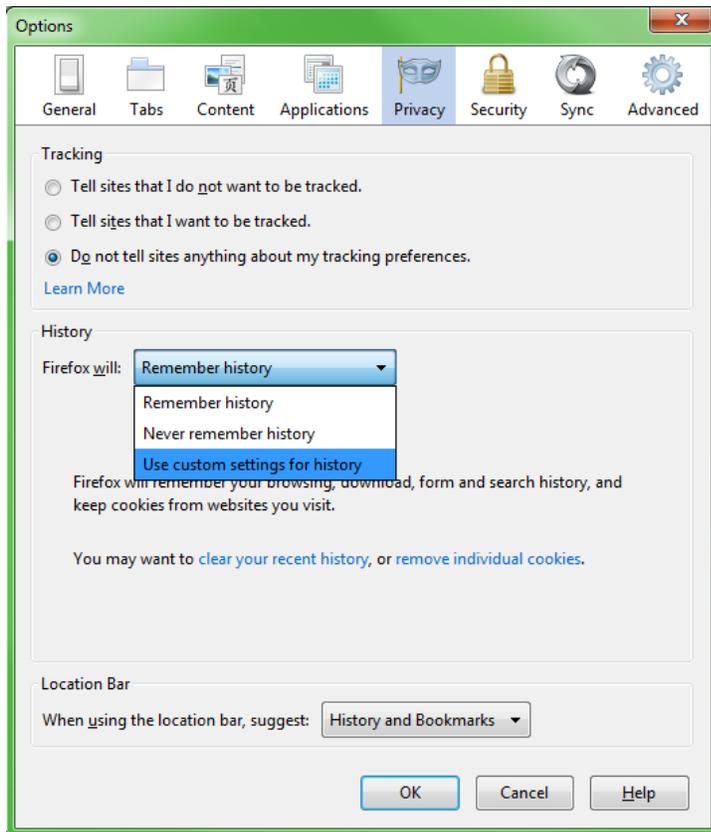
Click "**History Firefox will**:" drop down and select "**Use Custom Settings for History**"
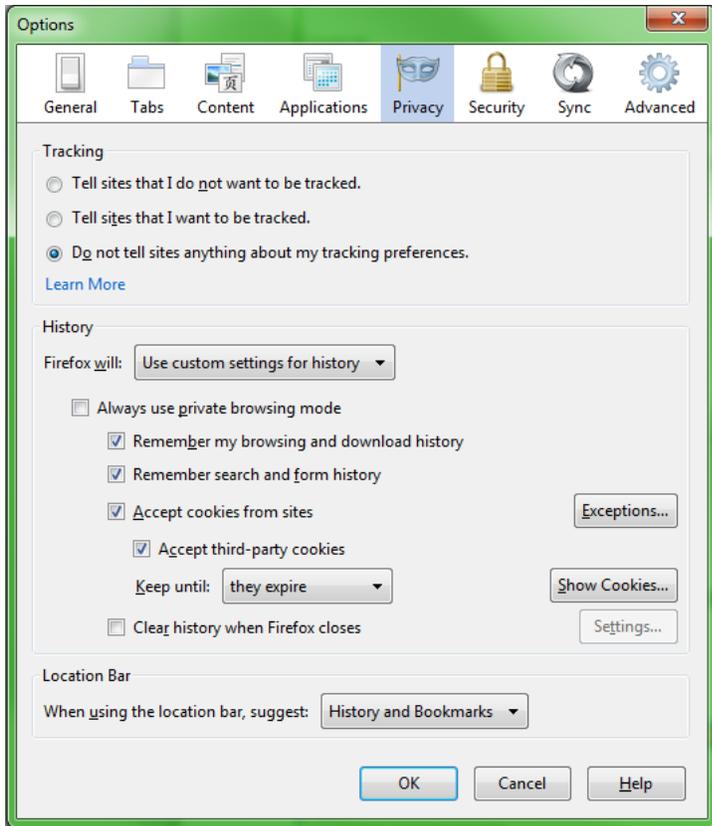
Make sure "**Clear history when Firefox closes**" is unchecked.

*Refer to screenshot for the rest of the Check Mark settings.

Click "**Exceptions**"
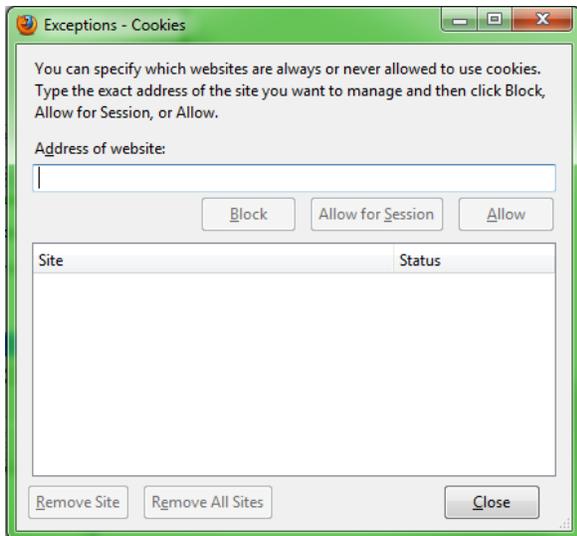
Add Website domains here to **Allow**, (This is similar to adding website as a "Trusted Site" in IE)

FIREFOX PLUGINS:

Click Tools>Add-Ons OR Firefox Menu> Add-Ons (depends on version of Firefox)
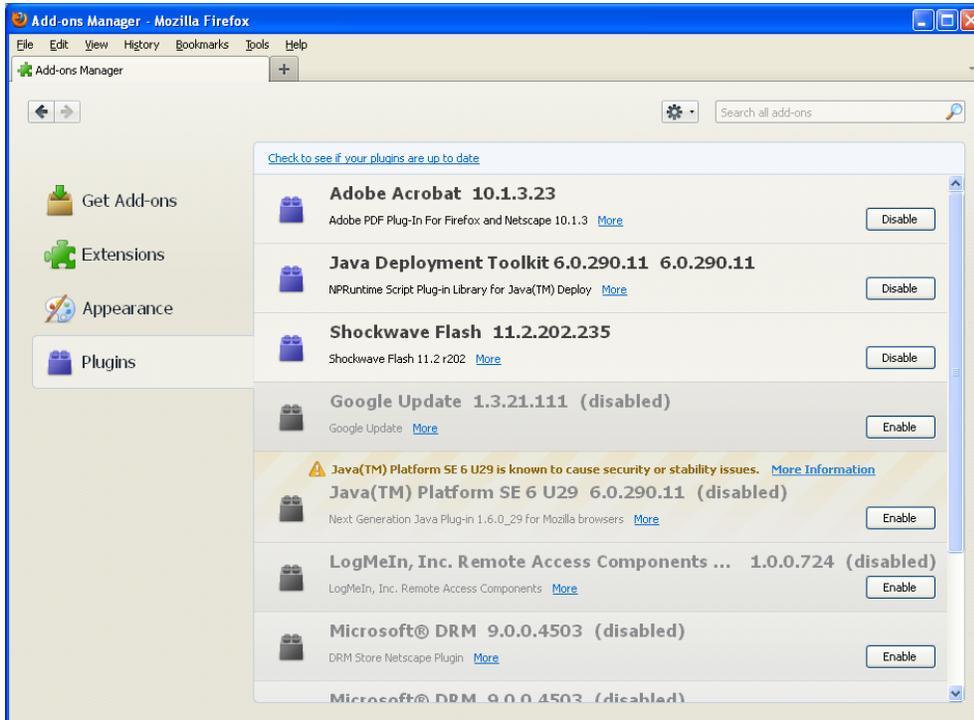
-Make sure Java, Adobe, and Shockwave Flash are all enabled.

CONTENT TAB: ENABLE JAVA AND MANAGE POP-UPS

Tools>Options>Content Tab
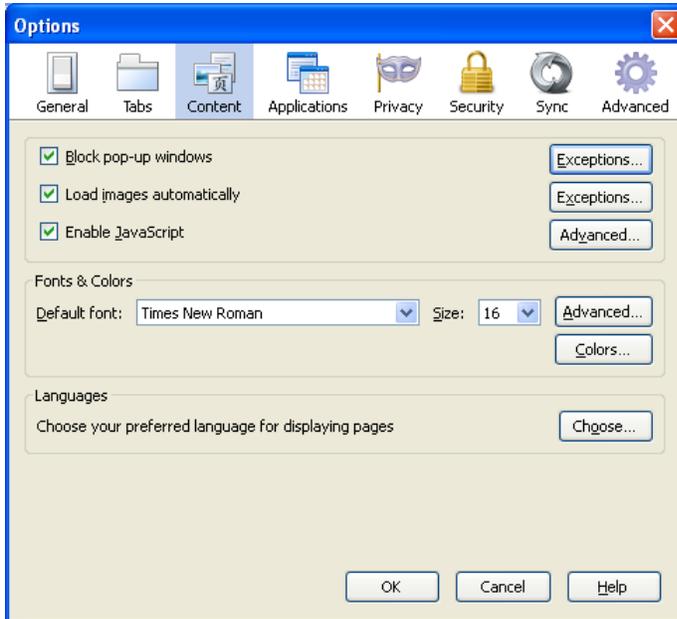
-Make sure **Enable JavaScript** is checked.

-Check **Exceptions** for "Block pop-up Windows" and Add website domain to **Allow** pop-ups

SAFARI

RESETTING SAFARI

-Start Fresh

Please follow the instructions below to reset Safari:

1. Open your Safari web browser by clicking on the Safari icon in the dock.
2. Click on Safari in your Safari menu, located at the top of your screen.
3. A drop-down menu will now appear. Choose the option labeled "Reset Safari..."
4. A warning dialog will now appear detailing the items that will be removed.
5. Click the button on the dialog labeled Reset to complete the process.

Your Safari browser will now restart automatically. Continue on to set up Safari →

SAFARI: ADDING A TOP (TRUSTED) SITE

In order to add a Top Site to Safari, which will allow open communication between your computer and a web site, please follow the steps below:

1. Open Safari.
2. Navigate to the web site that you would like to add as a Top Site.
3. Click Bookmarks.
4. Select Add Bookmark....
5. Choose *Top Sites*.
6. Click Add.

SAFARI: ENABLE PLUG-INS

1. Open Safari

2. Open the Preferences menu

   In Mac OS X: Click Safari > Preferences
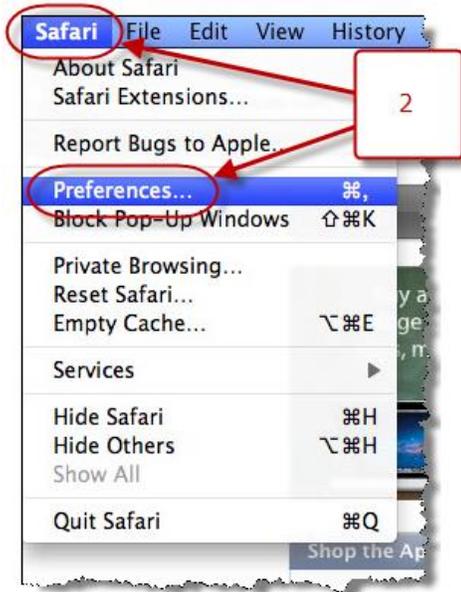
   In Windows: Click Edit or Settings (⚙) > Preferences

3. In the window that opens, click Security

4. Place a check in the box beside Enable plug-ins

5. Close the Security window

SAFARI: ACCEPTING COOKIES

1. Open Safari

2. Open the Preferences menu

   In Mac OS X: Click Safari > Preferences
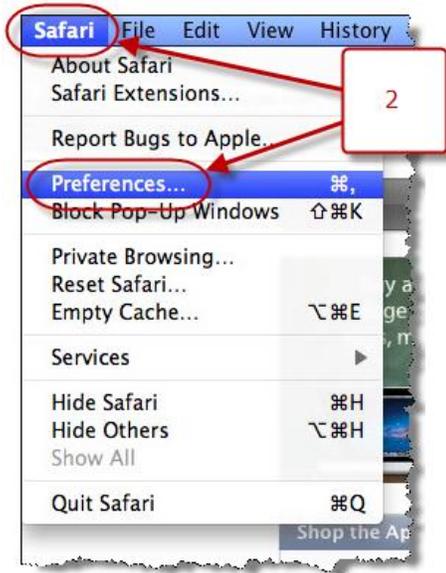
   In Windows: Click Edit or Settings ( ) > Preferences

IN SAFARI 5.1 OR LATER:

3. In the window that opens, click Privacy
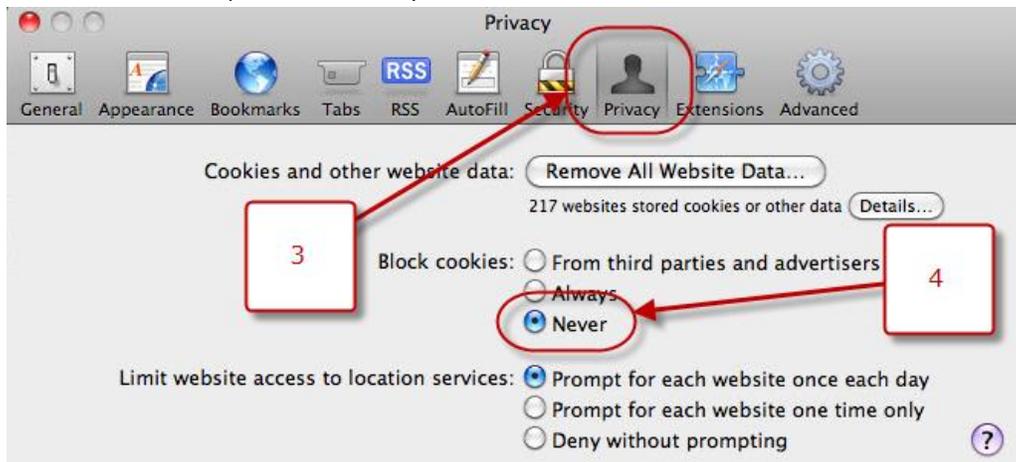
4. Look for the Block cookies heading and select Never

5. Close the Privacy window

3. In the window that opens, click Security
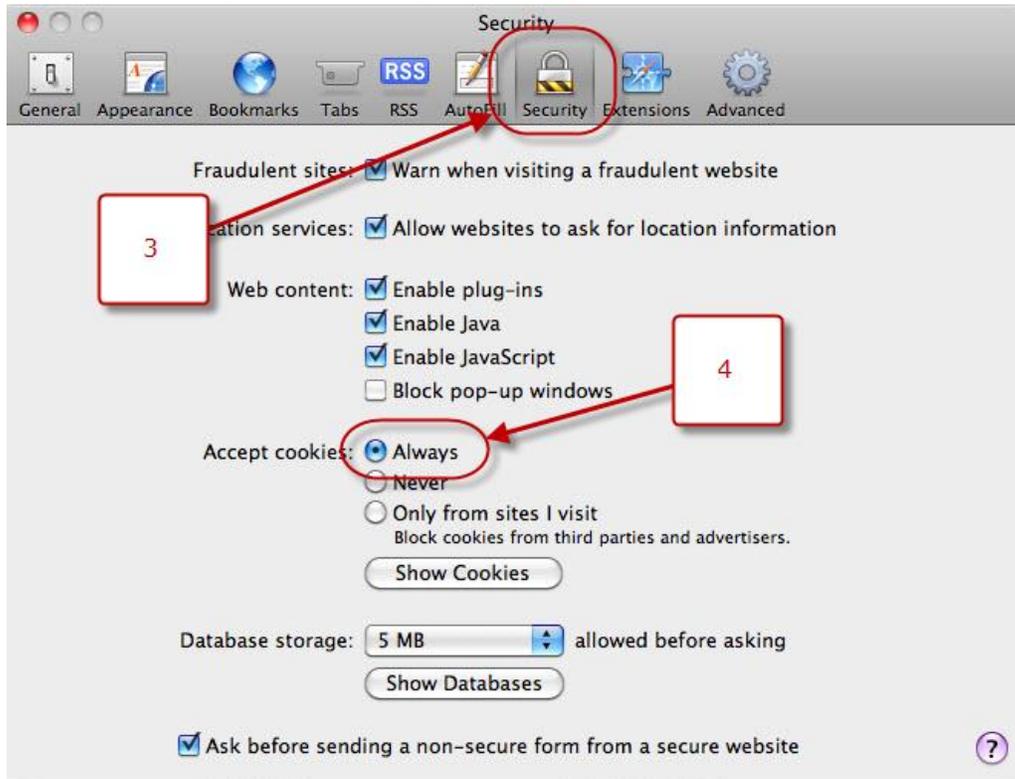
4. Look for the Accept cookies heading and select Always

5. Close the Security window

SAFARI: POP-UP BLOCKERS

1. Open Safari

2. Open the Preferences menu

   In Mac OS X: Click Safari > Preferences
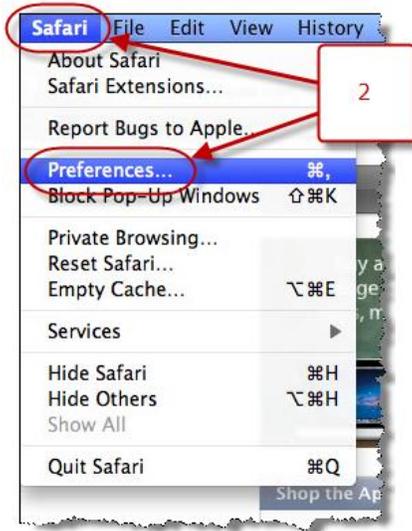
   In Windows: Click Edit or Settings (⚙▾) > Preferences

3. In the window that opens, click Security

4. Be sure no check appears in the box beside Block pop-up windows

5. Close the Security window

GOOGLE CHROME

Type "chrome://settings" in the address bar or

Click icon in top right hand of screen **or** depending on version.

Go to Settings> Show Advanced Settings>

CONTENT SETTINGS:

Under Privacy Section> Click Content Settings

*Follow Screen shots for correct settings
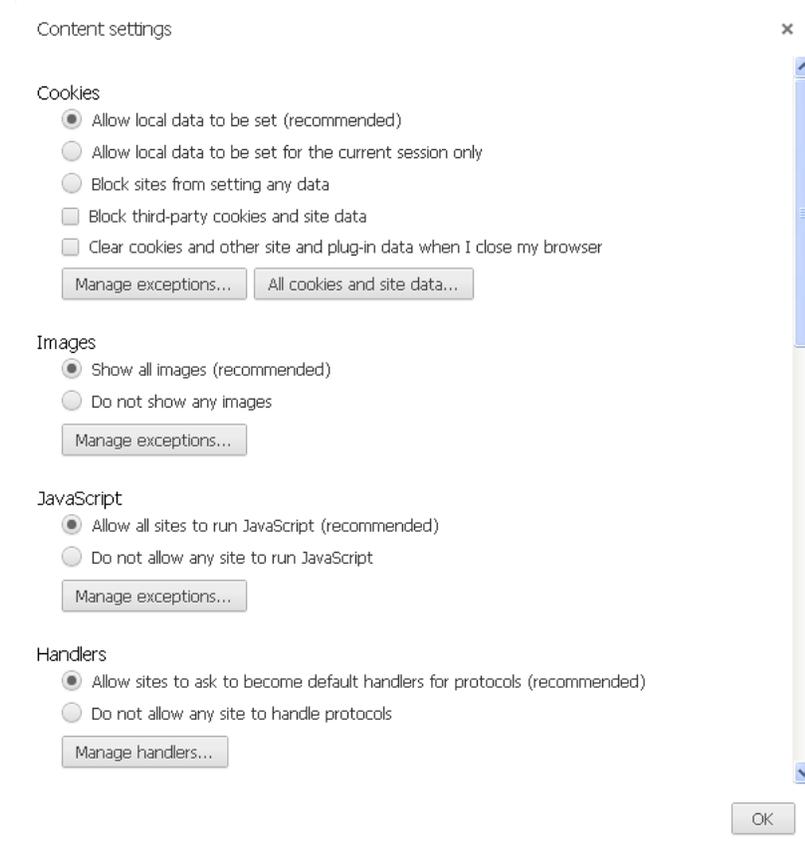
Cookies: *Click* **Manage Exceptions** and Add Web Domain to Allow (This is similar to adding to Trusted sites in IE)

-**Manage Exceptions** for **Pop-ups** to allow for site.

CLEAR HISTORY AND COOKIES

-*Click* **Clear Browsing Data**>

-Use drop down to determine how far back to clear.

MANAGE PLUGINS:

Type "Chrome:Plugins" in the address bar

-Click Disable on Chrome PDF Viewer (this PDF viewer may interfere with some Ecorp/Ecom statements)

-Make sure the following Plugins are Enabled:

- Java
- Adobe Acrobat
- Shockwave Flash