*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
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> 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*

3. In the window that opens, click Privacy
   
   *In Safari 5.1 or later:*

4. Look for the Block cookies heading and select Never
5. Close the Privacy window
IN SAFARI 5.0 OR EARLIER:

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
   
   ![Safari Preferences window]

   In Windows: Click Edit or Settings ( ) > Preferences

3. In the window that opens, click Security
   
   ![Security settings window]

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**
  - Allow local data to be set (recommended)
  - Allow local data to be set for the current session only
  - Block sites from setting any data
  - Block third-party cookies and site data
  - Clear cookies and other site and plugin data when I close my browser

- **Images**
  - Show all images (recommended)
  - Do not show any images

- **JavaScript**
  - Allow all sites to run JavaScript (recommended)
  - Do not allow any site to run JavaScript

- **Handlers**
  - Allow sites to ask to become default handlers for protocols (recommended)
  - Do not allow any site to handle protocols

**Cookies**: Click Manage Exceptions and Add Web Domain to Allow (This is similar to adding to Trusted sites in IE)
Plugins
- Run automatically (recommended)
- Click to play
- Block all
  Manage exceptions...
  Disable individual plugins...

Pop-ups
- Allow all sites to show pop-ups
- Block pop-ups
  Manage exceptions...

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

CLEAR HISTORY AND COOKIES

Privacy
- Content settings...
- Clear browsing data...

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. Learn more
- Use a web service to help resolve navigation errors
- Use a prediction service to help complete searches and URLs typed in the address bar
- Predict network actions to improve page load performance
- Enable phishing and malware protection
- Automatically send usage statistics and crash reports to Google

- Click Clear Browsing Data>

Clear browsing data

Obliterate the following items from the beginning of time:
- Clear browsing history
- Clear download history
- Delete cookies and other site and plug-in data
- Empty the cache
- Clear saved passwords
- Clear saved AutoFill form data
- Clear data from hosted apps
- Deauthorize content licenses

Learn more

Clear browsing data Cancel

- 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)

```
Chrome PDF Viewer
Name: Chrome PDF Viewer
Version: 
Location: C:\Documents and Settings\e3080\Local Settings\Application Data\Google\Chrome\Application\19.0.1084.56\pdf.dll
Type: PPAPI (in-process)
MIME types:

<table>
<thead>
<tr>
<th>MIME type</th>
<th>Description</th>
<th>File extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>application/pdf</td>
<td>Portable Document Format</td>
<td>.pdf</td>
</tr>
<tr>
<td>application/x-google-chrome-print-preview-pdf</td>
<td>Portable Document Format</td>
<td>.pdf</td>
</tr>
</tbody>
</table>

Disable: Always allowed
```

-Make sure the following Plugins are Enabled:

- Java
- Adobe Acrobat
- Shockwave Flash