

# Resolving Internet Browser Issues



# What Internet Browser do I have?

- 1) Open Your Internet Browser.
- 2) Find the "Help" button on the top menu bar.
  - a) Or Safari Button.
- 3) Find the About Button.
  - a) This will open a window which will contain the name of your browser and the version number.

# Turning off your Pop-up Blocker

## **If you use Internet Explorer as your web browser:**

1. Open Internet Explorer
2. Click on Tools> Internet Options
3. Click on the "Privacy" tab
4. Locate the "Pop-Up Blocker" box, towards the bottom of the window
5. Uncheck the "Block Pop-Ups" box
6. Click "OK"
7. Wait for the Internet Options window to close
8. Completely close all the windows of your Internet Browser and open it again

## **If you use Mozilla Firefox as your web browser:**

1. Open Firefox
2. Click Tools> Options
4. Click on the "Content" tab
5. Remove the check mark in the "Block pop-up windows" box
6. Click the Ok Button
7. Completely close all the windows of your Internet Browser and open it again

## **If you use Safari (For MAC/Apple) as your web browser**

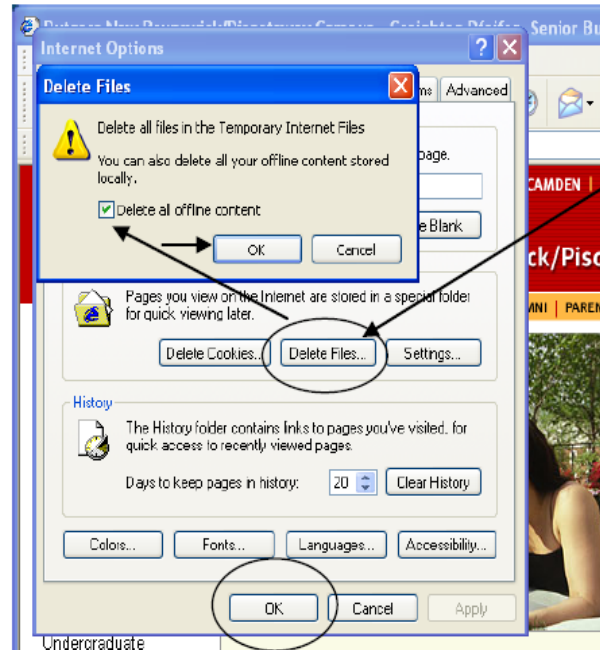
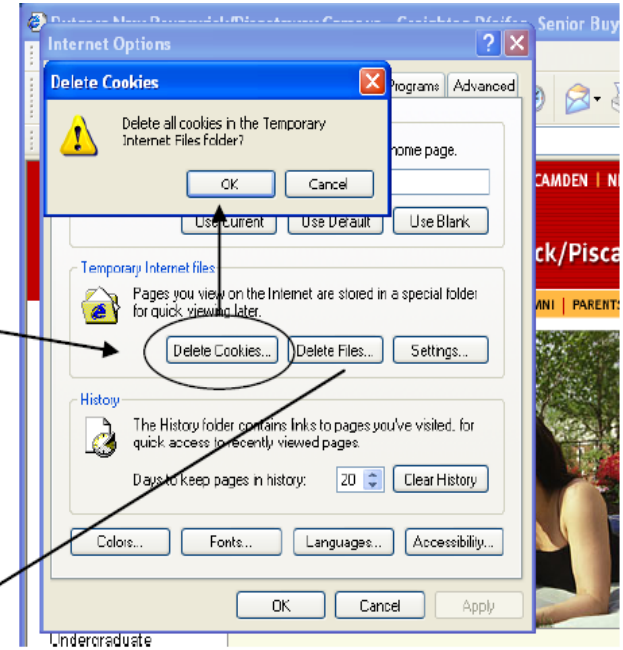
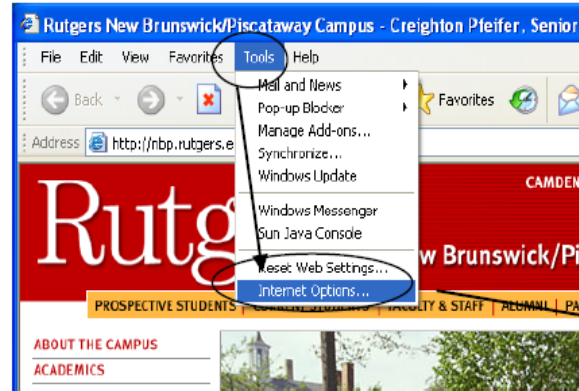
1. Open up your Safari Web browser.
2. Go to the Safari menu and choose 'Preferences' from the list of choices.
3. Click on the Security heading.
4. Remove the Check Mark in the box marked 'Block pop-up windows'
5. Click on the 'OK' button in order to change the setting.
7. Completely close all the windows of your Internet Browser and open it again

# Why should I clear my “Temporary Internet Files” and “Cookies” (Cache)

- While using your web browser such as Internet Explorer, site information and images are saved to the “Cookies” (cache) and “Temporary Internet Files” folders. Your browser looks to these folders for site information to load web pages faster.
- The problem with this is that it may bring up old information. In the case of entering RIAS, the old stored (cached) screens may appear.
- To avoid this problem your “Cookies” (cache) and “Temporary Internet Files” must be cleared out.

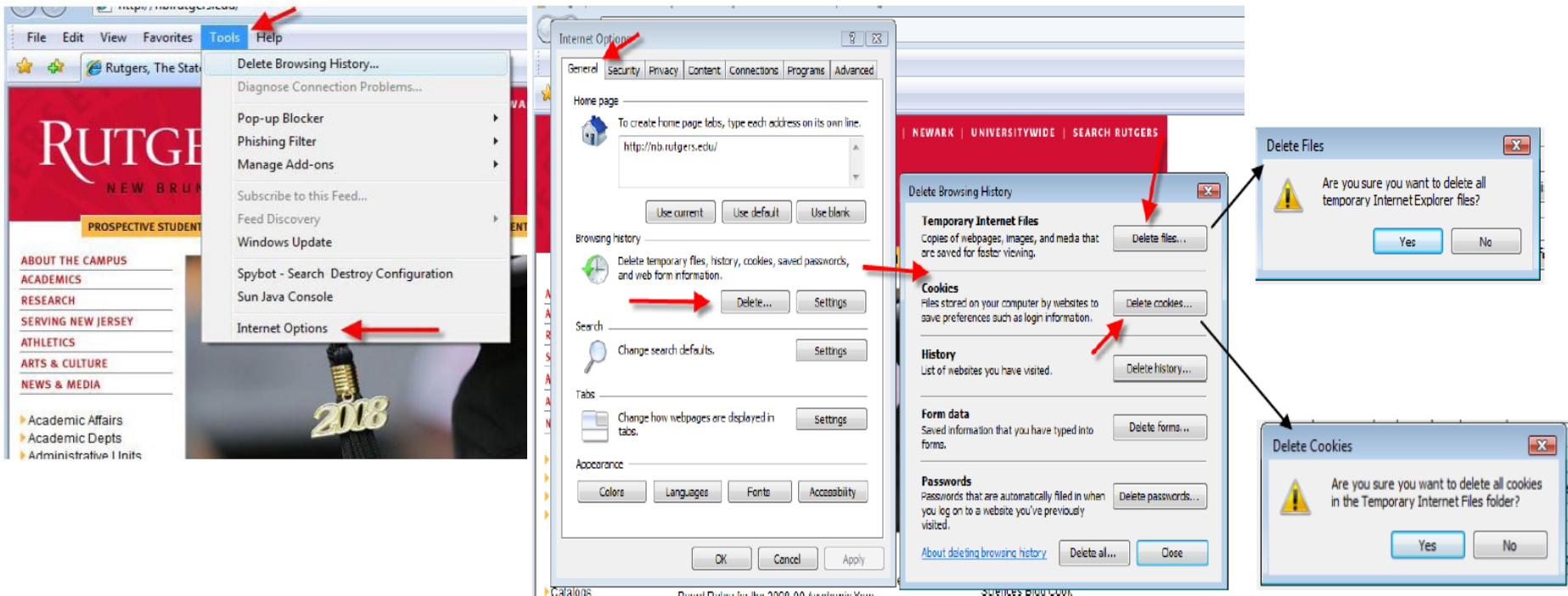
# Internet Explorer 6 (Clearing Internet Files and Cookies)

1. Click on Internet Explorer to open up a browsing session.
2. Select: Tools > Internet Options.
3. Then Select: Delete Cookies and Click "OK".
4. Next to delete the "Temporary Internet Files" select: Delete Files > Put a check in the "Delete all offline content" and select "OK".
5. When complete, select "OK" to close out the Internet Options window.



# Internet Explorer 7 (Clearing Internet Files and Cookies)

1. Click on Internet Explorer to open up window.
2. Select: Tools> Internet Options. Then on the General Tab Select> Delete.
3. Next Select: Delete Files> Then click on “Yes”. Next click on “Delete Cookies”> Then click on “Yes”. When complete, select “Close”. Close all IE windows.

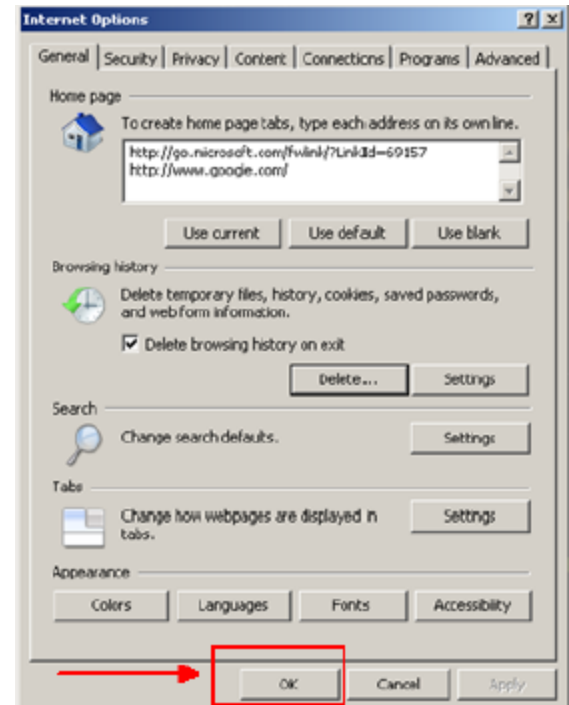
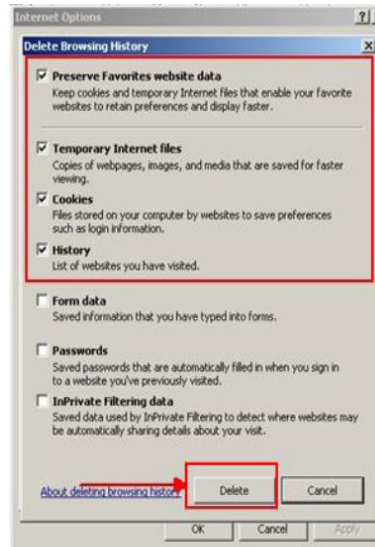
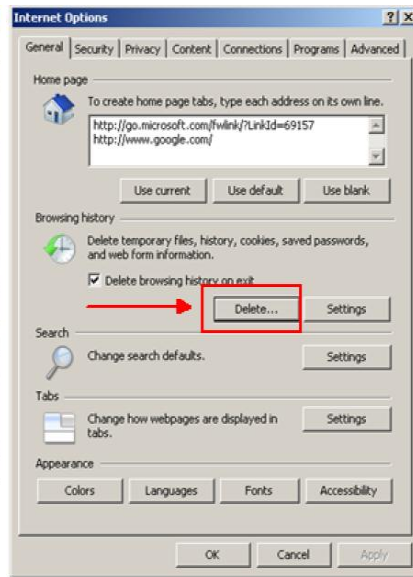
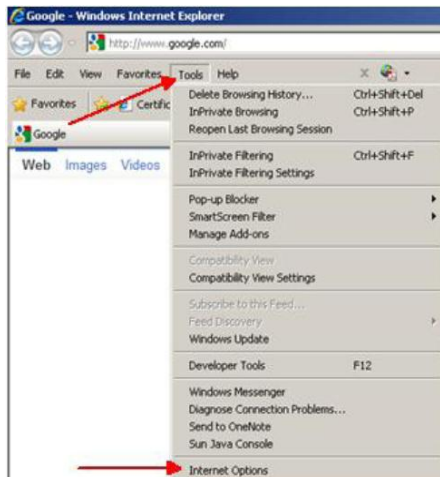




# Internet Explorer 8

## (Clearing Internet Files and Cookies)

1. Click on Internet Explorer to open up a window.
2. Select: Tools> Internet Options> Select "Delete"> Ensure that all the check boxes are selected for: Preserve Favorite Website Data, Temp Internet Files, Cookies, and History> Click Delete> Click Ok. Close all IE Windows.



# **Safari (MAC/Apple)**

## **(Clearing Internet Files and Cookies)**

### **To Clear Your Cache**

- Go to the Safari menu and select "Empty Cache..." and then click the "Empty" button to confirm.

### **To Clear Your Cookies**

- Go to the Safari menu
  1. Select "Preferences..."
  2. Click the "Security" icon/button.
  3. Click the "Show Cookies" button.
  4. Click the "Remove All" button to delete all cookies.
  5. Click the "Done" button when finished.



# FireFox 11

## (Clearing Internet Files and Cookies)

### Clear the cache

- At the top of the Firefox window, click on the Firefox button > then click Options.
- Select the Advanced panel.
- Click on the **Network** tab.
- In the **Offline Storage** section, click Clear Now.

### Delete all cookies

- At the top of the Firefox window, click on the Firefox button, go over to the History menu and select Clear Recent History....
- Set **Time range to clear** to **Everything**.
- Click on the arrow next to **Details** to expand the list of history items.
- Select **Cookies** and make sure that other items you want to keep are not selected.
- Click Clear Now

