

Troubleshooting Firefox Browser for eDisclosures

How to clear internet history and cookies:

1. Click on "Tools" up in the menu bar and the mouse down and click on "Clear Recent History."



2. In the pop-up window, Click the drop down for "Time Range to clear" and select the option "Everything"

Time range to clear:	Last Hour	~
T	Last Hour	
✓ Details	Last Two Hours	
<u> </u>	Last Four Hours	
	Today	

3. Click on the arrow next to "Details" to reveal the options, and make sure that all checkboxes are selected except for "Site Preferences"

Clear All History	×
Time range to clear:	Everything
All s	elected items will be cleared. : action cannot be undone.
Details	
Browsing & Down	load History
Form & Search Hi	story
Cache	
Active Logins	
Site Preferences	
	Clear Now

4. Finally, select the "Clear Now" button to close the window.

How to turn of pop-up blocker:

- 1. On the Mac,
 - a. Click on "Firefox" up in the menu bar, Go down and click on "Preferences"



b. Up at the top of the preferences window, click on "Content" and then if "Block pop-up windows" option is checked, unselect it.

O Content	
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General Tabs Content Applications Privacy Security Sync Advanced	
Block pop-up windows	Exceptions
☑ Load images automatically	Exceptions
☑ Enable JavaScript	Advanced
Fonts & Colors	
Default font: Times \$ Size: 16	Advanced
	Colors
	Colors
Languages	
Choose your preferred language for displaying pages	Choose
(?)	
Once unselected, select the red circle to close the window	
O Content	
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General Tabs Content Applications Privacy Security Sync Advanced	
Image: Content Image: Conten Image: Conten Image: Conten </td <td></td>	

- 2. On the PC,
 - a. Click on "Tools" up in the menu bar and the mouse down and click on "Options."



b. Click on the Content Tab. If the "Block pop-up windows" option is checked, select the box to uncheck it.

Options							×
General	Tabs	Content		Privacy		Advanced	
Block	pop-up wir images aut	ndows				Exceptions	
🗹 Enabl	le <u>J</u> avaScrip	ot				Advanced	
Fonts & C Default fo	olors ont: Time:	s New Roma	n	Size:	16 💌	Advanced	
Language Choose y	s our preferr	ed language	for displaying p	ages		Ch <u>o</u> ose	ן
				ж (Cancel) <u>H</u> elp	

c. Once the box is unchecked, select "Ok" to close the window.

Options						
General	Tabs	Content	Applications	Privacy	Security	Advanced
 ■ Block ✓ Load ✓ Enable 	pop-up wir įmages aut le <u>J</u> avaScrij	ndows omatically ot				Exceptions Exceptions Advanced
Fonts & C Default fo	olors int: Time	s New Roma	n	✓ <u>S</u> ize:	16 💌	Advanced
Language Choose y	s our preferr	ed language	for displaying p	ages		Choose
				ж (Cancel) <u>H</u> elp

How to download Adobe Reader:

- Open Firefox Go to <u>www.adobe.com</u>
 http://www.adobe.com/
- 2. Mouse over the "Products" menu option (top left side of menu at top of web page), and then scroll down and click the "Acrobat" option.



3. Go down to bottom middle of next page and click the "Get Adobe Reader X" link.



4. On the Adobe Reader download screen, click the "Download Now" button. Depending on your settings, you may have to temporarily disable your antivirus software.

Home / Downloads / Adobe Adobe Rea	Reader / der	
	Adobe Reader X (10.1.3) (51.95 MB) Your system: Windows XP SP2- SP3, English Do you have a different language or operating system? McAfee® 1 Security Scan Plus Free! McAfee Security Scan Plus check the status of your PC security Yes, install McAfee Security Scan Plus - optional (0.98 MB) By clicking the Download now button, you acknowledge that you have read and agree to the Adobe Software Licensing Agreement. Download now Please note, depending on your settings, you may have to temporarily disable your antivirus software.	RESOURCES Learn more about Adobe Reader Adobe Reader system requirements Distribute Adobe Reader

- 5. The download will begin.
- 6. Once download is complete,
 - a. On the Mac, select the Adobe Reader .dmg file from the downloads window.
 - b. If the installation wizard does not automatically start, select the Finder icon on the dock (down at the bottom of your screen where you launch applications)



c. look for the device icon on the Finder Window



d. This will open up a window with the Adobe Reader .pkg file. Double click on the App Icon to continue.



- Finder Window.
- f. In the left column, click on "Applications"



- g. Find the "Adobe Reader" icon and click on it to launch Adobe Reader.
- 7. If on a PC:
 - a. When the Opening dialog box appears, click "Save File."

Opening <filename>.exe</filename>		
You have chosen to open		
📩 <filename>.exe</filename>		
which is a: Binary File		
from: http://aihdownload.adobe.com		
Would you like to save this file?		
	Save File	Cancel

b. When the Downloads window appears, double-click the file.

🕹 Downloads	
<pre><filename>.exe </filename></pre>	3:29 PM
Gear List Sea	rch 🔎

c. When the Security Warning dialog box appears, click "Run."

pen ri	e - security warning
Do you	want to run this file?
	Name: <filename>.exe</filename>
	Publisher: Adobe Systems Incorporated
	Type: Application
	From: C:\Documents and Settings\[user name]\Downloads
	Run Cancel
🗹 Alwa	ys ask before opening this file
٢	While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. <u>What's the risk?</u>

8. The Adobe Application will be installed on your computer. Follow the prompts in the program and the Acrobat program will be installed