

# ERA Browser Setup Guide

Guide for setting up your browser for using ERA system

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## Recommended Browser Settings

It is very important that your browser is properly configured to work with ERA system. The following browser setups would be required to configure before using ERA system to avoid experiencing unexpected results or errors.

Note: Click [here](#) to view the ERA supported browser versions.

### INTERNET EXPLORER

#### STEP ONE: SETUP YOUR BROWSER CACHE

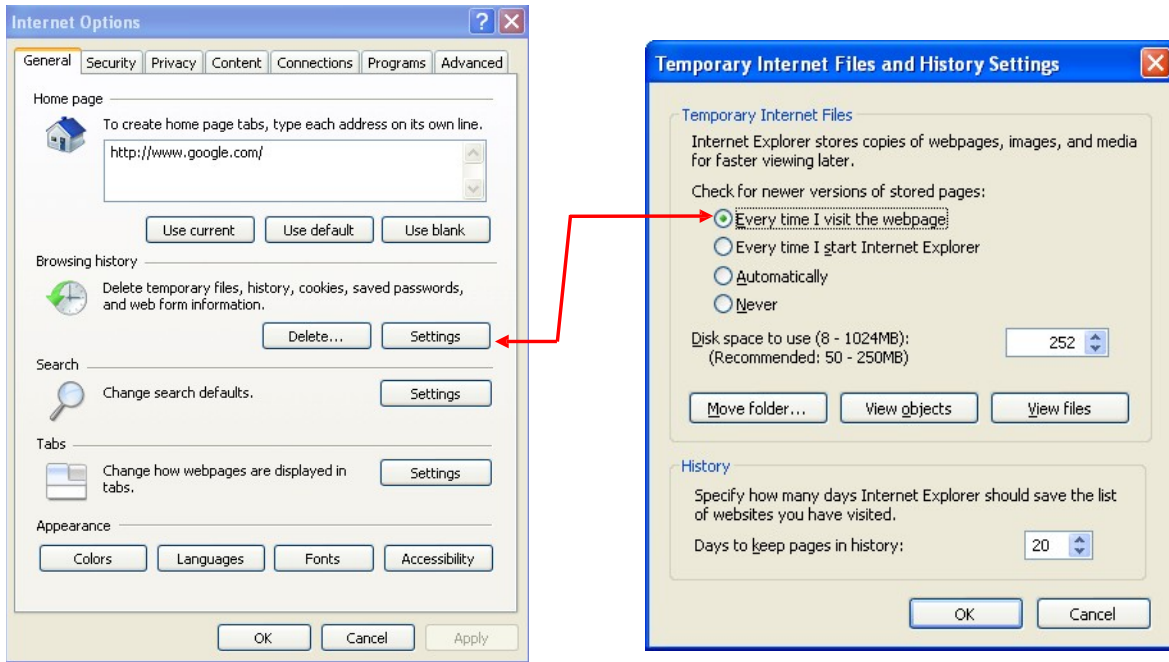
The browser cache should be set to check for a new page on every visit and removing existing history after system upgrade to prevent from receiving the browser cache related errors.

#### DISABLING CACHE LOOK UP

1. Go to **Tools** > Select **Internet Options**

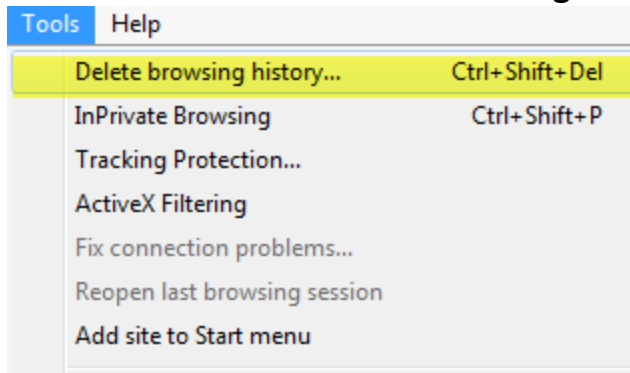


2. Click on **Settings** > Make sure the setting for “Check for newer versions of stored pages” is set to “**Every time I visit the webpage**” > Press “**OK**” to save the setting.

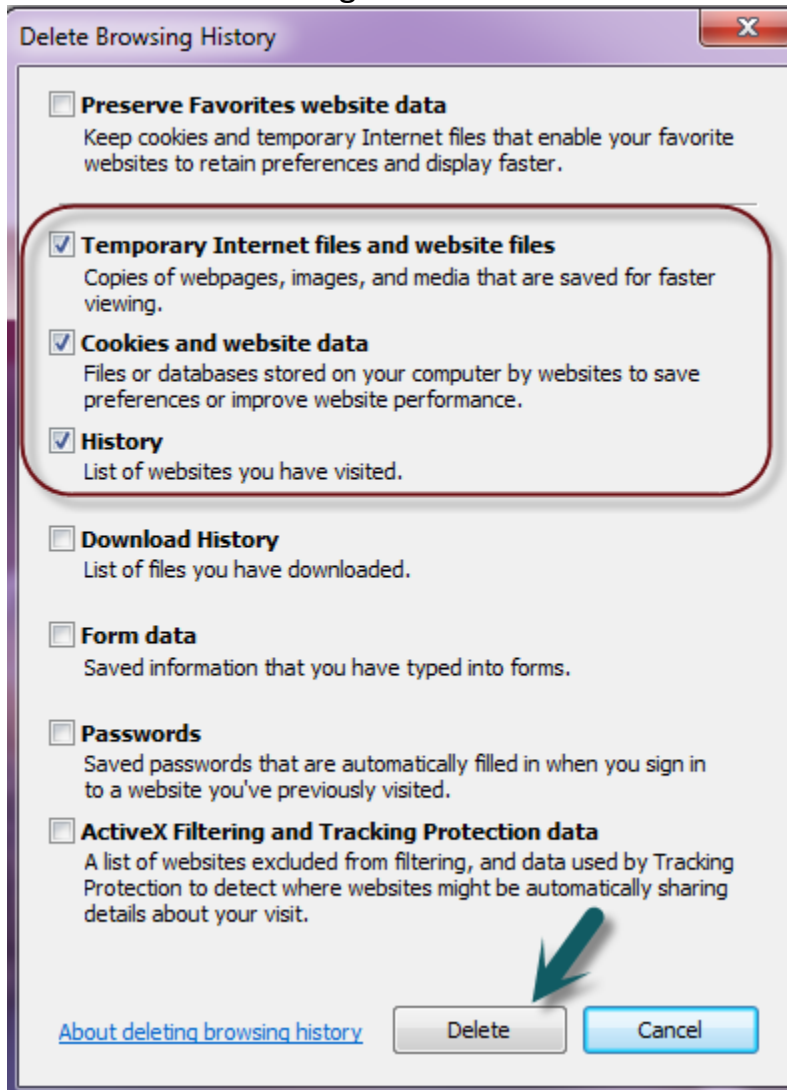


## CLEARING CACHE HISTORY

1. Go to **Tools** > Select **Delete browsing history**



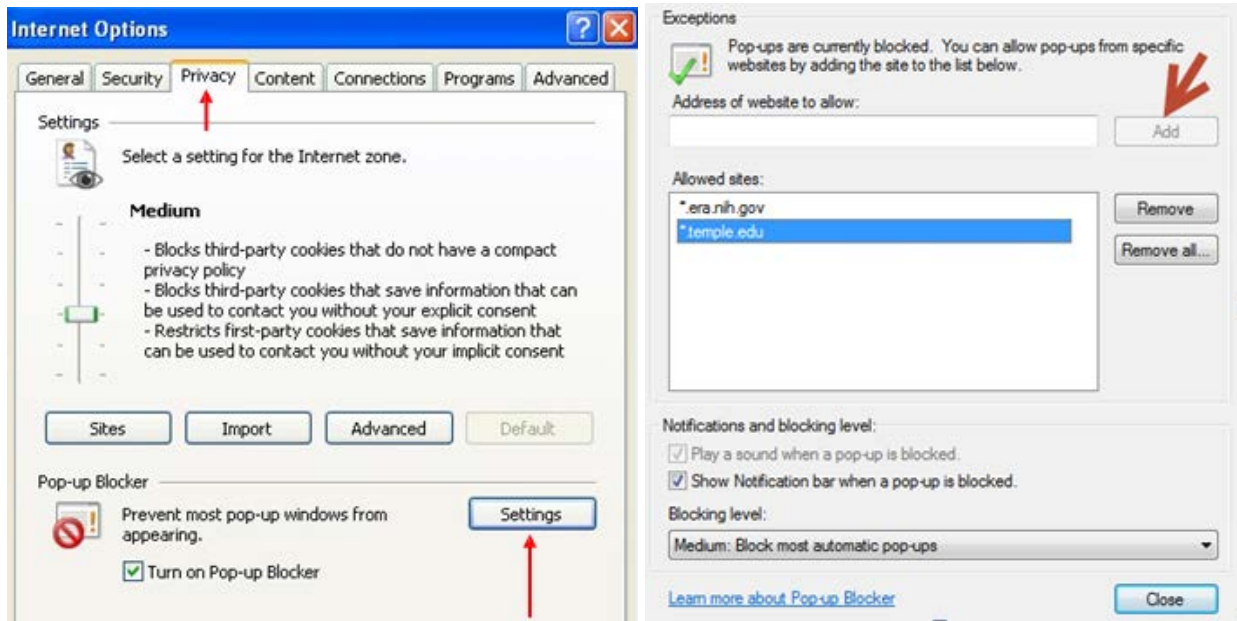
2. Check off the following items and then click on delete.



## STEP TWO: ENABLE POP-UPS

The URL of the ERA system should be added as a trusted site, and pop-ups should be allowed for this URL.

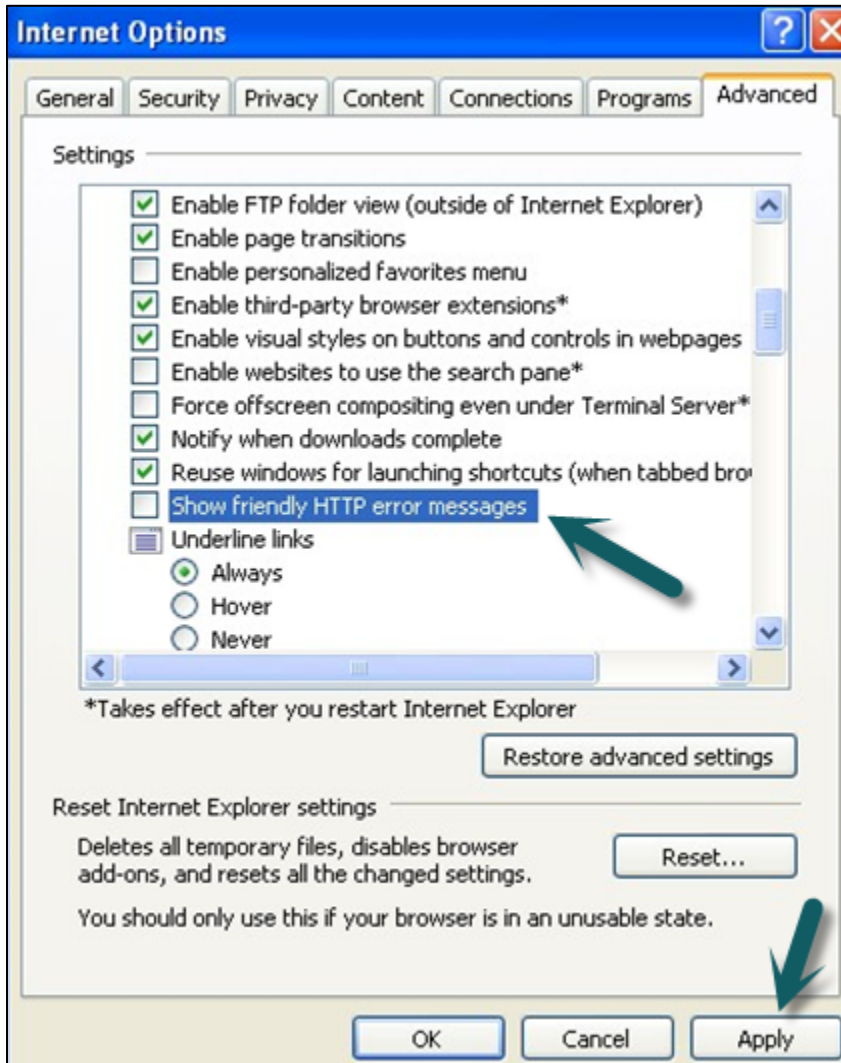
Go to **Tools** > Select **Internet Options** > Go to **Privacy** > Click on **Settings** under Pop-up Blocker > In the address box, type **“\*.temple.edu”** and then click on **Add**. This will add the site as an allowed site that can display pop-ups.



### STEP THREE: DISPLAY HTTP ERRORS

The browser should not be set to "show friendly HTTP errors". This will help to provide useful error messages if you need to report an error to [ERA Technical Support](#).

Go to **Tools** > Click on **Internet Options** > Go to **Advanced** tab > Uncheck the box of **"Show friendly HTTP error messages"** > Click on **Apply**.



## MOZILLA FIREFOX

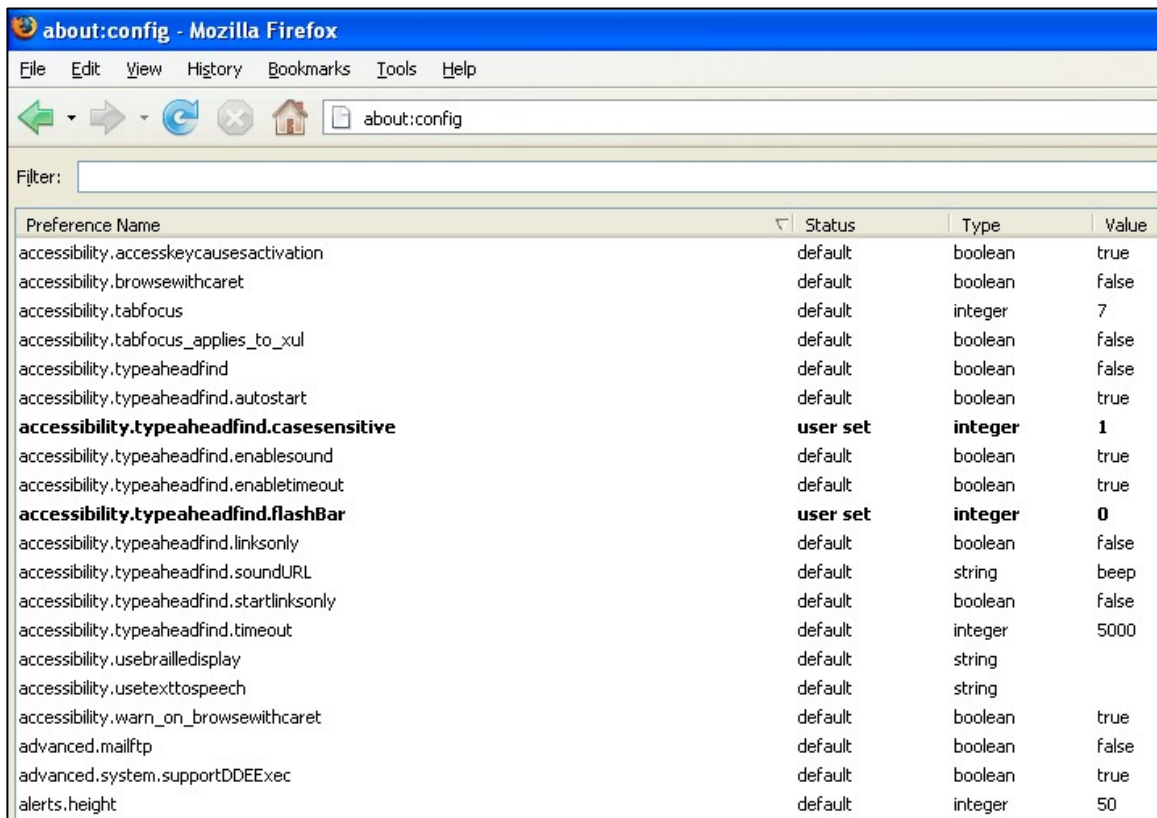
### STEP ONE: SETUP YOUR BROWSER CACHE

The browser cache should be set to check for a new page on every visit and removing existing history after system upgrade to prevent from receiving the browser cache related errors.

### DISABLING CACHE LOOK UP

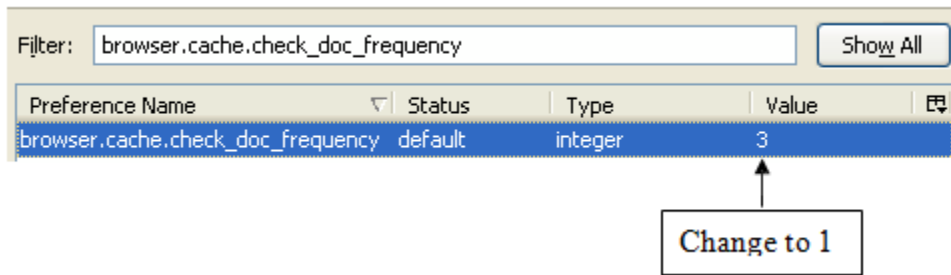
Firefox uses a list of configuration settings that can enable or disable advanced options within the browser. We need to change one of these options for use with ERA.

1. To edit this configuration, type “**about:config**” in the location bar and press enter. You will be presented with a long list of options:



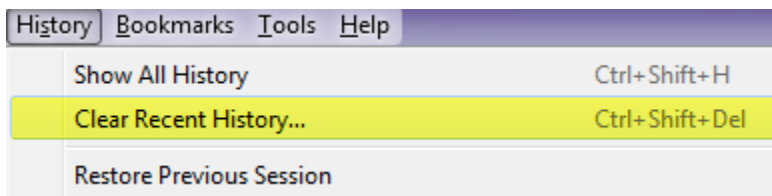
2. Type the “**browser.cache.check\_doc\_frequency**” in the filter box. The value for this option is set by default to ‘3’. Double click the value and set it to ‘1’. This ensures that on each visit, you are getting the most current version of the page. Now restart the browser and the option will be set.



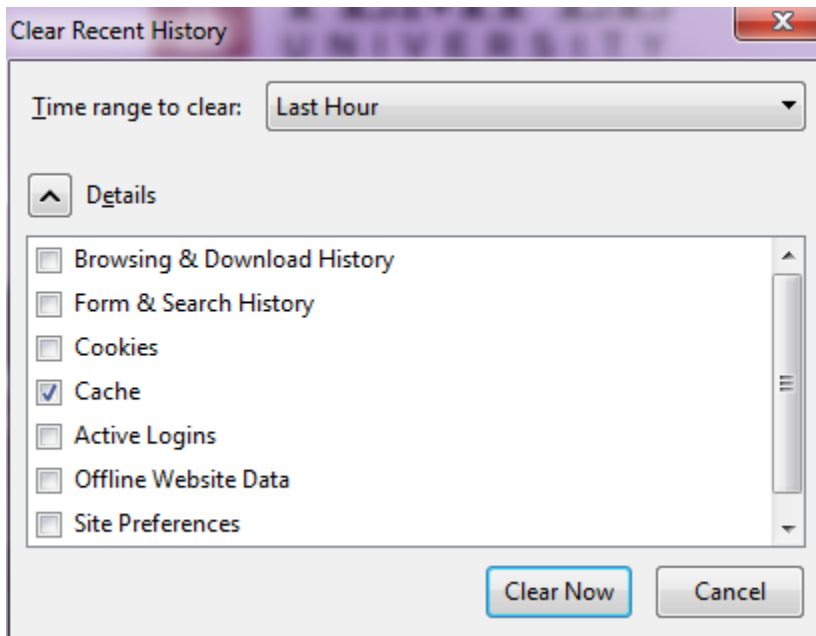


## CLEARING CACHE HISTORY

1. Go to **Tools** > Select **Clear Recent History**



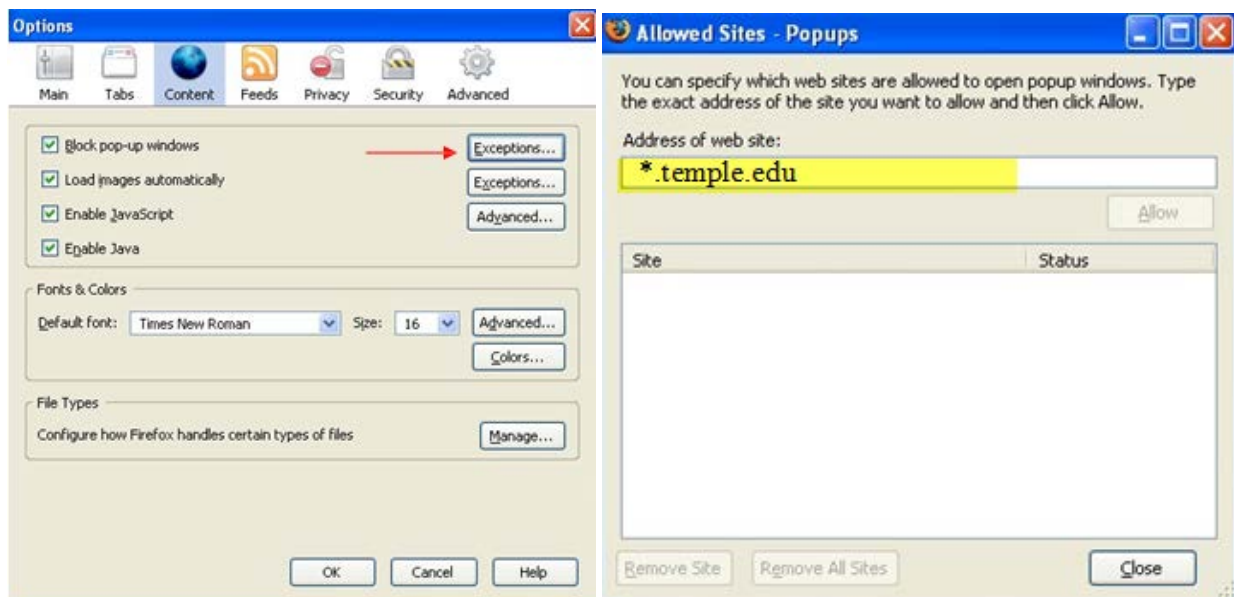
2. Select **"Cache"** and then click on **Clear Now**



## STEP TWO: ENABLE POP-UPS

The URL of the ERA system should be added as a trusted site, and pop-ups should be allowed for this URL.

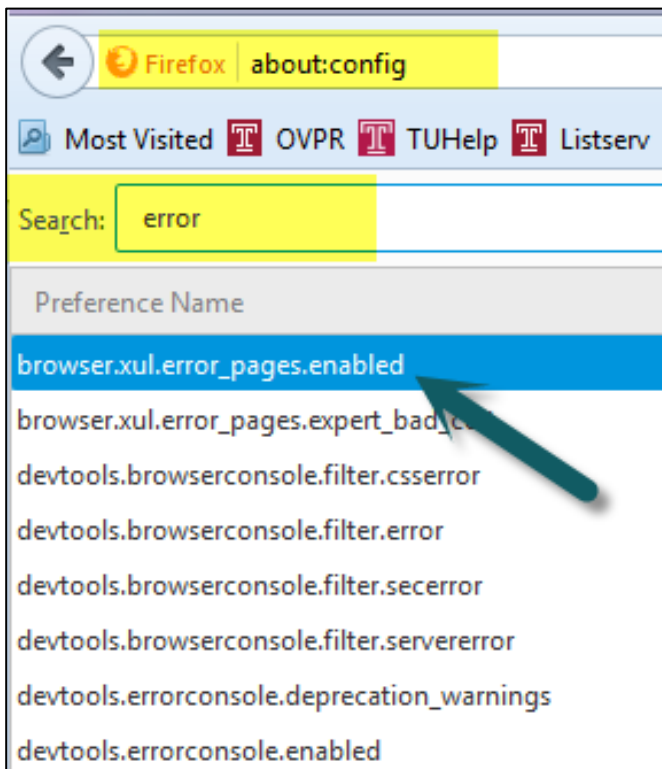
Go to **Tools** > Select **Options Menu** > Go to **Privacy** > Make sure the box of **Block Pop-Up Windows** is checked off > Click on **Exceptions** next to pop-up blocker > In the address box, type **“\*.temple.edu”** > Click on **Allow**. This will add the site as an allowed site that can display pop-ups.



### STEP THREE: DISPLAY HTTP ERRORS

The browser should not be set to "show friendly HTTP errors". This will help to provide useful error messages if you need to report an error to [ERA Technical Support](#).

1. On up a new tab > type in “**about:config**” in the address bar
2. In the filter bar type “**error**” and hit enter
3. Set the value of the “**browser.xul.error\_pages.enabled**” to true by double clicking on the highlighted line > Restart to refresh the setting.



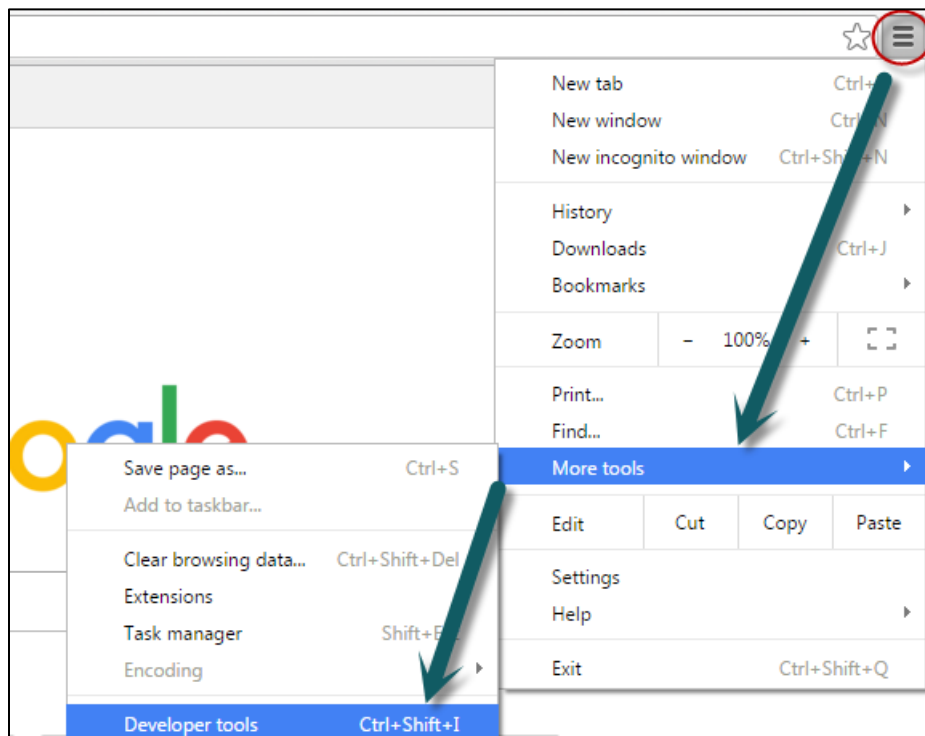
## GOOGLE CHROME

### STEP ONE: SETUP YOUR BROWSER CACHE

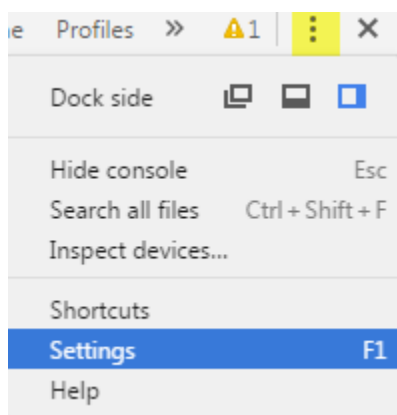
The browser cache should be set to check for a new page on every visit and removing existing history after system upgrade to prevent from receiving the browser cache related errors.

### DISABLING CACHE LOOK UP

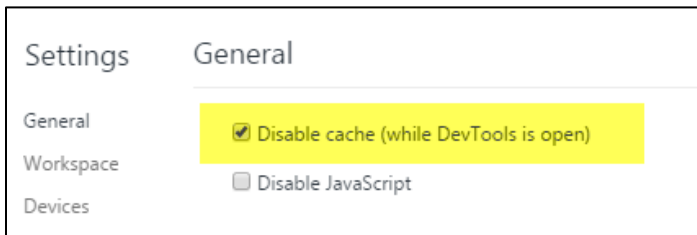
1. Select the **Menu** bar in the upper-right corner > Select **More tools** > Developer tools



2. Click on the **“Customized and Control Dev Tools”** > Select **Settings**

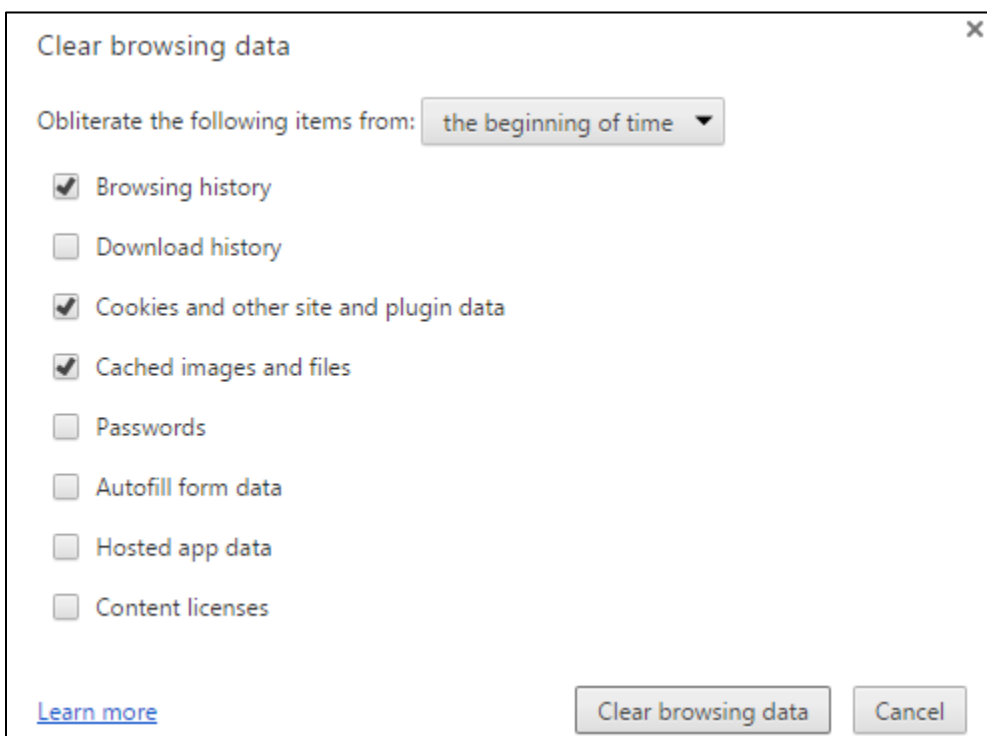


### 3. Check off the box of **Disable cache (while DevTool is open)**



### CLEARING CACHE HISTORY

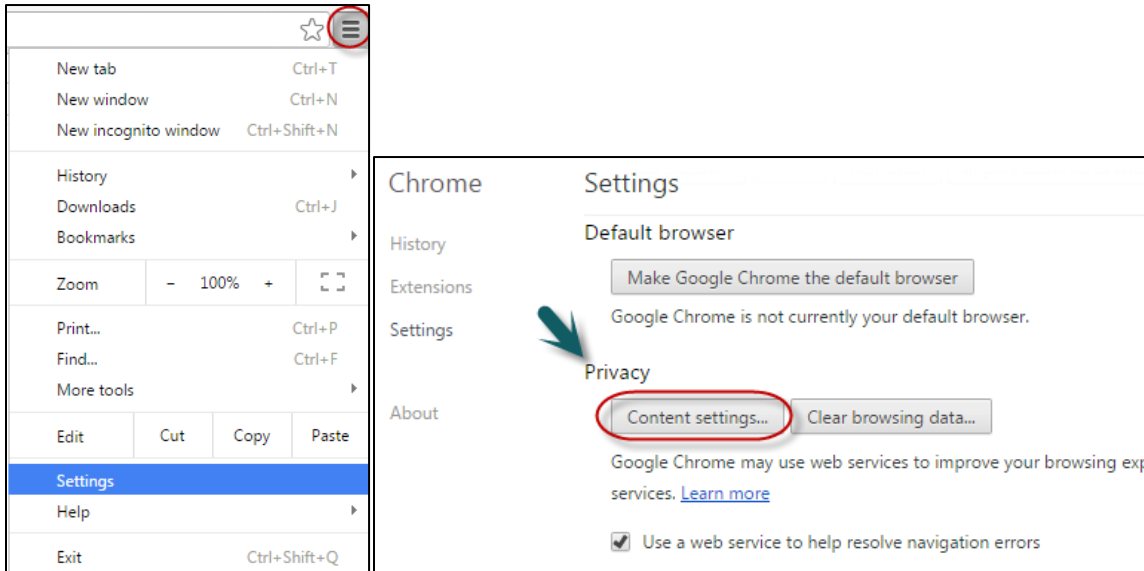
Open the browser > Select the **Menu** bar in the upper-right corner > Select **History** > Select **Clear Browsing Data** > Check off the boxes shown in the screenshot below > Click on **Clear browsing data**



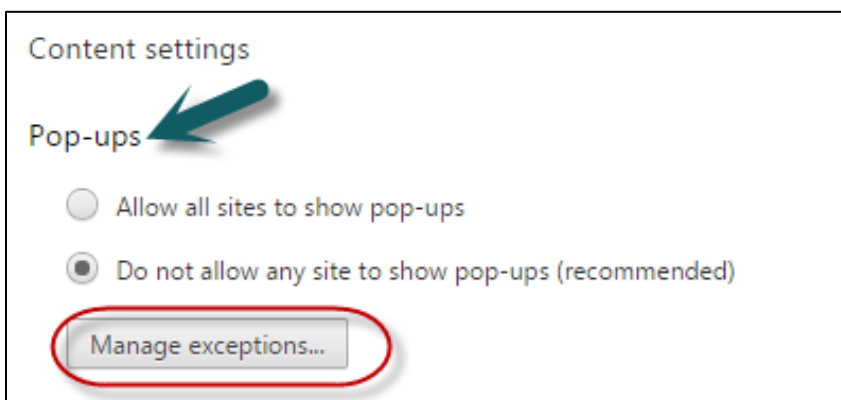
## STEP TWO: ENABLE POP-UPS

The URL of the ERA system should be added as a trusted site, and pop-ups should be allowed for this URL.

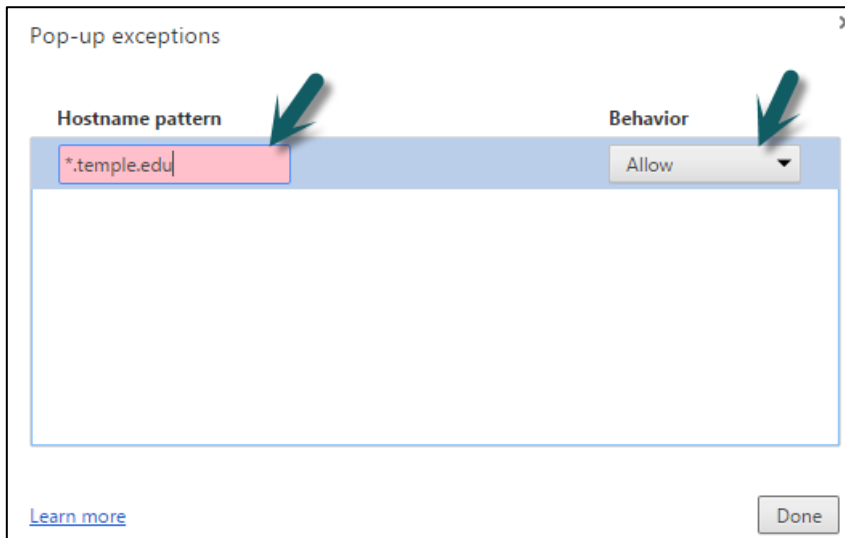
1. Go to the **Menu** bar in the upper-right corner > Select **Settings** > Show **Advanced Settings** > Under the **Privacy** > Click on **Content settings...**



2. Go to **Pop-Ups** > Click on **Manage Exceptions**



3. In the address box, type “\*.**temple.edu**” and then choose **Allow** under the behavior drop down. This will add the site as an allowed site that can display pop-ups.



## SAFARI

### STEP ONE: SETUP YOUR BROWSER CACHE

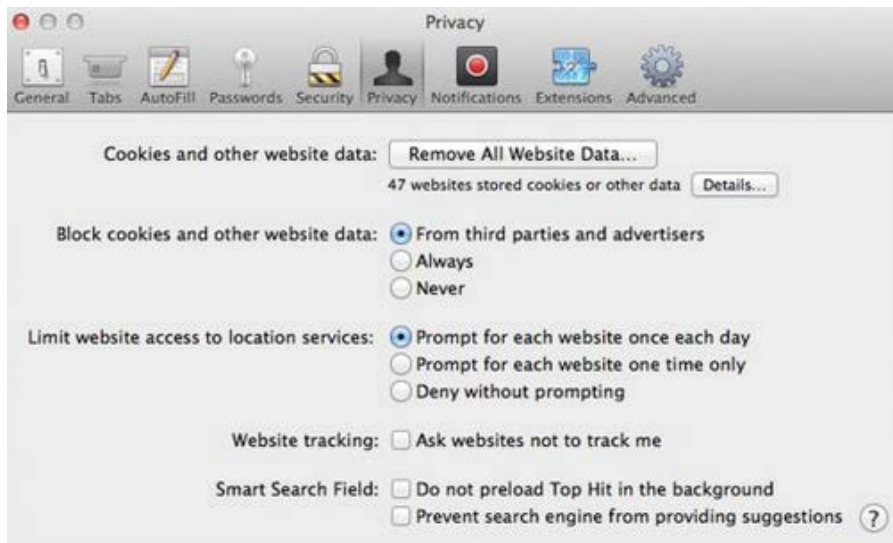
The browser cache should be set to check for a new page on every visit and removing existing history after system upgrade to prevent from receiving the browser cache related errors.

### DISABLING CACHE LOOK UP/CLEARING CACHE HISTORY

1. Go to Safari > Select **Preferences**



2. Go to **Privacy > Remove all Website Data** to clean the cookies and caches > set **Prompt for each website once each day** to disable cache look up





## STEP TWO: ENABLE POP-UPS

The URL of the ERA system should be added as a trusted site, and pop-ups should be allowed for this URL.

You can either block all Pop-ups or none in Safari, there is no exception list.

1. Click on the **menu** bar in the upper right corner.
2. If it is turned on you will see a check mark next to **Block Pop-up Windows**.
3. Click on **Block Pop-up Windows** to turn it off.

## STEP THREE: DISPLAY HTTP ERRORS

The browser should not be set to "show friendly HTTP errors". This will help to provide useful error messages if you need to report an error to [ERA Technical Support](#).

Open **Safari** > choose **Preferences** > Go to **Advanced** > Select **Develop** > **Show Error Console**