Browser Support & Configuration

The Research Suite is supported in recent versions of Firefox and Internet Explorer, and provisionally supported in recent versions of Chrome and Safari.

All Cayuse modules run entirely in a Web browser. Upon navigating to the Research Suite or an individual module for the first time, your browser may present a security warning, prompting you to accept a certificate. This is safe. Evisions purchases and maintains electronic certificates that are approved for Internet commerce and compliant with Internet security standards. Accept the certificate permanently, and you will proceed to the login screen.

Here are the main configuration items for your browser:

- JavaScript Enabled
- Cookies Enabled
- Pop-ups Allowed

In some browsers, cookies and pop-ups can be configured on a site-by-site basis. Detailed instructions for configuring these items can be found at the links below.

If you’re having any trouble accessing Cayuse 424 or the Research Suite, you may want to clear your cookies.[1]

For detailed information on browser compatibility testing, see the Cayuse 424 Release Notes.[2]

Chrome Settings

Accepting Cookies

1. At the top right of Chrome, click the Customize button  and select Settings.
2. Find and click Show advanced settings...
3. Find the section labeled Privacy, and click Content settings...

![Chrome Settings](image)

4. Under Cookies, if Allow local data to be set or Keep local data only until I quit my browser is selected, cookies are already being accepted, and no changes are needed. If Block sites from setting any data is selected, add an exception by clicking Manage exceptions...

![Chrome Cookies Settings](image)

5. In the window that appears, enter your institution's Cayuse 424 URL as it appears in your browser. For example, in the image below you can see how University of Cayuse (cayu) would be entered. Under Behavior, make sure
Allow is selected. Then click Done.

Allowing Pop-Ups

1. At the top right of Chrome, click the Customize button and select Settings.
2. Find and click Show advanced settings....
3. Find the section labeled Privacy and click Content settings...

4. Under the Pop-ups section, if Allow all sites to show pop-ups is selected, pop-ups are allowed and no changes are needed. However, if Do not allow any site to show pop-ups is selected, add an exception by clicking Manage exceptions...

5. In the window that appears, enter your institution's Cayuse 424 URL as it appears in your browser. For example, in the image below you can see how University of Cayuse (cayu) would be entered. Under Behavior, make sure Allow is selected. Then click Done.

Enabling Javascript

If you see a message like the one below, or if you're unable to perform some actions within Cayuse 424, you may need to enable Javascript.
Enabling Javascript in Chrome

1. At the top right of Chrome, click the Customize button and select Settings.
2. Find and click Show advanced settings...
3. Find the section labeled Privacy. Click Content settings...

4. Under the JavaScript section, if Allow all sites to run JavaScript is selected, Javascript is enabled, and no changes are needed. If Do not allow any site to run JavaScript is selected, add an exception by clicking Manage exceptions....

5. In the window that appears, enter your institution's Cayuse 424 URL as it appears in your browser. For example, in the image below you can see how University of Cayuse (cayu) would be entered. Under Behavior, make sure Allow is selected. Then click Done.

Firefox Settings

Accepting Cookies

1. At the top left of your Firefox window, click the Firefox button and select Options. Alternatively, if you do not see a Firefox button, click the icon with three dashes and select Options.
2. Click the Privacy tab.
3. If Remember History is selected next to Firefox will, cookies are already being accepted and no further changes are required. If Never remember history is selected, select Remember history or Use custom settings for history. Make sure that Accept cookies from sites is checked.

4. Alternatively, if you wish to allow cookies only for Cayuse 424 while blocking cookies on other sites, uncheck
Accept cookies from sites and click Exceptions to the right. In the Exceptions box, enter your institution's Cayuse 424 URL as it appears in your browser. For example, in the image below you can see how University of Cayuse (cayu) would be entered. Then click Allow.

Allowing Pop-Ups

1. At the top of your Firefox window, click the Firefox button. Then select Options. Alternatively, if you do not see a Firefox button, click the icon with three dashes (≡) and select Options.
2. Click the Content tab.
3. Make sure Block pop-up windows is unchecked. Alternatively, if you wish to allow pop-ups only for Cayuse 424 while blocking pop-ups on other sites, click Exceptions and enter your institution's Cayuse 424 URL as it appears in the address bar. In the image below you can see how University of Cayuse (cayu) would be entered.

Then click Allow.

Enabling Javascript

If you see a message like the one below or if you're unable to perform some actions within Cayuse 424, you may need to enable Javascript (4).

Enabling Javascript in Firefox

Note: To simplify Firefox, the ability to disable Javascript was removed from the standard options panel. There is advanced functionality mentioned here that could potentially damage your Firefox installation if used incorrectly.

1. In the address bar, type "about:config" (with no quotes), and press Enter. (You can learn more about this advanced options panel at Mozilla's KnowledgeBase (5).)
2. If a dialog box warning you about the risks of editing about:config pops up, click I'll be careful, I promise. If about:config has been accessed previously on your Firefox, you may not see this message.
3. In the search bar, search for "javascript.enabled" (with no quotes). If the value is true, Javascript is already enabled in Firefox. If it is false, double click the result named javascript.enabled. JavaScript should now be enabled and the value should show "true".
Internet Explorer Settings

Accepting Cookies

1. At the top right of your Internet Explorer window, click the Gear icon and select Internet Options.
2. Go to the Privacy tab.
3. Under Settings, unless the slider is at Block all cookies, then you don’t need to change anything. Otherwise, add an exception for Cayuse 424 by clicking Sites under Settings.

4. In the window that appears, enter your institution’s Cayuse 424 URL as it appears in your browser. For example, in the image below you can see how University of Cayuse (cayu) would be entered. Then click Allow.

Allowing Pop-Ups

1. At the top right of your Internet Explorer window, click the Gear icon and select Internet Options.
2. Go to the Privacy tab. If Turn on Pop-up Blocker is unchecked, then you don’t need to change anything. If it is checked, add an exception for Cayuse 424 by clicking Settings.

3. In the window that appears, enter your institution’s Cayuse 424 URL as it appears in your browser. For example, in the image below you can see how University of Cayuse (cayu) would be entered. Then click Add.
Enabling Javascript

If you see a message like the one below or if you're unable to perform some actions within Cayuse 424, you may need to enable Javascript in Internet Explorer.

Enabling Javascript in Internet Explorer

1. At the top right of your Internet Explorer window, click the Gear icon and select Internet Options.
2. Click the Security tab. If your Security Level for Internet is set to High, then you will need to add Cayuse 424 to the list of Trusted sites.
3. Select Trusted sites. Click Sites.
4. In the Sites window, enter your institution's Cayuse 424 URL as it appears in your browser. For example, in the image below you can see how University of Cayuse (cayu) would be entered. Then click Add.
5. Under Security level for this zone, unless the slider is at High, no changes are needed. Otherwise, add an exception for Cayuse 424 by clicking Sites under Settings.
6. Finally, under **Scripting**, make sure that **Enable** is selected for **Active scripting**. Click **OK**.

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**Safari Settings**

**Accepting Cookies**

1. In the top menu bar, click **Safari** and select **Preferences**.
2. Click the **Privacy** tab.
3. For **Block cookies and other website data**, if **From third parties and advertisers** or **Never** is selected, cookies are already being accepted and no changes are needed. If **Always** is selected, select one of the other options.

**Allowing Pop-Ups and Enabling Javascript**

1. In the top menu bar, click **Safari** and select **Preferences**.
2. Click the **Security** tab.
3. For **Web content**, confirm that **Enable Javascript** is checked and **Block pop-up windows** is unchecked. These settings must be in place for Safari to display Cayuse 424 properly.

You are welcome to revert back to your previous settings when your Cayuse 424 session is complete.
Clearing Cookies

On this page, you will find instructions for clearing your cookies in Internet Explorer [7], Firefox [8], Chrome [9], and Safari [10].

Clearing Cookies in Internet Explorer

- Click the Gear icon at the top right of the screen, scroll down to Safety, and select Delete Browsing History in the submenu that appears.
  - Alternatively, if you do not have a gear icon, select Tools at the top left of the screen, and select Delete Browsing History.
- Check Cookies and website data. Make sure that none of the other options are selected. Click Delete at the bottom of the window.

NOTE: This window may differ in appearance slightly, depending on your version of Internet Explorer. If you have any questions or concerns, please contact Support and we would be happy to guide you through the steps.

Clearing Cookies in Firefox

- Click the icon with three dashes at the top right of the screen, and select History in the box that appears. Select Clear Recent History from the list that appears.
Alternatively, if you do not have an icon with three dashes, select History at the top left of the screen, and select Clear Recent History.

Under Time range to clear:, select Everything. Click the arrow icon next to Details to display a list of selectable items.

- Check the box beside Cookies. Make sure that none of the other items are checked. Click Clear Now at the bottom of the window.

**NOTE:** This process may differ from what is stated above, depending on your version of Firefox. If you have any questions or concerns, please contact Support and we would be happy to guide you through the steps.

### Clearing Cookies in Chrome

- Click the icon with three dashes at the top right of the screen, and highlight Tools. Select Clear Browsing Data... in the submenu that appears.
- Under Obliterate the following items from:, select the beginning of time.
• Check the box beside **Cookies and other site and plug-in data.** Make sure that none of the other items are checked.
• At the bottom of the window, click **Clear browsing data.**

**NOTE:** This process may differ from what is stated above, depending on your version of Chrome. If you have any questions or concerns, please contact Support and we would be happy to guide you through the steps.

### Clearing Cookies in Safari

• Click **Safari** at the top right of the screen, and select **Preferences.**
• Select the tab labeled **Privacy.**

![Privacy settings](image)

• Under **Cookies and other website data**, click **Remove All Website Data...** Click **Remove Now** in the next window that appears.

**NOTE:** This process may differ from what is stated above, depending on your version of Safari. If you have any questions or concerns, please contact Support and we would be happy to guide you through the steps.

**Source URL:** [http://support.cayuse.com/docs/browser-support-configuration](http://support.cayuse.com/docs/browser-support-configuration)

**Links:**
[5] [http://kb.mozillazine.org/About:config](http://kb.mozillazine.org/About:config)
[7] [http://support.cayuse.com/clearing-cookies#IE](http://support.cayuse.com/clearing-cookies#IE)
[8] [http://support.cayuse.com/clearing-cookies#FF](http://support.cayuse.com/clearing-cookies#FF)
[9] [http://support.cayuse.com/clearing-cookies#Chrome](http://support.cayuse.com/clearing-cookies#Chrome)
[10] [http://support.cayuse.com/clearing-cookies#Safari](http://support.cayuse.com/clearing-cookies#Safari)