



Firefox Version 35 Browser Settings

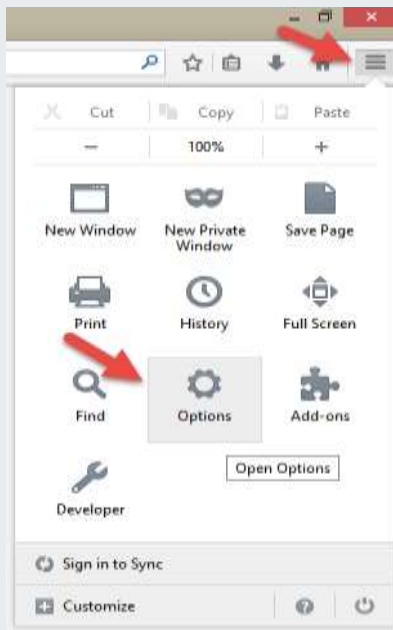
Updated 5/21/2015 - SSF

Contents

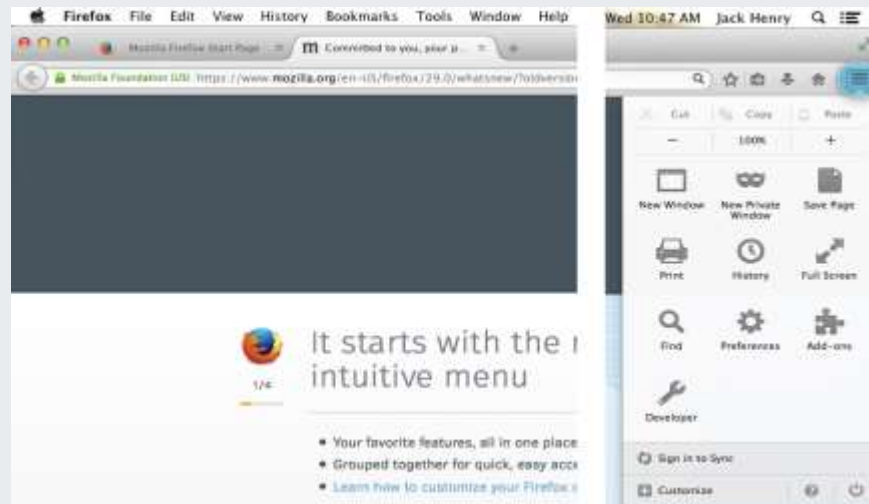
Firefox – Version 35 and above 3

Firefox – Version 35 and above

- 1) Select the button to the right with the three lines in the top right hand corner, and then click **Options** from the menu that drops down.

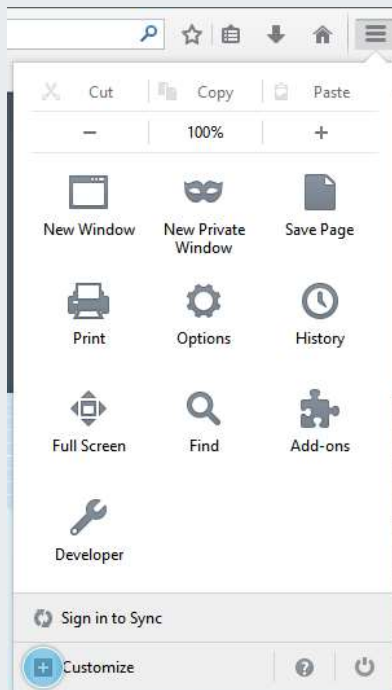


- a. For Mac users select the button to the right with the three lines in the top right hand corner, and then click **Preference** from the menu that drops down.



If “Options/Preference” is not listed it might be hidden. If the Options is hidden follow **ALL** of the below steps. If “Options/Preference” is listed skip to step **three**.

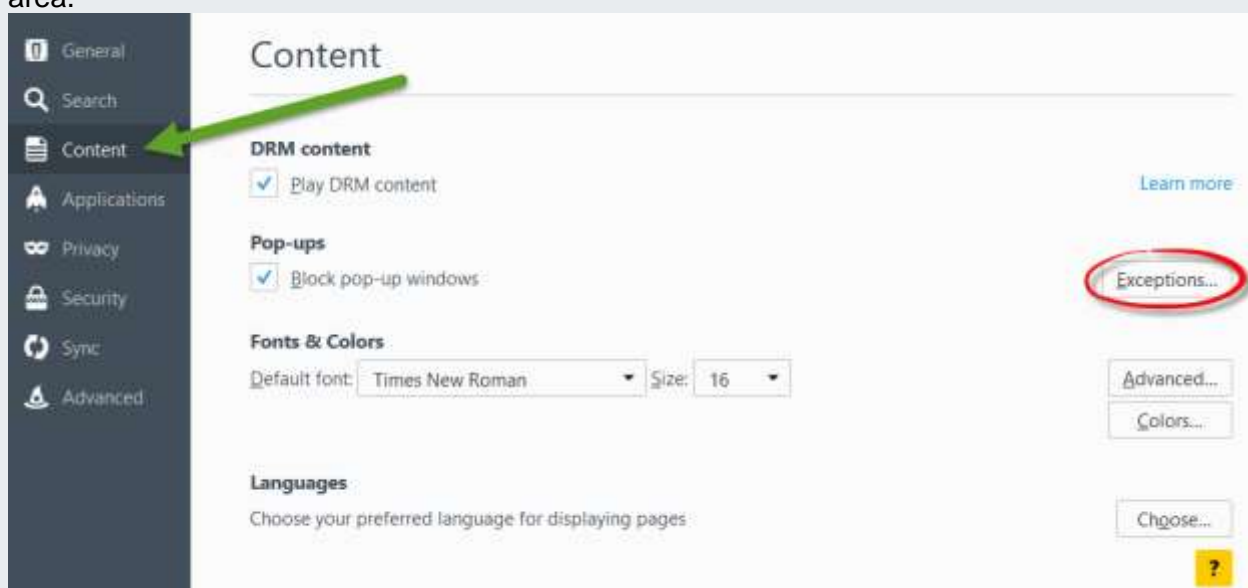
- 2) If the **Options/Preference** is not listed it might be hidden. To correct this have the subscriber select the **Customize** option at the bottom.



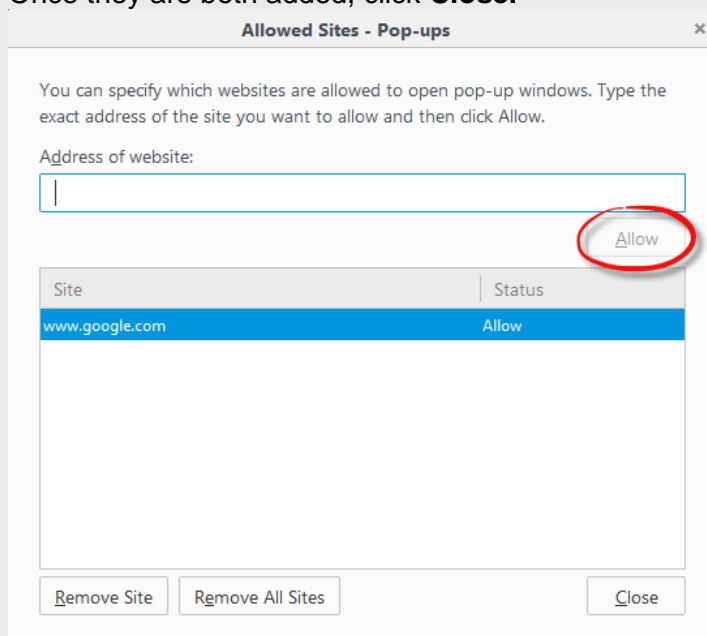
- a. From this next window they can click **Options/Preferences** and drag it into the menu box.



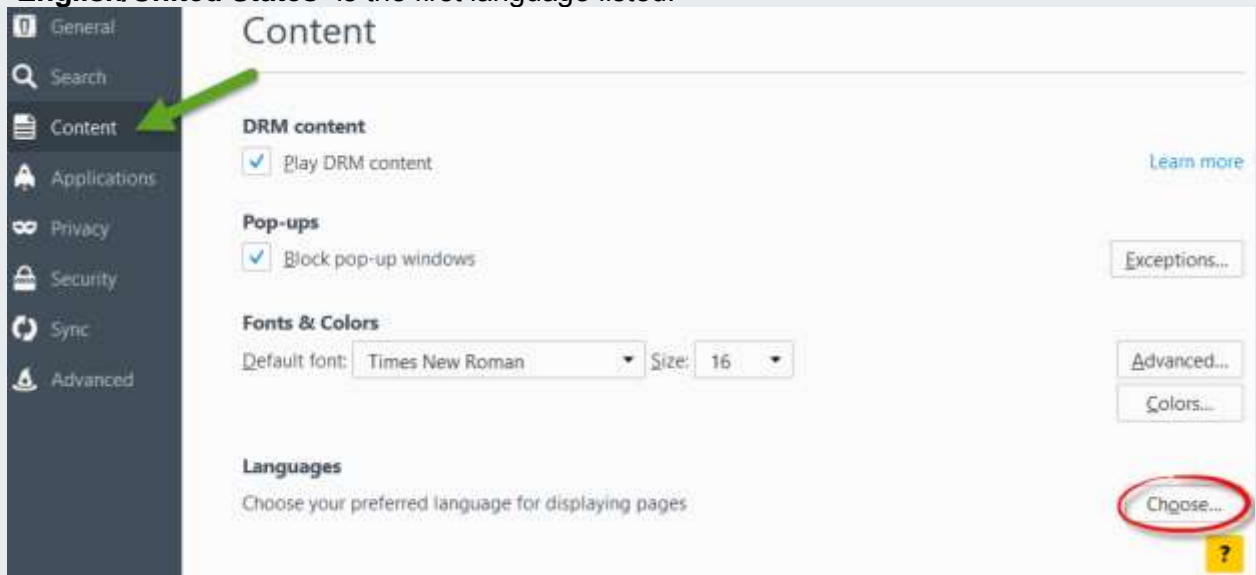
- 3) Click the **Content** tab on the left and click on **Exceptions** in the *Block pop-up windows* area.



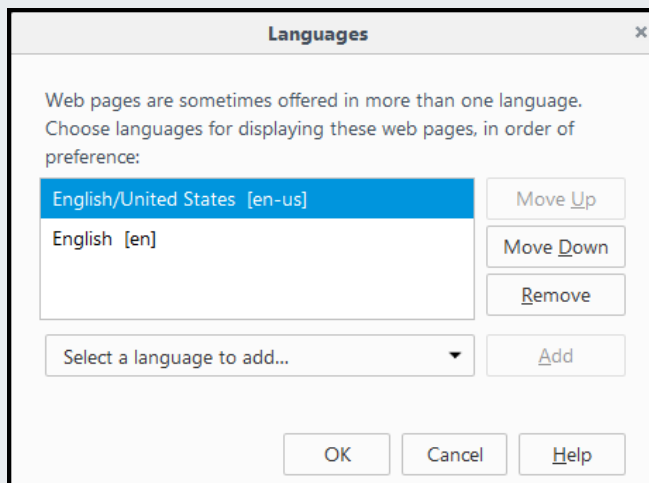
Enter both of the website addresses individually into the **Allowed Sites** and click **Allow**. Once they are both added, click **Close**.



- 4) In the “Languages” section, click on “**Choose**” and double check to ensure that “**English/United States**” is the first language listed.



The screenshot shows the 'Content' settings page. The left sidebar has a green arrow pointing to the 'Content' menu item. The main content area has sections for 'DRM content', 'Pop-ups', 'Fonts & Colors', and 'Languages'. The 'Languages' section has a 'Choose...' button circled in red. A yellow question mark icon is visible below the 'Choose...' button.



The screenshot shows the 'Languages' dialog box. The dialog box has a title bar 'Languages' and a close button 'x'. The main text says: 'Web pages are sometimes offered in more than one language. Choose languages for displaying these web pages, in order of preference:'. Below this is a list of languages: 'English/United States [en-us]' (highlighted in blue) and 'English [en]'. To the right of the list are buttons for 'Move Up', 'Move Down', and 'Remove'. Below the list is a dropdown menu labeled 'Select a language to add...' and an 'Add' button. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

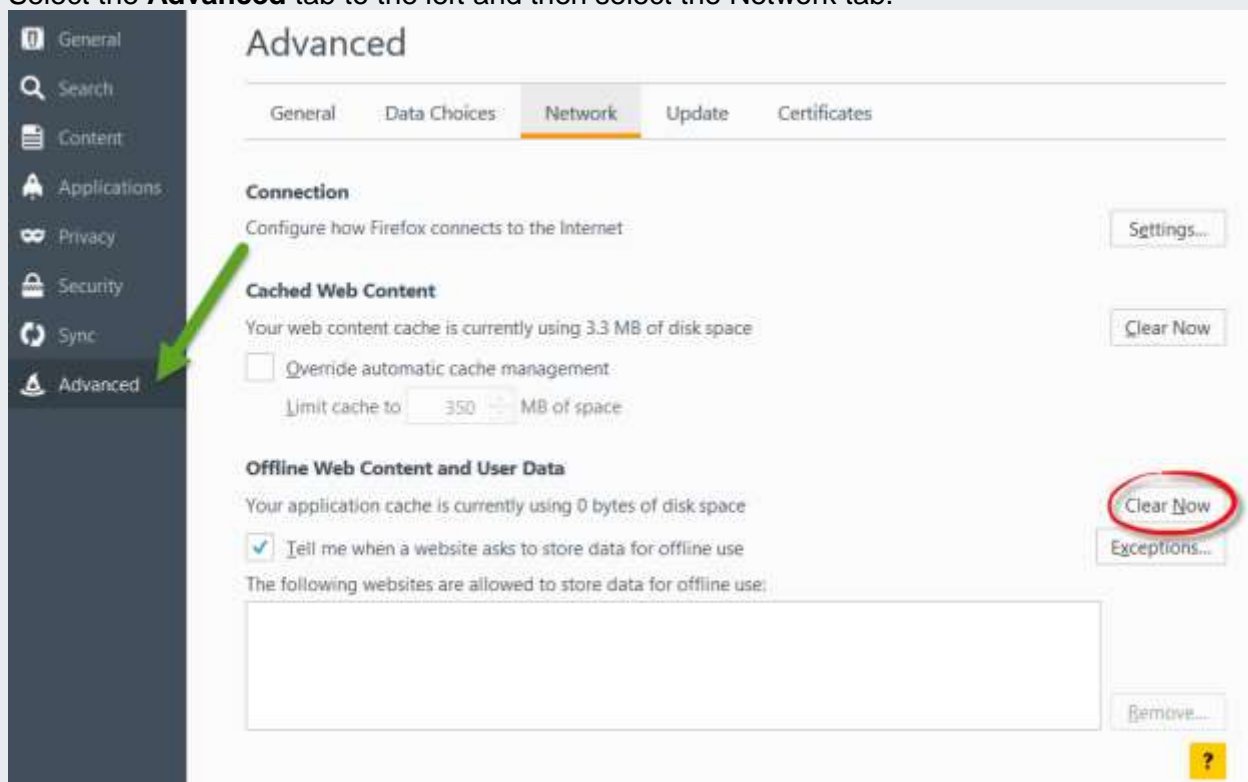
- 5) Then, click on **Privacy** icon to the left and in the *History* section select **Firefox will:** “**Use Custom Settings for History.**” Next to the area, “*Accept cookies from sites.*” Click on **Exceptions.**

The screenshot shows the Firefox Privacy settings interface. On the left, a dark sidebar contains menu items: General, Search, Content, Applications, Privacy (highlighted with a green arrow), Security, Sync, and Advanced. The main content area is titled 'Privacy' and is divided into sections: Tracking, History, and Location Bar. In the History section, the 'Firefox will:' dropdown is set to 'Use custom settings for history'. Below it, several checkboxes are visible: 'Always use private browsing mode' (unchecked), 'Remember my browsing and download history' (checked), 'Remember search and form history' (checked), and 'Accept cookies from sites' (checked). Under 'Accept cookies from sites', there are two more dropdowns: 'Accept third-party cookies:' set to 'Always' and 'Keep until:' set to 'I close Firefox'. At the bottom of the History section, there is a 'Clear history when Firefox closes' checkbox (unchecked). In the Location Bar section, there are three checked checkboxes: 'History', 'Bookmarks', and 'Open tabs'. On the right side of the page, there are three buttons: 'Exceptions...' (circled in red), 'Show Cookies...', and 'Settings...'. A small yellow question mark icon is located in the bottom right corner.

Enter both of the website address individually and click **Allow**. Once they are both added, click **Close**.

The screenshot shows the 'Exceptions - Cookies' dialog box. At the top, there is a title bar with 'Exceptions - Cookies' and a close button. Below the title bar, there is a paragraph of text: 'You can specify which websites are always or never allowed to use cookies. Type the exact address of the site you want to manage and then click Block, Allow for Session, or Allow.' Below this text is a text input field labeled 'Address of website:'. Below the input field are three buttons: 'Block', 'Allow for Session', and 'Allow' (circled in red). Below the buttons is a table with two columns: 'Site' and 'Status'. The table has one row with the site 'www.billpaysite.com' and status 'Allow'. At the bottom of the dialog box are three buttons: 'Remove Site', 'Remove All Sites', and 'Close'.

- 6) Select the **Advanced** tab to the left and then select the Network tab.



The screenshot shows the Firefox Advanced settings page with the Network tab selected. The left sidebar contains a menu with options: General, Search, Content, Applications, Privacy, Security, Sync, and Advanced. A green arrow points to the Advanced option. The main content area is titled "Advanced" and has sub-tabs: General, Data Choices, Network (selected), Update, and Certificates. The Network section includes:

- Connection:** "Configure how Firefox connects to the Internet" with a "Settings..." button.
- Cached Web Content:** "Your web content cache is currently using 3.3 MB of disk space" with a "Clear Now" button. Below this is an unchecked checkbox for "Override automatic cache management" and a "Limit cache to" input field set to "350" MB of space.
- Offline Web Content and User Data:** "Your application cache is currently using 0 bytes of disk space" with a "Clear Now" button circled in red. Below this is a checked checkbox for "Tell me when a website asks to store data for offline use" and a text area for "The following websites are allowed to store data for offline use:" with a "Remove..." button and a help icon (?) at the bottom right.

- 7) Select **Clear Now** in the "Cached Web Content" section
8) Close and restart the browser. Please try again.
9) If the above settings do not work, go through the rest of the browser settings with the subscriber.