

# ELS Browser Trouble Shooting Tips

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For the best NYS License Center experience, follow these steps to ensure your internet browser is compatible and working properly.

## **Compatible Browsers**

-  Internet Explorer 10 or 11
-  Firefox 32
-  Chrome 37
-  Safari 6

To help recognize which browser you are using, images of the browser icons are provided.

Window 10 users can change your default browser from:  Windows Edge to  Internet explorer, by following the steps below:

1. Right-click the Windows icon (lower-left corner of your screen, on the task bar), and select '**Search**' from the drop menu:
2. Enter control panel in the '**Search the web and Windows**' field. The system returns **Best match** results. Click '**Control Panel**' to see the available settings.
3. On **Control Panel**, click '**Network and Internet**' to see more options.
4. From the left-hand options list, click '**Programs**' to display program options, and then click '**Set your default programs**' for a list of programs.
5. Within the list of programs, locate and click '**Internet Explorer**' to display IE specifications and settings. Choose '**Set this program as default**' and click '**OK**' to change your browser default from Edge to Internet Explorer.
6. Close the **Control Panel**.

If you are using a compatible browser and are still having issues, follow the steps below for turning off Auto-fill or Auto-Complete Settings and for clearing browsing history, cookies, and cache:

## **How to turn off Auto-fill or Auto-Complete settings**

-  Internet Explorer
  - Tool > Internet Options > Content Tab > AutoComplete Settings button > Uncheck "User names and passwords on forms" > Select OK. AutoComplete Settings button > Uncheck "User names and passwords on forms" > Select OK.
-  Mozilla Firefox
  - Menu > History > Clear recent History... > Set time range to "Everything" > Click on Details > check "Form and Search History" > Select "Clear Now".
-  Google Chrome
  - Menu > Settings > Show advanced settings > Passwords and forms > uncheck "Enable Autofill to fill out web forms in a single click" checkbox.

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## **How to clear browsing history, cookies, cache for Windows operating system:**

-  **Microsoft Internet Explorer:** Open the "Tools" menu, by clicking "Tools" from the menu bar at the top of the web browser window. From the "Tools" menu, select "Internet Options." From the "Internet options" splash screen, place checks in the first four boxes: "Preserve Favorites website data," "Temporary Internet Files," "Cookies," and "History," click "Delete."
-  **Mozilla Firefox:** Select "Tools" at the top of the page from the browser toolbar. From this list, select "Clear Recent History." A splash screen will appear, requiring a time range to be selected, select "Everything." Next, expand "Details" by clicking the downward pointing arrow. Now select which items to delete. Make sure checkmarks are in the boxes next to "Cookies" and "Cache." Click "Clear Now."
-  **Google Chrome:** Open "Settings" by clicking the menu icon in the upper right corner of the browser window. From the "Settings" screen, click "Show advanced settings..." on the bottom of the page. Scroll to the "Privacy" section and click "Clear browsing data." From the "Clear browsing data" menu, check "Clear browsing history," "Empty the Cache," and "Delete cookies and other site and plug-in data."

**Note:** Windows users running up-to-date versions of Microsoft Internet Explorer, Google Chrome, or Mozilla Firefox can also use the keyboard combination shortcut: Ctrl + Shift + Delete to call the splash screen to empty the cache, remove cookies, and delete browsing history.

## **Macintosh Operating System:**

-  **Apple Safari:** Select "Safari" from the browser menu in the upper left of the browser window. Click "Reset Safari." From the splash screen, check the boxes to select the tasks to complete. Make sure checks are in boxes next to "Clear History" and "Remove all website data." Click "Reset."
-  **Google Chrome:** Click on "Chrome" from the menu in the upper left of the browser window. Select "Clear Browsing Data." Place checkmarks in the boxes next to "Empty the cache" and "Delete cookies and other website data," then click "Clear Browsing Data."
-  **Mozilla Firefox:** Select "Tools" from the menu at the top of the browser window. From the list that appears, select "Clear Recent History." From the splash screen that appears, select "Everything" for "Time range to clear," then click the arrow next to "Details" and place checkmarks in the boxes next to "Cookies" and "Cache." Click "Clear Now."

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## **Tablet operating systems:**



### **Safari on iPad:**

First, select the "Settings" icon, normally located near the middle of the iPad home screen. From the iPad setting menu, on the left hand side of the page, select the option labeled "Safari." Safari's settings will now be displayed. Look for the options to "Clear History," "Clear Cookies," and "Clear Cache." Click each of these buttons to clear their respective data. A Confirmation message will appear; to confirm, select "Clear."



### **Android operating system:**

First, select "Settings" from the Android home screen. Click on "Apps" in the section titled "Device." Select the browser of choice from the list of apps. From the browser settings, select "Clear Cache."