Tech Tips: *Browsers, Cache, and Pop-Ups*

Selecting a Browser When Using OneUSG Connect

OneUSG Connect is web-based, so you do not need to download any programs, software, or apps to your devices. You can access the system anywhere you access the internet: on campus, at home, or while traveling. Please be sure that your browsers meet the minimum requirements for the system to run properly. These minimum requirements are listed below.

Firefox and Chrome are the most reliable browsers for OneUSG Connect. **We strongly recommend that you do not use Microsoft Edge with OneUSG Connect.**

Another browser option that may be useful is **incognito browsing** in Chrome. This option doesn't store cache, and it is history free. Using this browser option potentially allows you to connect to UGA Financials at the same time as connecting to OneUSG Connect if you are working in both systems.

To use incognito, open Chrome and click the wrench or kebab

icon in the top right corner of your screen. Select New Incognito Window and begin browsing.

Browser minimum requirements

Apple Safari for OS X:	10.x
Google Chrome for Windows:	58.x
Microsoft Internet Explorer:	11.x
Mozilla Firefox:	52 ESR, 53.x
Microsoft Edge:	39.14986

Mobile browser minimum requirements

iPhone
Apple Safari for iOS:	10, 11

iPhone 4 or older and the original iPad do not meet minimum iOS requirements to access OneUSG Connect.

Android
Google Chrome for Android:	6.x, 7.x, 8.x

Clearing Your Cache

On occasion you may need to clear your cache. This involves deleting stored information from your browser. If you do not check the "Remember my choice" box when selecting the University of Georgia and logging into OneUSG Connect, a new connection is established instead of using the one stored in the cache. This eliminates the need to repeatedly clear your cache.

Enabling Pop-Ups

When a website attempts to launch a new pop-up window, you may see dialog boxes alerting you of pop-up windows that have been blocked. Follow the instructions below to allow pop-up windows on a per-website basis.

MOZILLA FIREFOX

Clearing Your Cache

1. After opening Mozilla Firefox, click the **Menu** item.
2. Select **Options**.
3. In the menu, click **Privacy & Security**.
4. Scroll to the **History** section.
5. Click the **Clear History** button and select your preferences.
6. Click the **Clear Now** button.
7. Your cache is now cleared.

To Auto-Clear Cache When Closing:

1. After opening Mozilla Firefox, click the **Menu** item.
2. Select **Options.**
3. In the menu, click **Privacy & Security**.
4. In the **History** section, set **Firefox will:** to **Use custom settings for history.**
5. Select the check box for **Clear history when Firefox closes.**
6. Click the **Settings** button. The Settings for Clearing History window will open.
7. In the Settings for Clearing History window, click the check mark box next to **Cache**.
8. Click **OK.**

Enabling Pop-Ups

1. Open Firefox, then go to the web page that you want to allow pop-ups.
2. In Firefox's URL window, highlight the entire web address of the current page, then choose the Copy command from the Edit menu or right-click and choose the Copy command.
3. Click the icon with three horizontal bars in the upper right side of the browser toolbar.
4. Select **Options** (Windows) or **Preferences** (macOS). In the left sidebar, click on the **Content** icon.
5. In the Pop-ups section, ensure the **Block pop-up windows** checkbox is selected, then click the **Exceptions** button.
6. In the **Address of web site:** field, choose the Paste command from the Edit menu or right-click and choose the Paste command, and then click **Allow**. **Note:** Pasting the web address of a page you wish to allow pop-ups is recommended, rather than typing the generic main web address. Entire websites must be allowed, not individual directories or pages.
7. Click **Save Changes**.
8. Close any remaining dialog boxes.

GOOGLE CHROME

Clearing Your Cache

1. After opening Google Chrome, click the **Chrome menu** icon (**Customize and control Google Chrome**).
2. Select **History**.
3. Click **History** in the fly out menu.
4. Click the **Clear browsing data** selection in the menu.
5. At the top of the **Clear browsing data** form, select from when you want to clear items.
6. Ensure that **Cached images and files** is selected.
7. Ensure that **Cookies and outer site data** is selected.
8. Click the **Clear Browsing Data** button.
9. Your cache is now cleared.

To Auto-Clear Cache When Closing:

1. Open the Chrome browser.
2. Open the Chrome Toolbar (3 lines to the right of the URL window) and then select **Settings.**
3. Select **Show advanced settings.**
4. Click the **Content Settings button** located under the Privacy section.
5. Under first section labeled Cookies, select **Keep local data only until you quit your browser.**
6. Click **Done.**

Enabling Pop-Ups

1. Open Chrome, then go to the web page that you want to allow pop-ups.
2. In Chrome's URL window, highlight the entire web address of the current page, then choose the Copy command from the Edit menu or right-click and choose the Copy command.
3. Click the icon with three horizontal bars in the upper right side of the browser toolbar.
4. Click **Settings**.
5. Scroll to the bottom of the Settings section and click **Show advanced settings.**
6. In the Privacy section, click **Content settings.** The Content settings window appears.
7. Scroll to the Pop-ups section, and then ensure the **Do not allow any site to show pop-ups** radio button is selected.
8. Click **Manage exceptions**.
9. In the **Hostname pattern** field, choose the Paste command from the Edit menu or right-click and choose the Paste command, and ensure the Behavior dropdown menu is set to **Allow**. **Note:** Pasting the web address of a page you wish to allow pop-ups is recommended, rather than typing the generic main web address. Entire websites must be allowed, not individual directories or pages.
10. Click **Done**.

INTERNET EXPLORER

Clearing Your Cache

1. After opening Internet Explorer, click the **Tools** icon (or press **Alt** + **X**).
2. Select **Safety**.
3. Click **Delete Browsing History**.
4. Be sure the following are checked: **Temporary Internet files and website files** and **Preserve Favorites website data**.
5. Ensure the **Cookies and website data** selection is checked.
6. Check any other options you wish to delete.
7. Click the **Delete** button.
8. Your cache is now cleared.

To Auto-Clear Cache When Closing:

1. Open Internet Explorer browser.
2. Click **Tools**>**Internet Options**>**Advanced tab.**
3. Scroll to the Security section and check the box: **Empty Temporary Internet Files folder when browser is closed.**
4. Click **OK.**

Enabling Pop-Ups

1. Open Internet Explorer, then go to the web page that you want to allow pop-ups.
2. In IE's Address field, highlight the web address of the current page, then right-click and choose the Copy command.
3. From the Tools menu (the gear icon on the far right), select **Internet options**. The Internet Options dialog box opens.
4. Click on the **Privacy** tab.
5. Under Pop-up Blocker ensure the **Turn on Pop-up Blocker** checkbox is checked, and then click **Settings**. The Pop-up Blocker Settings dialog box opens.
6. Right-click in the **Address of website to allow** field, then choose the Paste command. **Note:** Pasting the web address of a page you wish to allow pop-ups is recommended, rather than typing the generic main web address. Entire websites must be allowed, not individual directories or pages.
7. Click **Add**.
8. Close any remaining dialog boxes.

SAFARI

Clearing Your Cache

1. After opening Safari, click **Edit**.
2. Click **Empty Cache** (**Ctrl** + **Alt** + **E**).
3. Click the **Empty** button to proceed.
4. Your cache is now cleared.

Note: Safari does not have a clear cache upon closing option.

Enabling Pop-Ups

Safari for macOS has no per-website control over blocking pop-up windows. Pop-ups are either blocked, or they are not.

To allow pop-ups:
1. From the Safari menu, choose **Preferences** and click the **Security** tab.
2. Ensure the **Block pop-up windows** option is not checked. Unchecking this option will allow pop-ups.
3. To block pop-ups once again, check the **Block pop-up windows** checkbox.