

eCollege Supported Browser Set-up Instructions

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Introduction

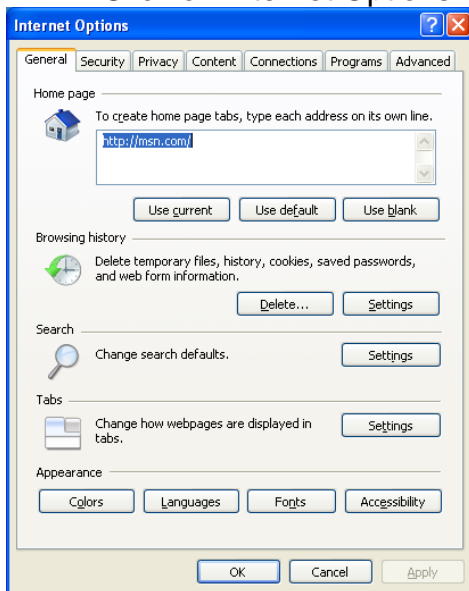
This document is intended as a resource for setting the optimal browser configurations for accessing the eCollege platform. With the exception of modifying cookie settings for Safari, and adding the eCollege domain to the trusted sites list, these instructions will ensure that the browser is set up with the “out-of-the-box” configuration.

Internet Explorer 7.0

In each of the items below we will be accessing the Internet options window; therefore, after completing each step, please leave the Internet Options window up.

To access internet options please follow the instructions below:

1. Click on the Tools menu at the top right hand side of the browser window
2. Click on Internet Options



Internet Options Window

The first step is to delete cookies and cache as often times just performing this browser maintenance can resolve issues.

To Delete Cookies and Cache

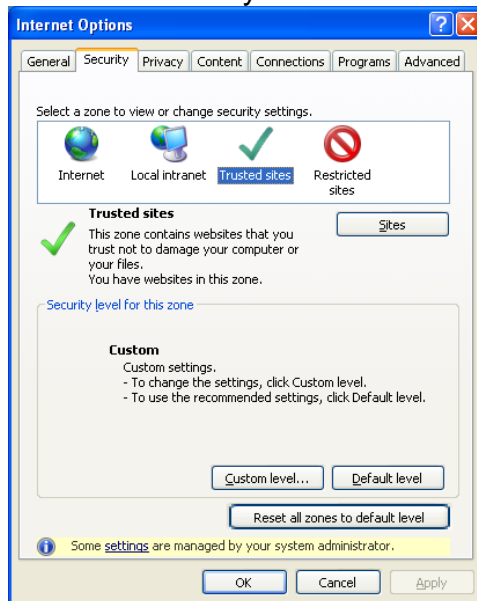
1. Click on the General Tab
2. Click on Delete in the browsing history menu
3. Once the Delete Browsing History window opens, click on Delete cookies and click yes in the dialog box that opens
4. Click on Delete files, and click yes in the dialog box that comes opens

Resetting Security

1. Click on the Security Tab
2. Click on the Custom Level Button
3. This is going to open a Security Settings window. Just above OK and Cancel is Reset button. Click on that button and Click Yes in the dialog box that comes up.
4. Click on OK in the Security Settings window.

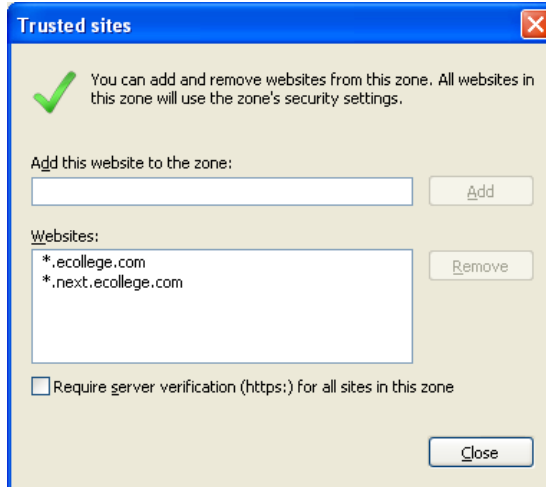
Adding Trusted Sites

1. While still in the Security Tab click on Trusted Sites



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2. Click on the Sites button



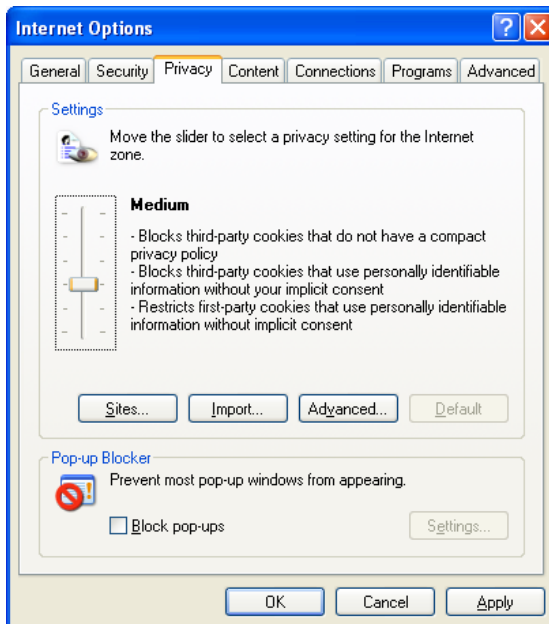
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3. Add *.ecollege.com and *.next.ecollege.com as trusted web sites

4. Click on the Close button for trusted sites

Verifying Cookie Settings

The next step is to verify that the cookie handling settings are not set at a level that is too high. In Internet Options click on the Privacy tab and ensure that the slider bar is set no higher than Medium. I have placed a screen shot below.



Resetting Advanced Settings

The following steps will assist in resetting the advanced settings to the default level and is the last step in restoring the browser defaults.

1. In Internet options click in the Advanced tab
2. Click on Restore Advanced Settings
3. Click on OK in Internet Options.

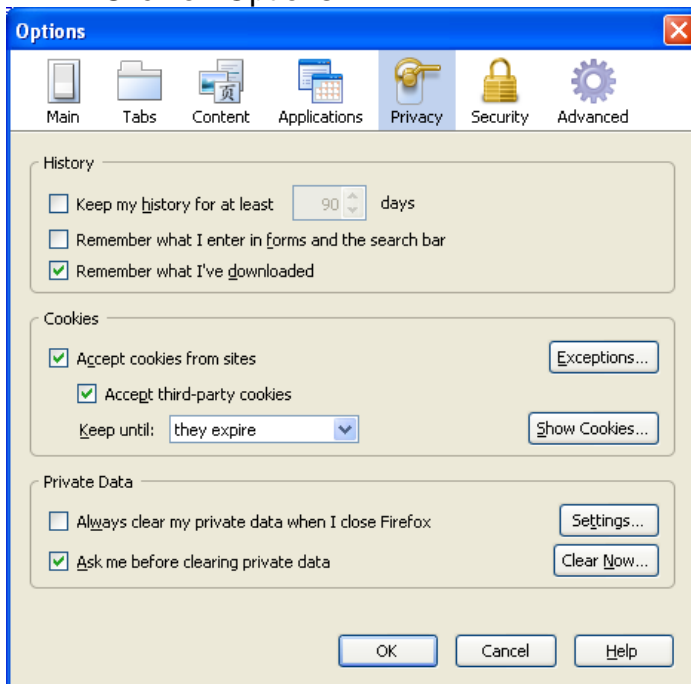
Once these steps are complete please close the browser window and open a new window to sign-in to the online course platform.

Firefox

These instructions will demonstrate how to delete cookies and cache, verify cookie handling, and add trusted sites to the exceptions list.

As with IE we will be accessing a common window, so I will detail how to get the options window up first. After this window is up, please leave it open until all tasks have been completed.

1. Click on the Tools menu
2. Click on Options

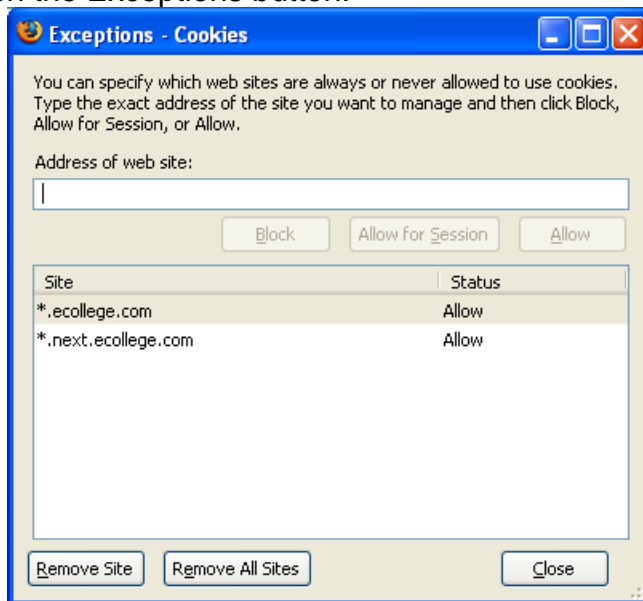


Deleting Cache and Cookies

1. Click on the Privacy Tab
2. Under the Private Data Section Check “Ask me before clearing Private Data.”
3. Click on the Clear Now button
4. In the Pop-up dialog box check both Cache and Cookies and click on Clear Private Data now

Cookie Settings

1. In the Privacy Tab under Cookies make sure that the “Accept cookies from sites” and “Accept third-party cookies” are checked. In the “keep until” drop down it is ok to have “they expire”
2. Click on the Exceptions button.



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3. Allow *.ecollege.com and *.next.ecollege.com
4. Click on Close

Firefox on Mac

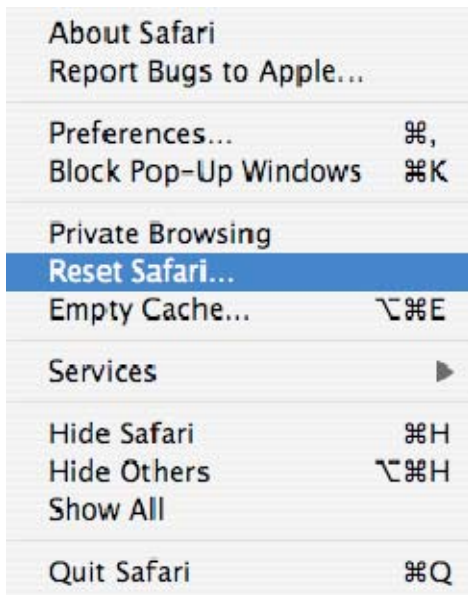
Configuring Firefox on a Mac is the same as configuring Firefox on a PC with the exception of accessing the options. To access Firefox options on a Mac please follow the instructions below.

1. Click on the Firefox Menu
2. Click on Preferences
3. Follow the PC instructions

Safari

The simplest way to clear cookies, cache and reset defaults within Safari is to do the following:

1. Click on the Safari menu
2. Click on Reset Safari



Safari Cookie Settings

Once this is done, cookie handling needs to be configured to accept all cookies.

1. Click on the Safari Menu
2. Click on Preferences
3. Click on Security
4. Check the option to accept cookies "Always"



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5. Close the Preferences window

This should allow for all course tools to function when using Safari.