ASCENDER Recommended Browser Settings

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The ASCENDER Browser Settings document lists supported browsers and recommended browser settings which will allow you to utilize the ASCENDER system at its fullest potential on any personal computer.

Supported Browsers

Currently, ASCENDER supports the following browsers:

For PC users:

- Google Chrome (current version)
- Mozilla Firefox (current version)
- Internet Explorer (IE) 11

For Mac users:

- Apple Safari (current version: Mac only)

> **Note**: Safari is the only browser that ASCENDER supports on the Mac.

Please check your browser settings to ensure that your browser is set up to produce the best results with ASCENDER.

Screen Resolution

The minimum recommended screen resolution is 1280 x 1024.

Task Bar Setup

Windows 7 allows pages to be opened directly from your task bar. With the ASCENDER system, this feature will allow you to easily access different reports, pages, and applications, all from one centralized location. This feature is disabled by default but recommended for ASCENDER.

❑	Right-click the desktop, and select **Personalize**. The personalization dialog box is displayed.
❑	Under **See also** (located near the bottom-left corner of the dialog box), click **Taskbar and Start Menu**. The Taskbar and Start Menu Properties dialog box is displayed.
❑	On the Taskbar tab under **Preview desktop with Aero Peek**, select **Use Aero Peek to preview the desktop**.
❑	Click **OK**.

Browser Setup

Google Chrome

To ensure optimal security when using Chrome, you must turn off some default settings using the following steps. From the Chrome menu, select Settings. From the Settings page, click Show advanced settings.

Note: The following three settings are found under **Privacy and security**, which can be accessed by clicking **Advanced** at the bottom of the Settings page.

Clear Cache on Exit

	Content settings
❑	Click **Cookies**.
❑	Select **Keep local data only until you quit your browser**.

Enable Pop-up Windows

ASCENDER uses pop-up windows to display reports and other information. The ASCENDER website must be set up as an allowed site.

	Content settings
❑	Click **Popups**
❑	If **Blocked (recommended)** is selected, go to the next step.
❑	Next to **Allow**, click **ADD**.
❑	In the **Site** field on the Add a site dialog box, type the exact website address that you use to access ASCENDER.
❑	Click **ADD**.

JavaScript (Enabled by Default)

JavaScript must be enabled for the ASCENDER website for proper operation of ASCENDER. JavaScript is enabled by default in the most current version of Chrome. To make sure it is enabled follow these instructions.

	Content settings
❑	Click **JavaScript**
❑	If **Allowed (recommended)** is NOT selected, go to the next step (or select **Allowed (recommended)**).
❑	Next to **Allow**, click **ADD**.
❑	In the **Site** field on the Add a site dialog box, type the exact website address that you use to access ASCENDER.
❑	Click **ADD**.

Disable AutoFill

AutoFill may cause some fields within ASCENDER applications to fill automatically.

	Passwords and forms
❑	Click **Autofill Settings**.
❑	Deselect **On** (the field changes to **Off**).

Mozilla Firefox

From the Firefox menu, select Options. The Options dialog box is displayed with the General tab as the default tab.

Note: The following three settings are under **Options**.

Accept Cookies

	Privacy
❑	Under **History** in the **Firefox will** field, select *Use custom settings* for history.
❑	Select **Accept cookies from sites**. This option should be selected by default. If you do not want to accept cookies from all sites, continue to the next step.
❑	Next to **Accept cookies from sites**, click **Exceptions**. The Exceptions - Cookies dialog box is displayed. • Under **Address of website**, type the exact website address that you use to access ASCENDER. • Click **Allow**. The website is displayed under **Site**, and the **Status** is set to **Allow**. • Click **Close**.

Clear History When Firefox Closes

	Privacy
❑	Under **History** in the **Firefox will** field, select *Use custom settings for history*. (This should have been selected in the previous step.)
❑	Select **Clear history when Firefox closes**.
❑	Click **Settings…**
❑	Ensure the following fields are selected: • **Active Logins** • **Form & Search History** • **Cookies** • **Cache** • Click **OK**.

Enable Pop-up Windows

ASCENDER uses pop-up windows to display reports and other information. The ASCENDER website must be set up as an allowed site.

	Content
❑	Select **Block pop-up windows**.
❑	Next to **Block pop-up windows**, click **Exceptions**. The Allowed Sites - Pop-ups dialog box is displayed. • Under **Address of website**, type the exact website address that you use to access ASCENDER. • Click **Allow**. The website is displayed under **Site**, and the **Status** is set to **Allow**. • Click **Close**.

Note: The following three configurations use the address bar. In the address bar, delete any existing website address and type "about:config" and press ENTER. A warning message is displayed (deselect **Show this warning next time** if you don't want to see this warning every time). Click **I accept the risk!** The Mozilla Firefox preferences are displayed.

Enable JavaScript (Enabled by Default)

JavaScript must be enabled for the ASCENDER website for proper operation of ASCENDER. JavaScript is enabled by default in the most current version of Firefox. To make sure it is enabled follow these instructions.

	Address bar
❑	In the **Search** field, type “javascript.enabled”. As you type a list of matches is displayed.
❑	The **Value** column should be true. If it is not, right-click javascript.enabled and select **Toggle** to enable JavaScript.
❑	Close Firefox to save changes. You may need to restart Firefox for the changes to take effect.

Refresh Page on Every Page Request

	Address bar
❑	In the **Search** field, type “browser.cache.check_doc_frequency”. As you type a list of matches is displayed.
❑	Double-click this setting in the list: browser.cache.check_doc_frequency. The Enter integer value dialog box is displayed.
❑	The default value is 3. Change the value to 1. Click **OK**.
❑	Confirm the browser.cache.check_doc_frequency value changed from 3 to 1 in the Value column.
❑	Close Mozilla Firefox to save the changes.

Prevent Timeouts

	Address bar
❑	In the **Search** field, type “network.http.response.timeout”. As you type a list of matches is displayed.

	Address bar
❑	Double-click this setting in the list: network.http.response.timeout. The Enter integer value dialog box is displayed.
❑	Replace the existing value with 3600 (or greater). Note that this is the number of seconds. 3600 seconds equals one hour. Click **OK**.
❑	Confirm the network.http.response.timeout value changed accordingly in the Value column.
❑	Close Mozilla Firefox to save the changes.

Internet Explorer

From the Tools menu (gear icon), select **Internet options**. The Internet Options dialog box is displayed with the General tab as the default tab.

Refresh Page on Every Page Request and Clear Cache

	General tab
❑	Under Browsing history, click **Settings**.
❑	Under **Check for newer versions of stored pages**, select **Every time I visit the webpage**. Click **OK**.
❑	Select **Delete browsing history on exit**. Or, click **Delete** to manually delete all browsing history and to clear the cache. If **Delete browsing history on exit** is selected, all browsing history will be deleted, and the cache will be cleared each time you exit Internet Explorer. If **Delete browsing history on exit** is not selected, you can manually delete all browsing history and to clear the cache. Click **Delete**. Select all options except **Preserve Favorites website data**, and then click **Delete**.

Display Web Pages as Tabs

	General tab
❑	Under **Tabs**, click **Tabs**.
❑	Under **Tabbed Browsing**, select all options except **Open only the first home page when Internet Explorer starts**.
❑	Under **When a new tab is opened, open**, select *The new tab page*.
❑	Under **When a pop-up is encountered**, select **Always open pop-ups in a new tab**.
❑	Under **Open links from other programs in**, select **A new tab in the current window**.
❑	Click **OK**.

Add ASCENDER to the Trusted Sites

	Security tab
❑	Under **Select a zone to view or change security settings**, select **Trusted sites**.
❑	Click **Sites**.
❑	In the **Add this website to the zone** field, type the exact website address that you use to access ASCENDER, and then click **Add**. **Note**: If the website address begins with https, select **Require server verification (https:) for all sites in this zone**. If the website address does not begin with https, ensure that **Require server verification (https:) for all sites in this zone** is not selected.

	Security tab
❑	Click **Close**.

Enable Downloads (Enabled by Default)

Enable Downloads is enabled by default in IE11. To make sure it is enabled follow these instructions.

	Security tab
❑	Under **Select a zone to view or change security settings**, select **Trusted sites**.
❑	Click **Custom level**.
❑	Under **Settings**, scroll to the **Downloads** section.
❑	Under **File download**, select **Enable**.
❑	Click **OK**. If any settings were changed, a warning message is displayed confirming the changes.
❑	Click **Yes**.

Enable Pop-up Windows

ASCENDER uses pop-up windows to display reports and other information. Your ASCENDER application website must be set up as an allowed site.

	Privacy tab
❑	Under **Pop-up Blocker**, select **Turn on Pop-Up Blocker**.
❑	Click **Settings**.
❑	Under **Exceptions** in the **Address of website to allow** field, type the exact website address that you use to access ASCENDER.
❑	Click **Add**. The website is displayed under **Allowed sites**.
❑	Click **Close**.

Reset Zoom Level for New Windows and Tabs

The zoom level for Internet Explorer can be changed at any time from View > Zoom or by using the mouse. However, ASCENDER performs best when the zoom level is set to 100%; otherwise, some features may not display correctly.

	Advanced tab
❑	Under **Accessibility**, select **Reset zoom level for new windows and tabs**.
❑	Click **OK**.

Compatibility View

Compatibility View must not be enabled in Internet Explorer. Ensure that Compatibility View is turned off.

From the Tools menu (gear icon), select **Compatibility View settings**.

❑	Under **Websites you've added to Compatibility view**, ensure that your ASCENDER application website is not listed.

❑	Ensure that the Display intranet sites in Compatibility View field is not selected.

Safari (for Mac)

From the menu bar, select Safari, and then select Preferences.

Note: All of the settings are performed in the Preferences dialog box.

Enable Cookies

Cookies are enabled by default in Safari. To make sure they are enabled follow these instructions.

	Privacy.
❑	Next to **Cookies and website data**, select **Allow from websites I visit**.

Enable Pop-up Windows

ASCENDER uses pop-up windows to display reports and other information. By default, Safari blocks pop-up windows. The pop-up blocker must be disabled for the ASCENDER website for proper operation of ASCENDER.

	Security
❑	Next to **Web content**, ensure that **Block Pop-Up Windows** is not selected.

Enable JavaScript (Enabled by Default)

JavaScript must be enabled for the ASCENDER website for proper operation of ASCENDER. JavaScript is enabled by default in Safari. To make sure it is enabled follow these instructions.

	Security
❑	Next to **Web content**, ensure that **Enable JavaScript** is selected.

Disable AutoFill

AutoFill may cause some fields within ASCENDER applications to fill automatically.

	AutoFill
❑	Next to **AutoFill web forms**, clear all four check boxes.