



ASCENDER GUIDES



ASCENDER Recommended Browser Settings

Table of Contents

ASCENDER Recommended Browser Settings i
ASCENDER Recommended Browser Settings 1

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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 \(current version\)](#)

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.

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.

Privacy and security

Clear Cache

- Navigate to **Settings > Privacy and Security > Site Settings**
- Under **Content**, click **Additional Content Settings** and select **On-device site data > Delete data sites have saved to your device when you close all windows**

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.

- Navigate to **Settings > Privacy and Security > Site Settings**
- Under **Content**, click **Pop-ups and redirects** and select **Don't allow sites to send pop-ups or use redirects**
 - Under **Allowed to send pop-ups and use redirects** (recommended), click **Add** and type the exact website address that you use to access ASCENDER.
 - The Add a site pop-up window is displayed.
 - In the **Site** field, type the exact website address that you use to access ASCENDER and click **Add**.

JavaScript

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.

- Navigate to **Settings > Privacy and Security > Site Settings**
- Under **Content**, click **JavaScript**.
- If **Sites can use JavaScript** (recommended) is not selected, proceed to the next step or select **Sites can use JavaScript** (recommended).
 - Next to **Allowed to use JavaScript**, click **Add**.
 - The Add a site pop-up window is displayed. In the **Site** field, type the exact website address that you use to access ASCENDER and click **Add**.

Autofill

Disable AutoFill

AutoFill may cause some fields within ASCENDER applications to fill automatically. The options are located under **Autofill**.

- Navigate to **Settings > Autofill and passwords > Addresses and more**
- Click **Addresses and more**.
- Deselect **On** (the field changes to **Off**).

Mozilla Firefox

Privacy & Security

Accept Cookies

- Navigate to **Settings > Privacy & Security > Cookies and Site Data**
- Under **Cookies and Site Data**, click **Manage Exceptions**.
- The **Exceptions - Cookies and Site Data** pop-up window is displayed.
- In the **Address of website** field, type the exact website address that you use to access ASCENDER.
- Click **Allow** and **Save Changes**.

Clear Cookies and Site Data When Firefox Closes

- Navigate to **Settings > Privacy & Security > Cookies and Site Data**
- Under **Cookies and Site Data**, click **Delete cookies and site data when Firefox is closed**.

Clear History When Firefox Closes

- Navigate to **Settings > Privacy & Security > History**
- Under **History**, in the **Firefox will** drop-down field, select *Never remember history*.

Note: Firefox will need to be restarted at this point.

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.

- Navigate to **Settings > Privacy & Security > Permissions**
- Under **Permissions**, select **Block pop-up windows**, if it isn't already selected (if you don't want to block any pop-up windows, deselect this and move on to [Enable JavaScript](#) below).
- Next to **Block pop-up windows**, click **Exceptions**. The **Allowed Websites - Pop-ups** pop-up window is displayed.
- In the **Address of website** field, type the exact website address that you use to access ASCENDER and click **Allow**.
- Click **Save Changes**.

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 **Warn me when I attempt to access these preferences** if you don't want to see this warning every time). Click **Accept the Risk and Continue**. (To view all the options without searching, click **Show All**.) The Mozilla Firefox preferences search bar is 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.

- 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, click the toggle button on the right to change it to *true*.

Refresh Page on Every Page Request

- In the **Search** field, type “browser.cache.check_doc_frequency”. As you type a list of matches is displayed. The default value for this setting is 3.
- Double-click the setting in the list or click the pencil.
- Change the value to 1.
- Click the blue checkbox (Save).
- Confirm the browser.cache.check_doc_frequency value changed from 3 to 1 in the Value column.

Prevent Timeouts

- In the **Search** field, type “network.http.response.timeout”. As you type a list of matches is displayed. The default value for this setting is 300.
- Double-click the setting in the list or click the pencil.
- Replace the existing value with 3600 (or greater). Note that this is the number of seconds. 3600 seconds equals one hour.
- Click the blue checkbox (Save).
- Confirm the network.http.response.timeout value changed accordingly in the Value column.

Restart Firefox

You may need to restart Firefox for some of these changes to take effect.

- In the address bar, type about:profiles.
- Under **Restart**, click **Restart normally**.

Alternately:

- In the address bar, type about:restartrequired.
- Click **Restart Firefox**.

Safari (for Mac)

From the menu bar, select **Safari**, and then select **Settings**.

Note: All of the settings are performed in the Settings pop-up window.

Enable Cookies

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

- Navigate to **Settings > Privacy**
- Next to **Cookies and website data**, make sure **Block all cookies** is not selected.

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.

- Navigate to **Settings > Websites**
- Under **General**, select **Pop-up Windows**
- Open your ASCENDER URL in Safari. Then, go back to the Safari Settings pop-up window and you will see the website address is displayed in the **Allow pop-up windows on the websites below** field.
- Next to the website address, select *Allow*.

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.

- Navigate to **Settings > Security**
- Next to **Web content**, ensure that **Enable JavaScript** is selected.

Disable AutoFill

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

- Navigate to **Settings > Autofill**
- Next to **AutoFill web forms**, clear all four check boxes.