

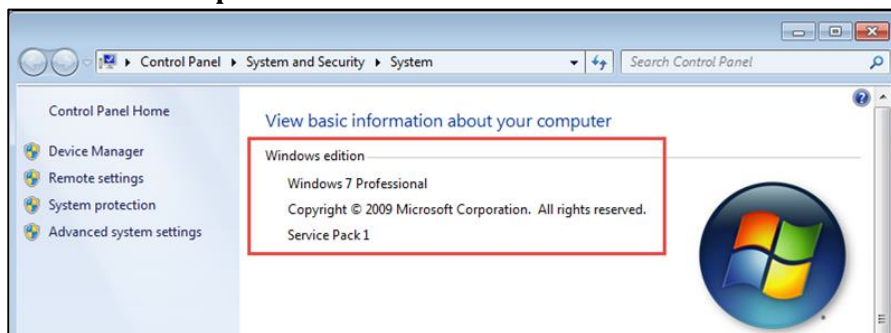
GENERAL WINDOWS SETUP

The supported Windows Operating Systems for MyELT include Windows XP (Service Pack 3), Windows Vista (Service Pack 2), Windows 7 (Service Pack 1), and Windows 8/8.1.

How do I check my version of Windows?

If you are not sure if your computer's version of Windows meets the MyELT system requirements, you can check it by:

1. On your desktop, right-click **Computer**
2. Click **Properties**



What Internet browsers can I use?

Windows XP /Service Pack 3

- Firefox Latest Version
- Chrome Latest Version

Windows Vista /Service Pack 2

- Firefox Latest Version
- Chrome Latest Version

Windows 7 /Service Pack 1

- Internet Explorer 10
- Firefox Latest Version
- Chrome Latest Version

Windows 8 / 8.1

- Internet Explorer 10
- Firefox Latest Version
- Chrome Latest Version

Where can I download the latest browser versions?

Mozilla Firefox: <https://www.mozilla.org>

Chrome: <https://www.google.com/chrome/browser/>

Internet Explorer: <http://www.microsoft.com/en-us/download/internet-explorer.aspx>

What Plug-Ins do I need to run MyELT?

You will need to make sure your FLASH, PDF and JAVA plug-ins are up-to-date. You can download the most current versions using the links below.


Adobe FLASH: <http://get.adobe.com/flashplayer/>

Adobe PDF READER: <http://get.adobe.com/reader/>

JAVA: <http://java.com/en/download/index.jsp>

How do I disable my pop-up blocker?

Google Chrome

1. Click the  menu icon.
2. Select **Settings**.
3. Click **Show Advanced Settings** at the bottom of the page.
4. Under **Privacy**, click **Content Settings**.
5. In the **Pop-Ups** section, select **Allow all sites to show pop-ups**.

Note: If you wish to choose which websites to allow pop-ups for and still keep the blocker functionality, choose **Manage Exceptions** instead. Write down the list of websites you don't want Chrome to automatically block pop-ups for.

Mozilla Firefox

1. Open Firefox and click **Firefox** in your menu bar. Select **Preferences**.
2. Click the **Content** tab.
3. On the first option, uncheck **Block pop-up windows**. This will disable the pop-up blocker for all websites.

Note: If you wish to choose which websites to allow pop-ups for and still keep the blocker functionality, choose **Exceptions** instead. Write down the list of websites you don't want Firefox to automatically block pop-ups for.

Internet Explorer

1. Open Internet Explorer and click **Tools**
2. Click **Pop-Up Blocker**
3. Click **Turn Off Pop-up Blocker** to disable the functionality for all websites.

Note: If you wish to choose which websites to allow pop-ups for and still keep the blocker functionality, click **Pop-up Blocker Settings** instead. Write down the list of websites you don't want Internet Explorer to automatically block pop-ups for.


General Windows Advice if Blocking Persists

1. Turn off any pop-up blocker software you may have installed on your computer.
2. Adjust the **Privacy** tab of your Internet Options.
 - Start Menu > Control Panel > Internet Options > Privacy
 - Turn off **Pop-up Blocker**.

- In **Settings**, set the filter level back to *medium* (default).
- 3. Manage your browser extensions.

How do I enable cookies?

Google Chrome 10.x

1. Click the  menu icon
2. Click the **Settings** control.
3. Near the bottom of the page, click **Show advanced settings...**
4. Click **Content Settings...**
5. Under **Cookies**, make sure *Allow local data to be set (recommended)* is selected.

Firefox


1. Click **Firefox** in the upper left corner
2. Click **Options** and then **Options** again
3. Click **Privacy**
4. Click the **Firefox will...** dropdown and choose **User custom settings for history**.
5. Click the **Accept cookies from sites** checkbox.
6. Click **OK**.

Internet Explorer

1. Click **Tools** in the top right.
2. Click **Internet Options**.
3. Click **Privacy**.
4. Click the **Default** button or manually slide the bar down to *Medium*.
5. Click **OK**.

How do I clear my browser's cache?

Chrome

1. Click the  menu icon.
2. Click **Show Advanced Settings**.
3. Navigate to the *Privacy* section and click **Clear Browsing Data**
4. Click **Empty the Cache**
 - a. Note: Uncheck all other options to avoid deleting browser history, cookies and other things you may wish to retain. Change *Obliterate the following items from* to **the beginning of time**.
5. Click **Clear browsing data**.

Firefox

1. Click the **Firefox** menu in the upper left hand corner.
2. Select **History**
3. Click **Clear Recent History**
4. Make sure *Details* is expanded and click **Cache** from the list. Uncheck everything else.
5. In the *Time Range to Clear* menu, select **Everything**.
6. Click **Clear Now**.

Internet Explorer

1. Click the **gear** icon at the top right to open **Settings**
2. Click **Safety**
3. Click **Delete Browsing History....**
4. Select **Temporary Internet Files**.
 - a. Note: Uncheck all of the other boxes, especially *Preserve Favorites website data*. This option