



Browser Version


1. Open your browser, click  icon and then **HELP**
2. Click About Firefox
3. Click to update

Browser Settings

1. Open your browser, click  icon and then **OPTIONS**
2. Click **Privacy & Security**
 - a. Locate 'History' header
 - i. Change the 'Firefox will' dropdown to 'Remember history' **OR**
 - ii. Change the 'Firefox will' dropdown to 'Use custom settings for history'
 1. Put a check mark in 'Accept cookies from websites'
 2. Set 'Accept third-party cookies' to ALWAYS
 3. Uncheck 'Clear history when Firefox closes'
 - b. Locate 'Permissions' header
 - i. Uncheck the checkbox for 'Block pop-up windows' **OR**
 - ii. If you choose to retain the setting to 'Block pop-up windows', you will need to add www.westconsincu.org to your list of Allowed Sites by clicking the Exceptions button


Deleting the Cache (a.k.a. Temporary Internet Files)

(Deleting All Temporary Internet Files: WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer)

1. Open your browser, click  icon and then **OPTIONS**
2. Click **Privacy & Security**
 - a. Locate 'History' header
 - i. If the 'Firefox will' option in the dropdown is 'Remember history' click 'clear your recent history'
 - ii. If the 'Firefox will' option in the dropdown is 'Never remember history' click 'clear all current history'
 1. In the 'Time range to clear' dropdown option, choose 'Everything'
 2. In the 'Details' section, expand the selection (if necessary) by clicking the down button
 - b. Ensure that 'Cache' is the only option selected and click 'Clear Now'

Deleting Cookies Only

(Deleting All Temporary Internet Files: WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer)

1. Open your browser, click  icon and then **OPTIONS**
2. Click **Privacy & Security**
 - a. Locate 'History' header
 - i. If the 'Firefox will' option in the dropdown is 'Remember history' click 'clear your recent history'
 - ii. If the 'Firefox will' option in the dropdown is 'Never remember history' click 'clear all current history'

1. In the 'Time range to clear' dropdown option, choose the date range that is most appropriate; please note that this will delete all cookies for the given time regardless of site.
 - iii. Selecting 'Today' should help clear cookies related to your current session
 - iv. Selecting 'Everything' will remove all cookies in the browser
- b. In the 'Details' section, expand the selection (if necessary) by clicking the down button
- c. Ensure that 'Cookies' is the only option selected and click 'Clear Now'