Recommended Browser Settings

July 2015

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Recommended Browser Settings

Internet Explorer Settings (PC) | Mozilla Firefox Settings (PC) | Mozilla Firefox Settings (Mac) | Safari Settings (Mac) | Chrome Settings (PC)

Infinite Campus recommends modifying certain browser settings for optimal use of Infinite Campus software. Browsers should be kept current by applying service packs and updates as provided by the operating system. Infinite Campus currently supports Internet Explorer Mozilla Firefox and Google Chrome browsers on a PC platform. Mozilla Firefox, Safari and Chrome browsers are supported on the Macintosh platform.

> Infinite Campus cannot guarantee full support of all browsers or all versions. Please see the Supported Platforms page for more up-to-date information on browser and platform support.

Internet Explorer	FireFox
• General Settings • Security Settings • Download Settings • SmartScreen Filter Settings • Privacy Settings • Content Settings • Advanced Settings • Clearing the Browsing History • Properly Saving FDF Forms in Internet Explorer	PC • Content Settings • Privacy Settings • Security Settings • Advanced Network Settings • Enabling Adobe Acrobat to Open PDF/FDF Files • Download Settings Mac • Content Settings • Advanced Network Settings • Privacy Settings • Security Settings
Safari	**Chrome**
• Enabling 32-bit Mode • Privacy Settings • Security Settings • Properly Opening FDF/PDF Files • Download Settings	• Download Settings • Privacy Settings • Content Settings • Clearing the Browser History • Disabling the Chrome PDF Viewer

> Opening multiple instances of Campus in the same browser is not supported and can lead to data issues.

Internet Explorer Settings (PC)

For the most recent browser versions that are supported in Campus, see the Supported Platforms article.

- General Settings
- Security Settings
- Download Settings
- SmartScreen Filter Settings

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- Privacy Settings
- Content Settings
- Advanced Settings
- Clearing the Browsing History

> The names and locations of settings may vary slightly across versions (the following were based off of IE 8 on a Windows environment).

To access the browser settings, navigate to the **Tools** menu and select **Internet Options** (see Image 1).

To access Internet Options in Internet Explorer 10, select the gear icon in the upper right-hand corner (see Image 1).

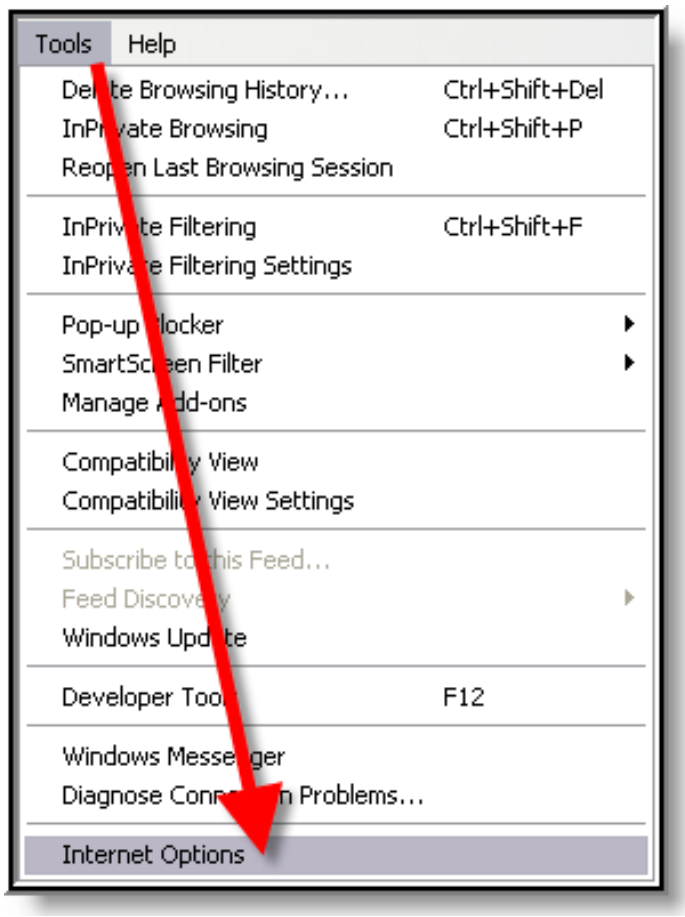
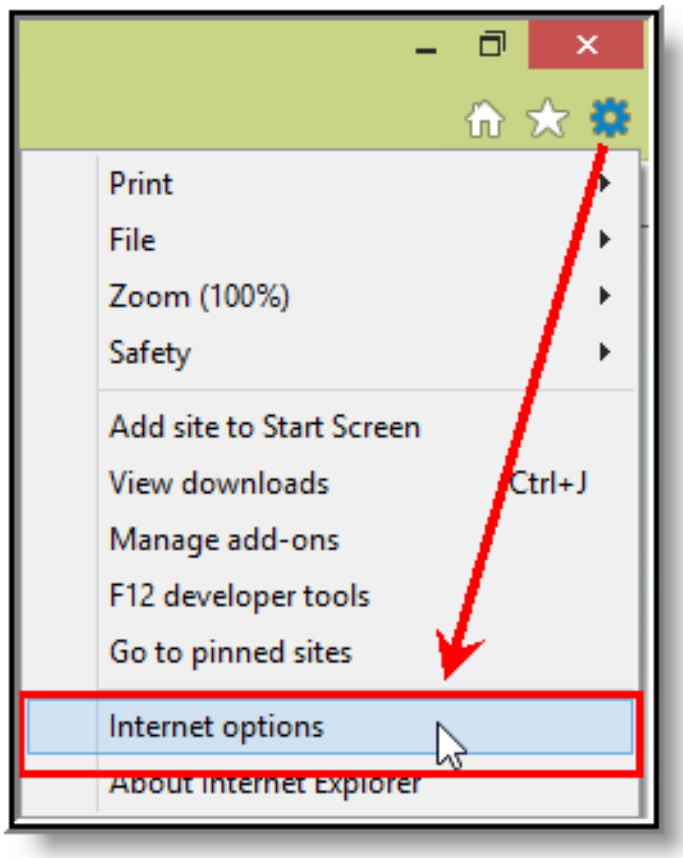
Internet Explorer 9 and previous	Internet Explorer 10 +
	

Image 1: Internet Explorer Tools Menu

General Settings

On the General tab:

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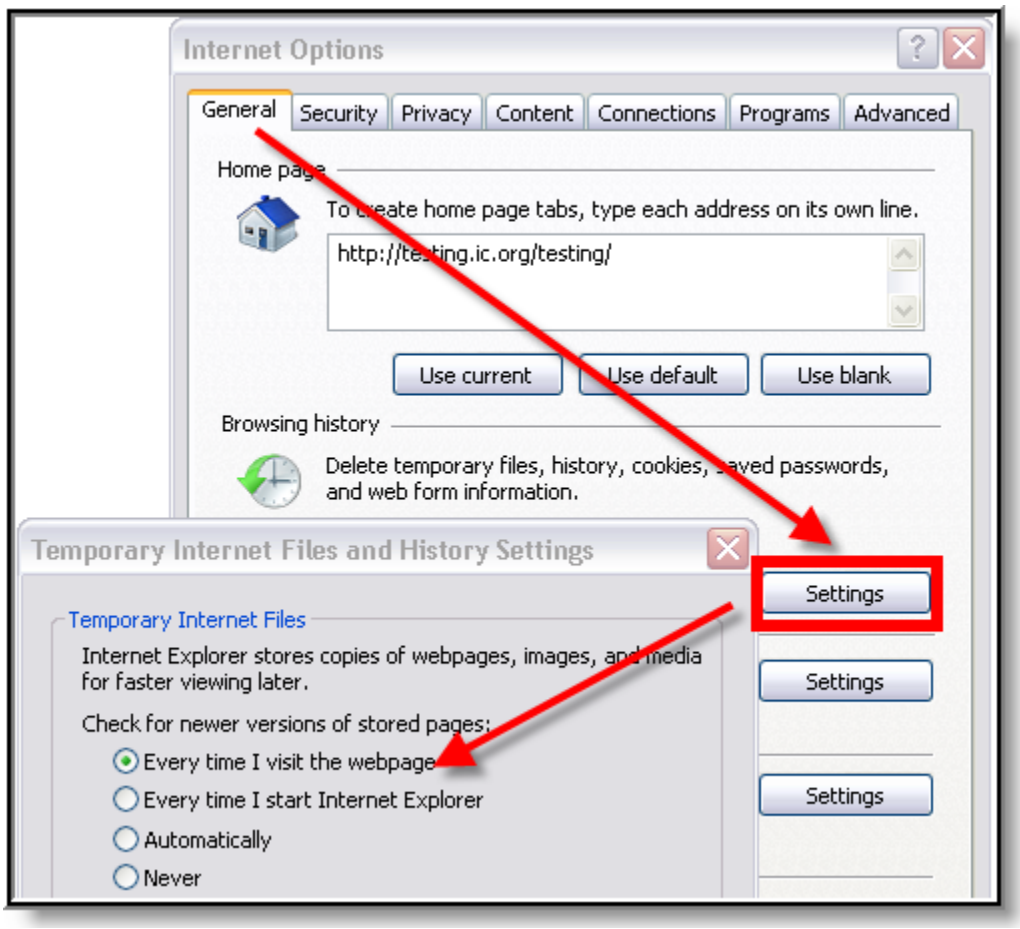

Image 2: General Settings for Temporary Files (IE)

1. Click the **Settings** button of the Browsing History section.
2. On the Temporary Internet Files dialog box, set the Check For Newer Versions of Stored Pages option to **Every Time I Visit the Webpage**.
3. Click **OK**.

Security Settings

On the Security tab, several settings are applicable.

Trusted Sites

Set Infinite Campus as a trusted site:

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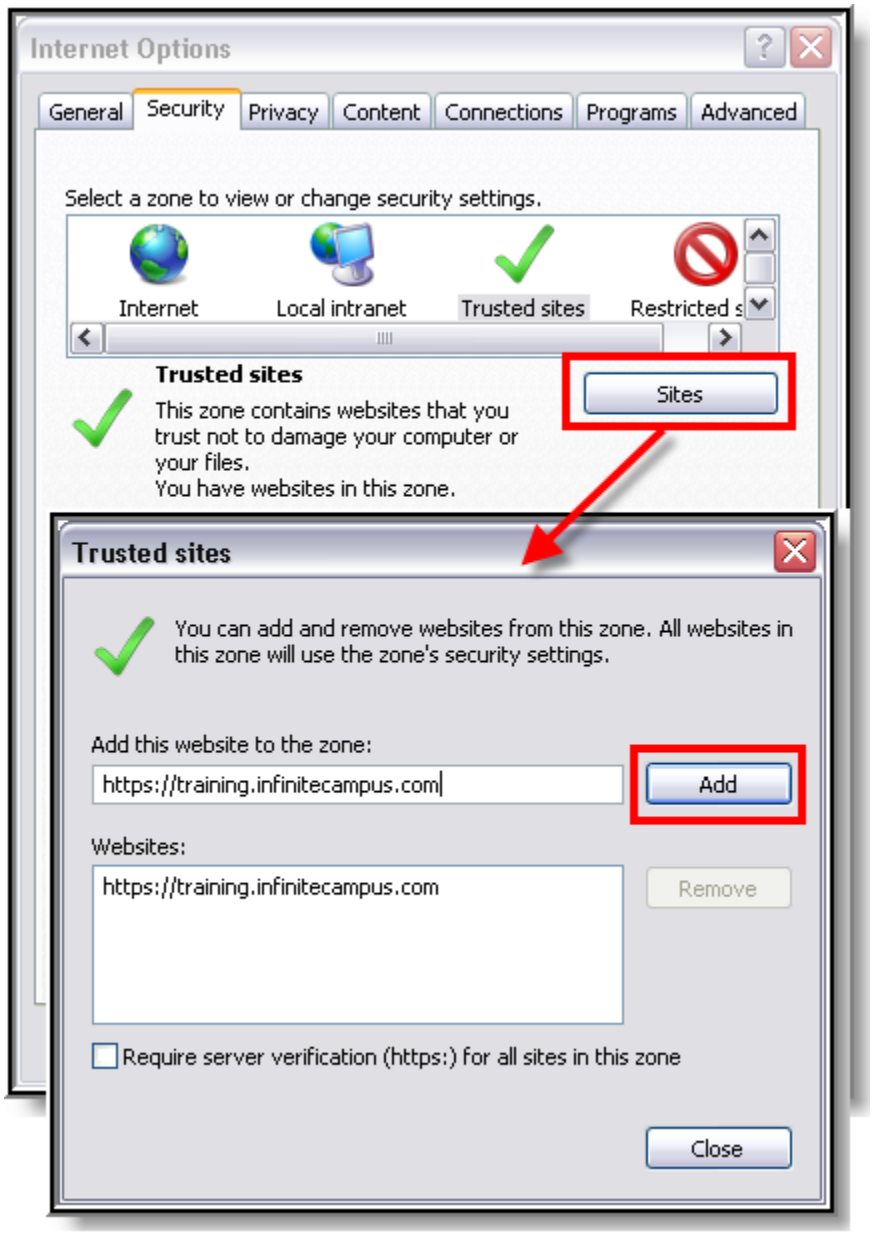

Image 3: Security Settings for Trusted Sites

1. Select the **Trusted sites** icon from the "Select a zone..." box.
2. Click **Sites**.
3. If not automatically displayed, enter the URL address of the Campus application in the **Add this website to the zone** field.
4. Click **Add**.
5. Verify that the address appears in the **Website** box.
6. If the site is not a secure site - indicated by an "https" in the URL - remove the mark from the

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Require server verification (https:) for all sites in this zone checkbox.

7. Click **Close** on the Trusted Sites window to return to the Security tab.

Download Settings

On the Security tab, configure the download settings:

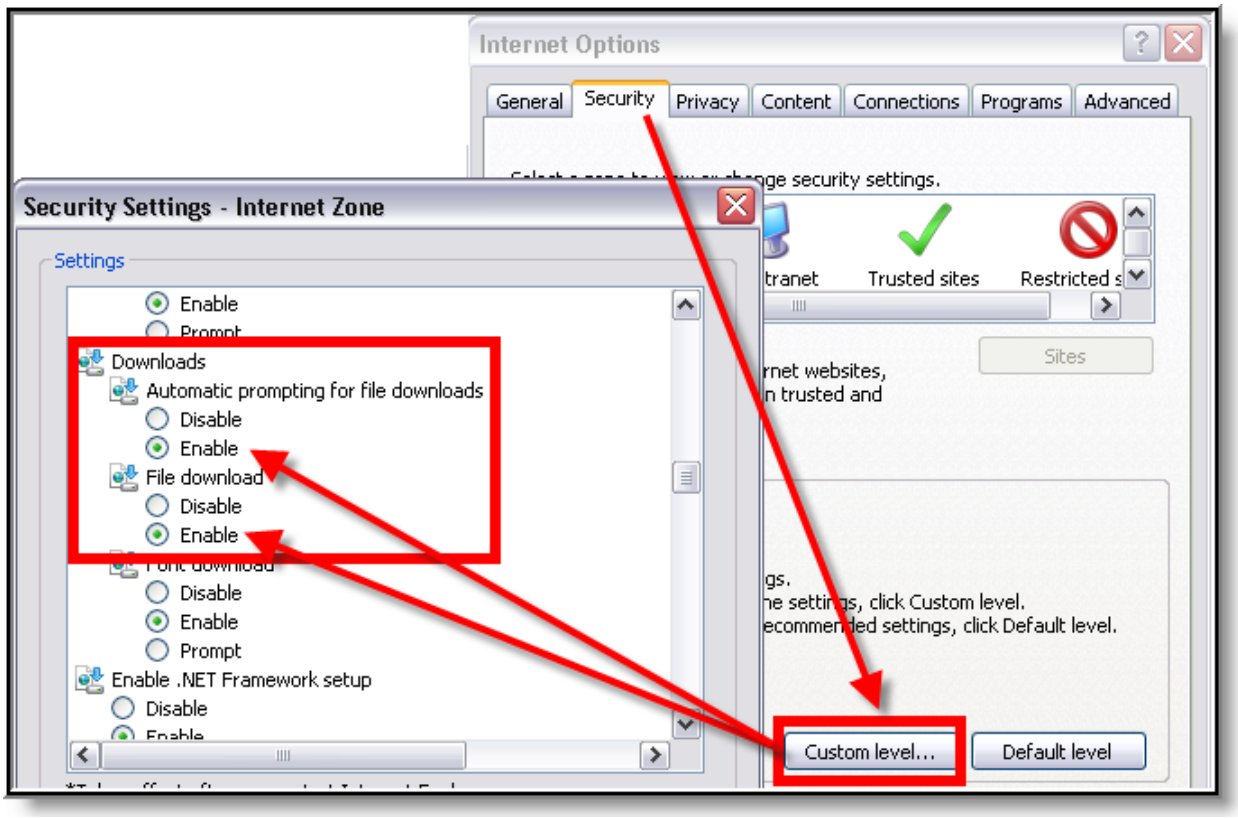

Image 4: Security Settings for Downloads (IE)

1. Click the **Custom Level** button.
2. Locate the Downloads section. Enable both the **Automatic Prompting for File Downloads** and the **File Download** options.

SmartScreen Filter Settings

While still in the Security Settings window, turn off the SmartScreen Filter for the zone:

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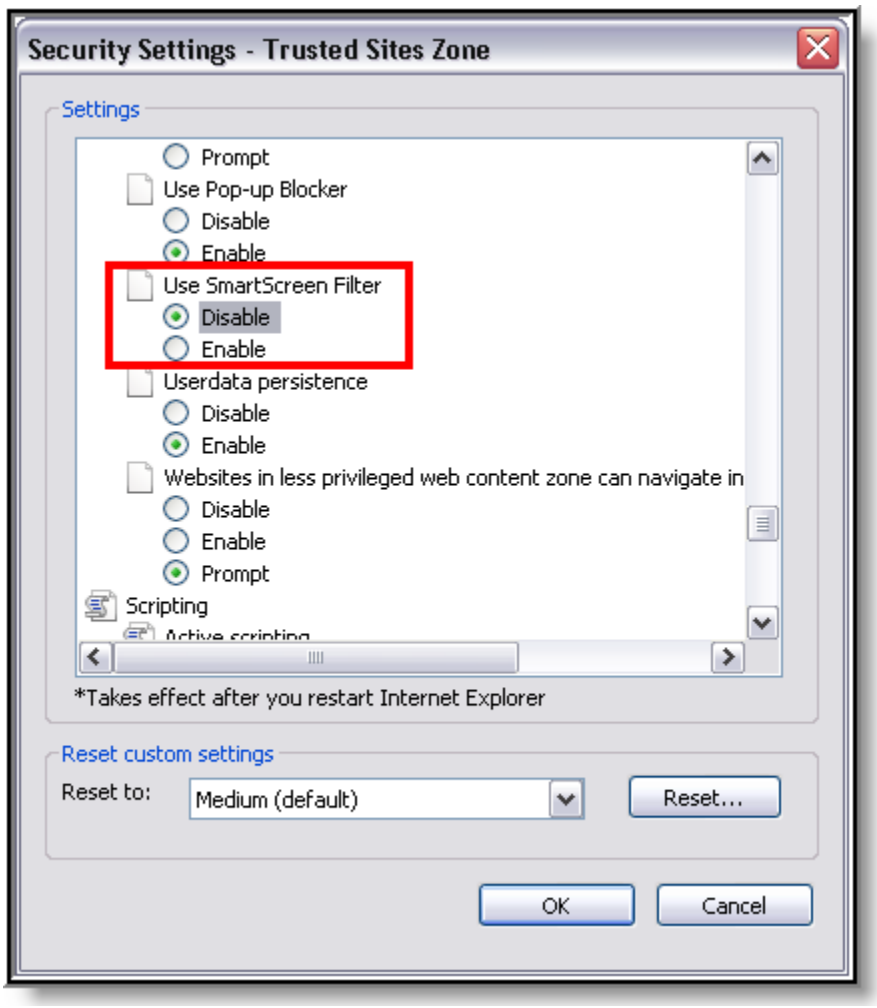

Image 5: Miscellaneous Security Settings (IE)

1. Toward the bottom of the list, under "Miscellaneous," **Disable** the SmartScreen Filter.
2. Click **OK**.
3. On the verification window, click **Yes**.

Privacy Settings

On the Privacy tab:

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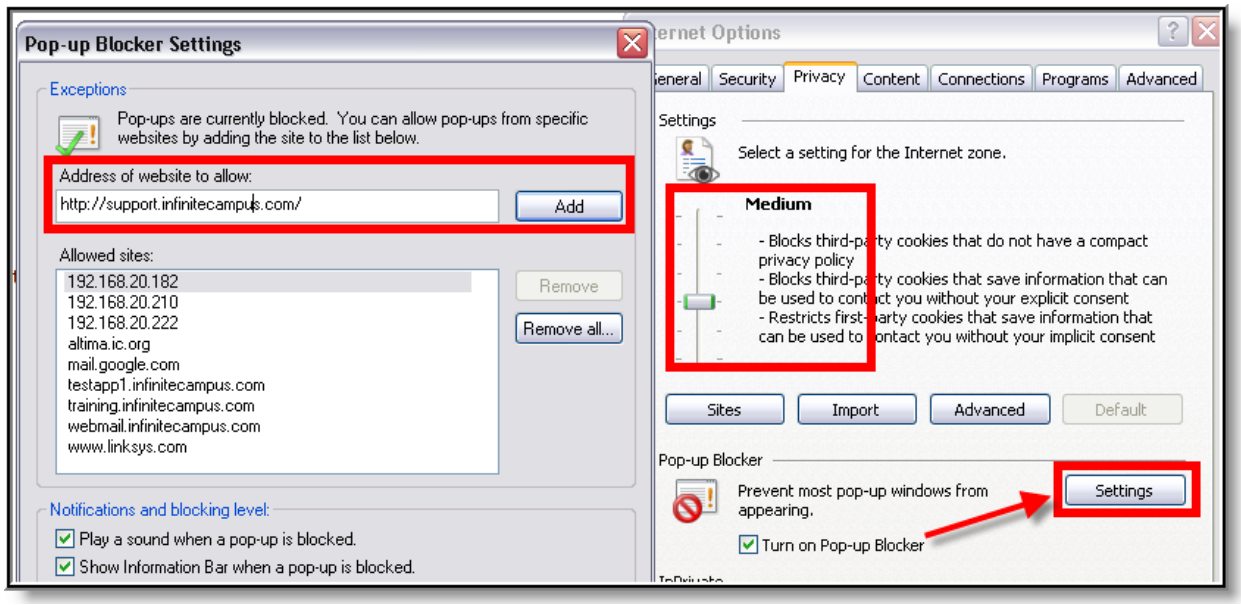

Image 6: Privacy Settings for Pop-Ups (IE)

1. The privacy setting for the Internet zone should be set to **Medium**.
2. The Pop-up Blocker section should allow pop-ups to the Infinite Campus site in one of the following manners:
    - The **Turn On Pop-Up Blocker** checkbox is not marked (allowing all pop-ups from all sites), ***OR***
    - The **Turn On Pop-Up Blocker** checkbox is marked, but the Infinite Campus website is allowed:
        - Click the **Settings** button.
        - Enter the URL of the Campus application in the **Address of website to allow** field.
        - Click **Add**.
        - Verify that the address just added now appears in the **Allowed Sites** list.
        - Click **Close**.
3. Click **OK**.

Content Settings

On the Content tab:

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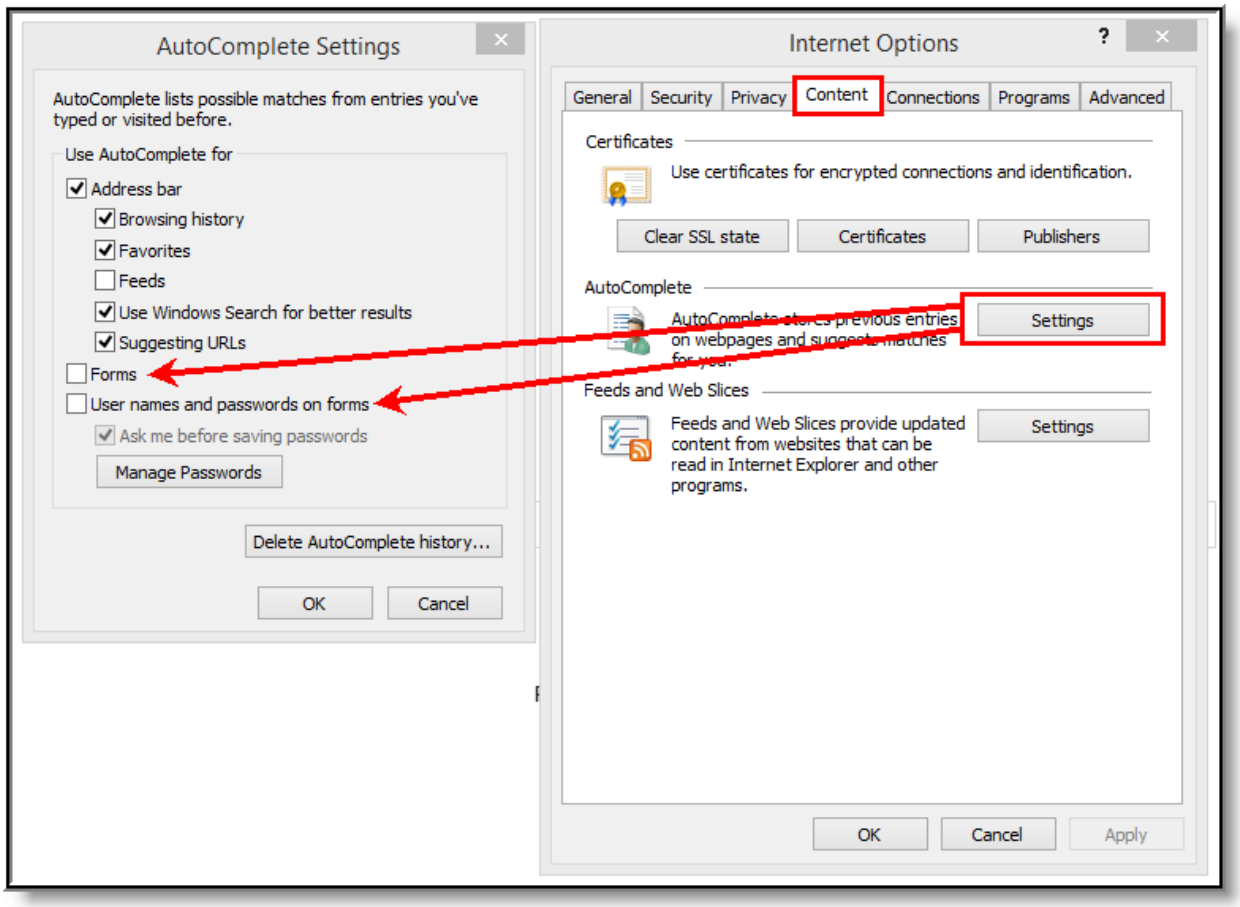

Image 7: Content Settings for Auto-Complete (IE)

1. Click the **Settings** button of the AutoComplete section.
2. On the AutoComplete Setting dialog box, remove marks from the **Forms** and **User Names and Passwords On Forms** checkboxes.
3. Click **Delete AutoComplete History**.
4. Click **OK**.

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Advanced Settings

On the Advanced tab, there are several settings to configure.

Auto-Complete

Turn off auto-complete:

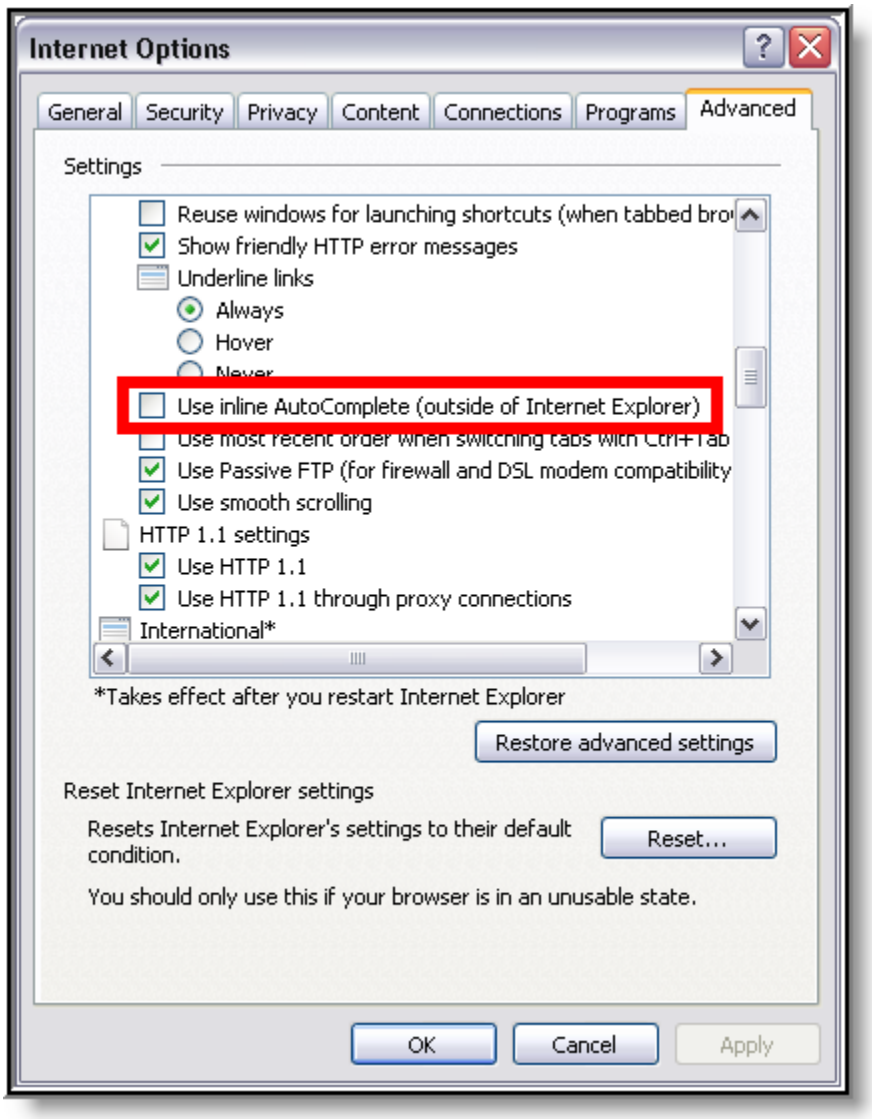

Image 8: Advanced Settings for Browsing (IE)

Under the Browsing settings, unmark the **Use Inline AutoComplete** checkbox.

Java

Set JRE for Java:

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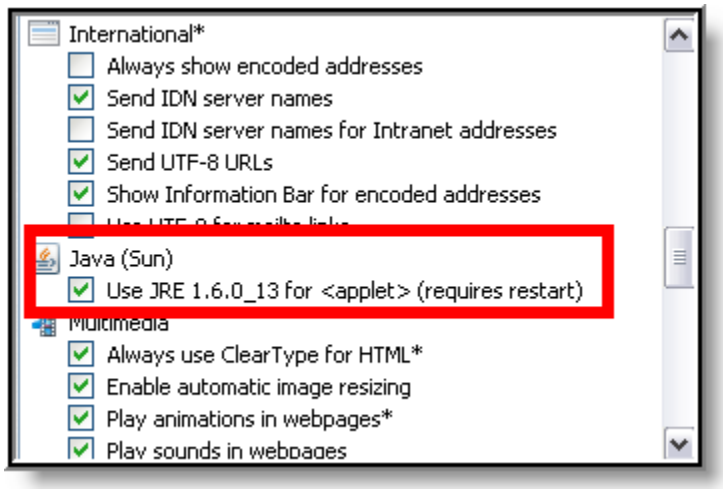

Image 9: Advanced Settings for Java (IE)

Under the Java (Sun) settings, mark the **Use JRE...** checkbox.

ActiveX vs. XMLHTTP

Users and organizations which choose to disallow ActiveX controls can still use XMLHTTP-based web applications within Internet Explorer. However, XMLHTTP support can be disabled by unmarking the **Enable native XMLHTTP support** checkbox on the Advanced settings tab (see Image 10).

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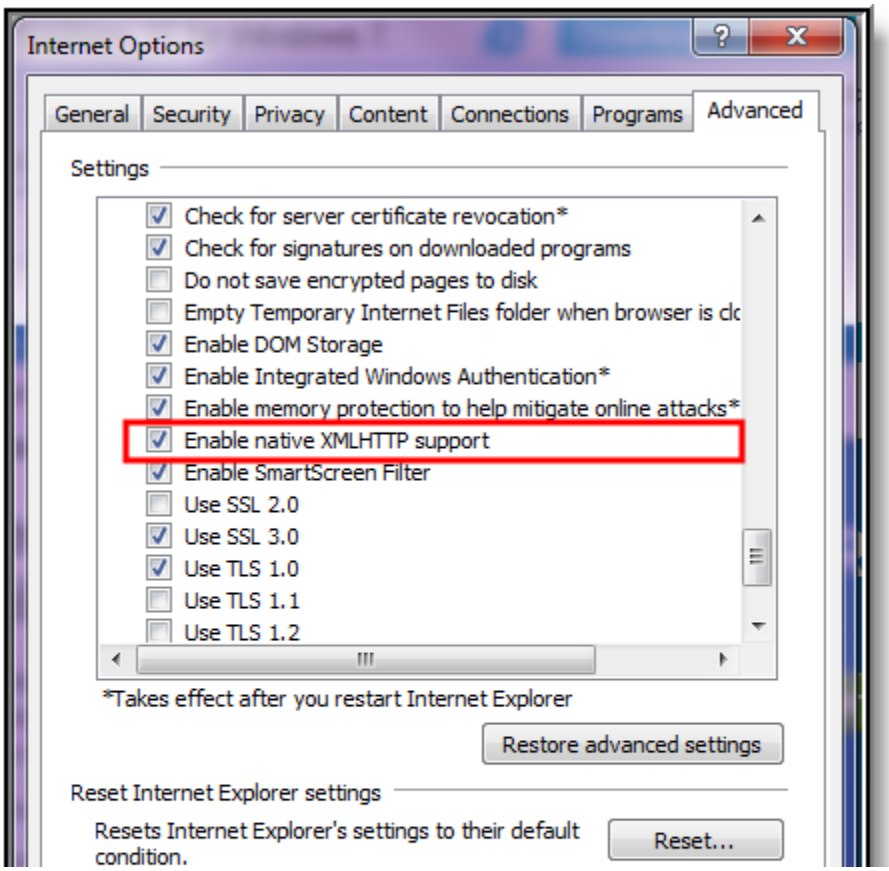

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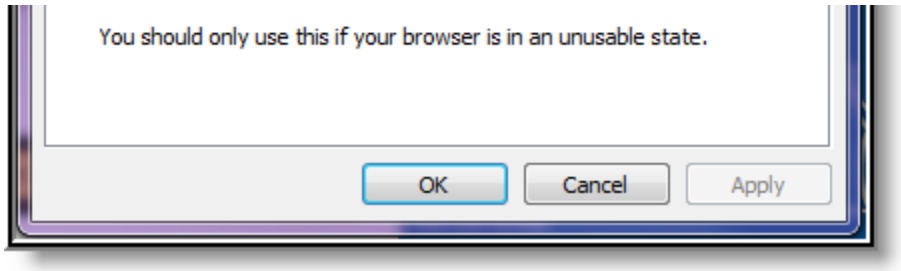

Image 10: Disabling XMLHTTP Support

Clearing the Browsing History

Periodically, Infinite Campus recommends users delete cached browsing files for improved performance and heightened security. On the General tab:

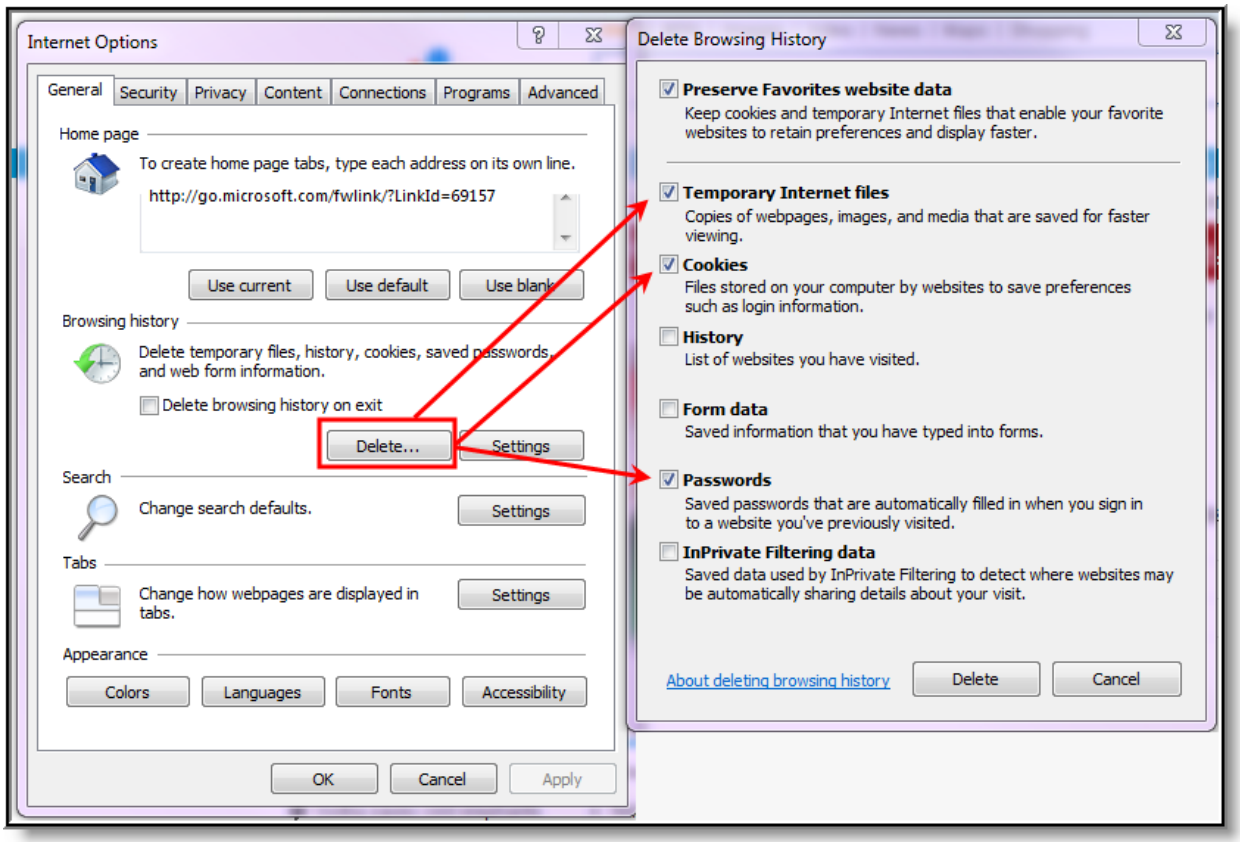

Image 11: Best Practice Clear History (IE)

1. Click the Settings button in the Browsing History section.
2. Mark (at least) the **Temporary Internet Files**, **Cookies** and **Passwords** checkboxes.
3. Click **Delete**.
4. Also click the **Delete** button in the Browsing History section.

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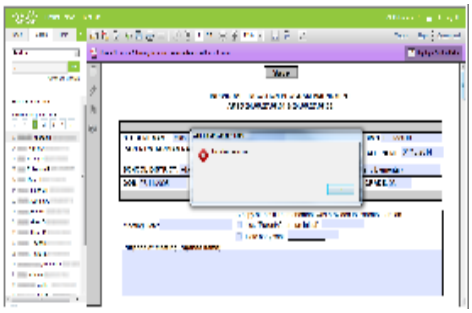
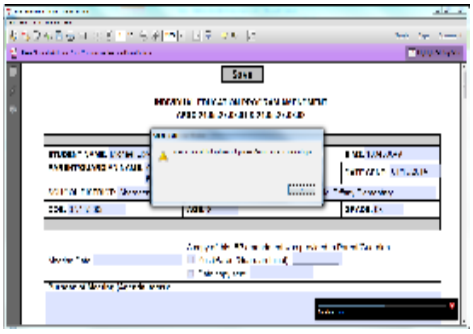
Properly Saving FDF Forms in Internet Explorer

In order to properly upload FDF files to Campus, the FDF file MUST be saved within a 32-bit version of Internet Explorer. Adobe Reader currently does not support PDF/FDF files created in 64-bit browsers, and attempting to save these files to the Campus server will result in error.

> In order to avoid this issue, users are highly encouraged to either save FDFs within Campus using a different web browser or use a 32-bit version of Internet Explorer.

The following images show what occurs when saving an FDF within 32-bit and 64-bit Internet Explorer:

Internet Explorer 32-bit	Internet Explorer 64-bit
	
Correctly saves to Campus	**Does not save to Campus**

If you are unsure which version of Internet Explorer you are using:

1. Open Internet Explorer.
2. Go to Help (or if on a newer version, select the Gear icon in the upper right-hand corner).
3. Select **About Internet Explorer**.
4. A window will appear, displaying information about the version of Internet Explorer you are currently running (see images below).

> The 32-bit version of Internet Explorer will not indicate it is 32-bit. Only the 64-bit version will explicitly call this out. However, in more recent versions of Internet Explorer this information is not indicated regardless of whether it is 32 or 64-bit.

Running 32-bit Internet Explorer	Running 64-bit Internet Explorer

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> You will want to create a desktop shortcut for the 32-bit version of Internet Explorer to ensure the correct version is used each time you access Campus.

Mozilla Firefox Settings (PC)

For the most recent browser versions that are supported in Campus, see the Supported Platforms article.

- Content Settings
- Privacy Settings
- Security Settings
- Advanced Network Settings
- Enabling Adobe Acrobat to Open PDF/FDF Files

> The following settings were based off of a Firefox 3.0 configuration. The names of settings and their locations may vary slightly in other versions.

To protect security, the following browser options should be configured. To access browser settings, navigate to the Tools menu and select **Options**.

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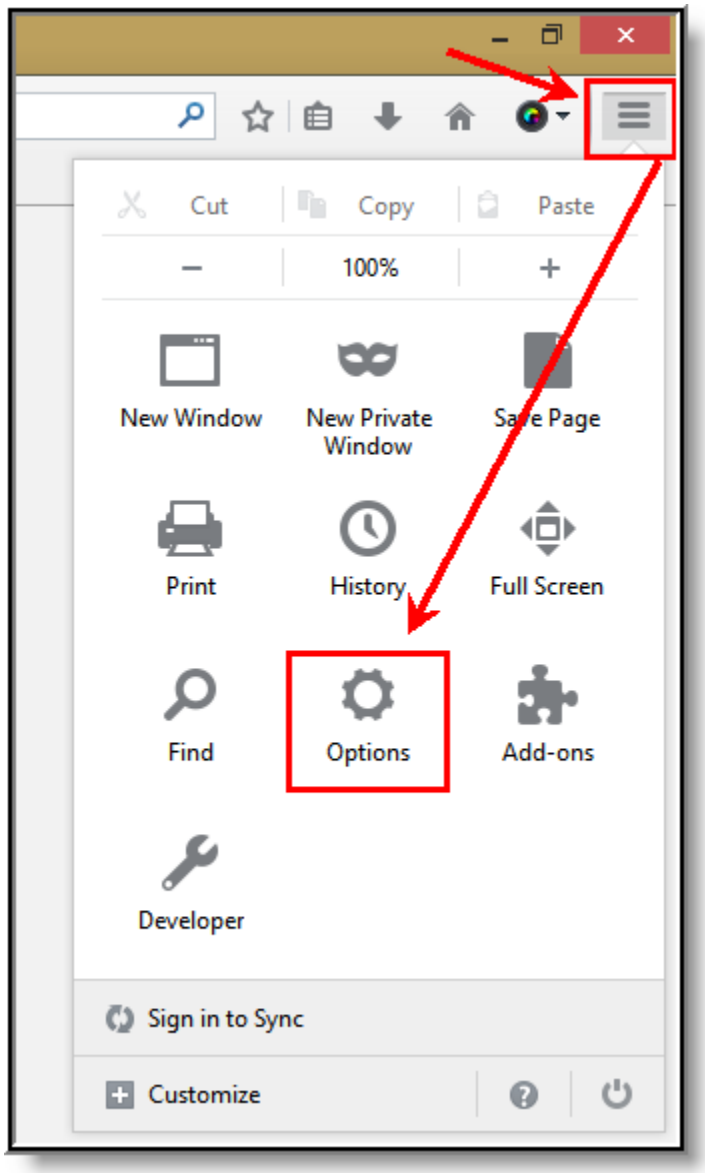

Image 12: Tools Menu (Firefox for Windows)

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Content Settings

On the Content tab:

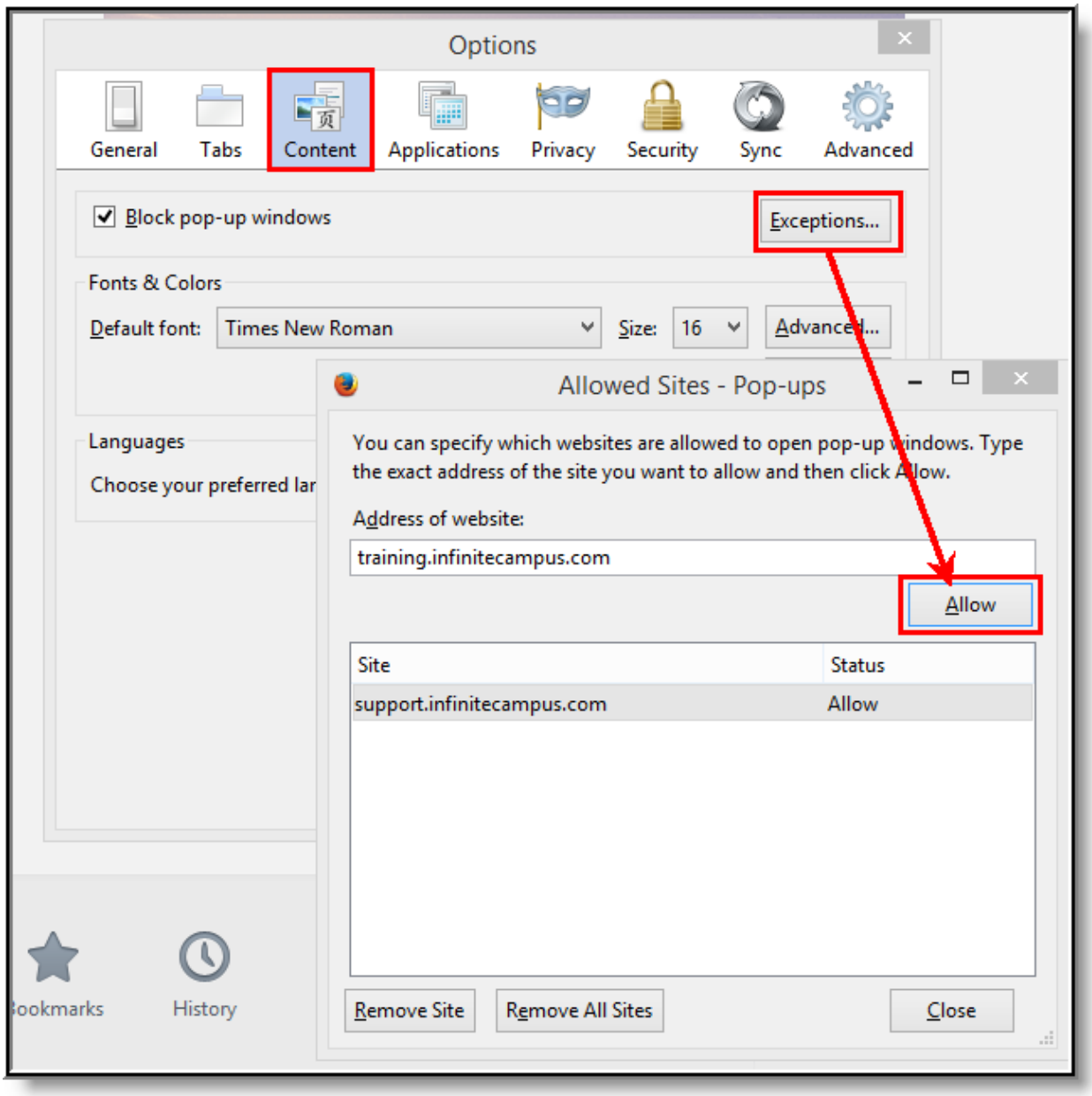

Image 13: Content Settings for Pop-Ups (Firefox for Windows)

Pop-up windows must be allowed on the Infinite Campus site in one of the following manners:

- Either the **Block Pop-Up Windows** checkbox is left unmarked, ***OR***
- The **Block Pop-Up Windows** checkbox is marked, but the Infinite Campus site is on the Allowed Sites list:
  - Click the **Exceptions** button.
    - Enter the Infinite Campus site URL in the **Address of Web site** field.
    - Click **Allow**.

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- Click **Close**.

Privacy Settings

On the Privacy tab:

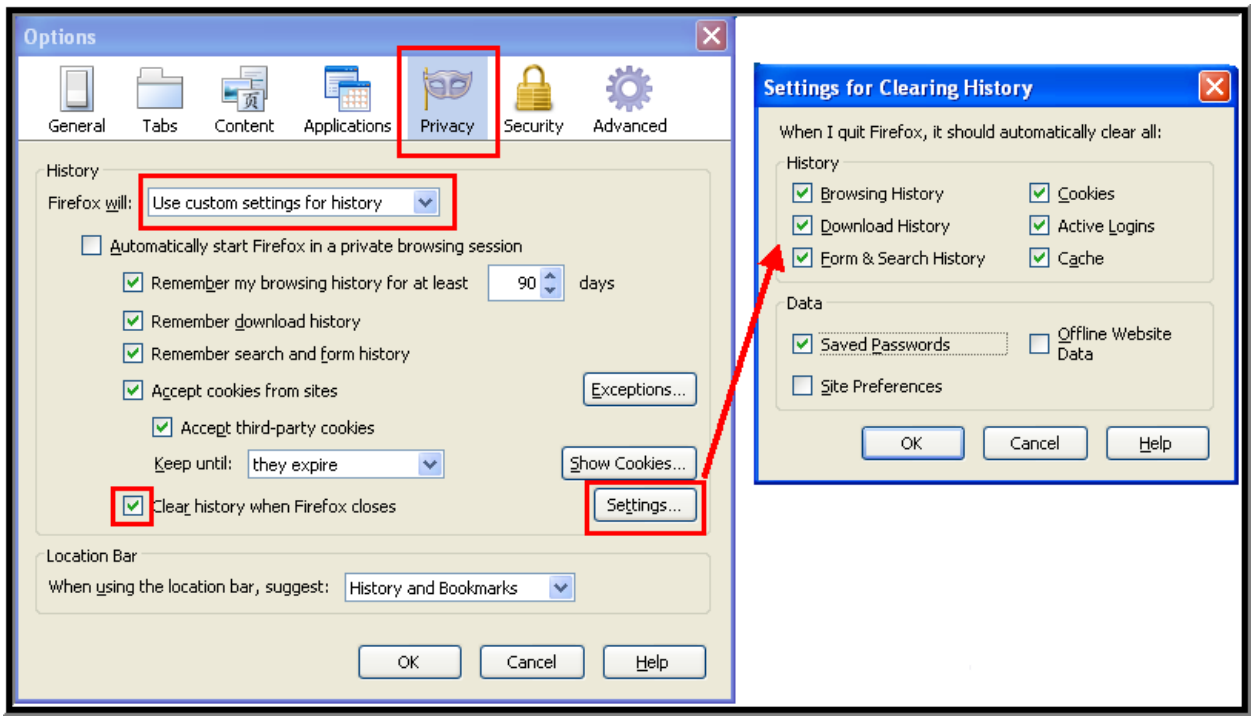

Image 14: Privacy Settings for Private Data (Firefox for Windows)

1. Select **Use custom settings for history** in the first dropdown list.
2. Mark the last checkbox, **Clear history when Firefox closes**.
3. Click the **Settings** button.
4. Mark (at least) the following checkboxes: **Form & Search History, Cookies, Cache,** and **Saved Passwords.**
5. Click **OK.**

> To clear history at any time, select **CTRL+Shift+Del** or select **Clear Recent History** under **Tools**
> .

Security Settings

On the Security tab:

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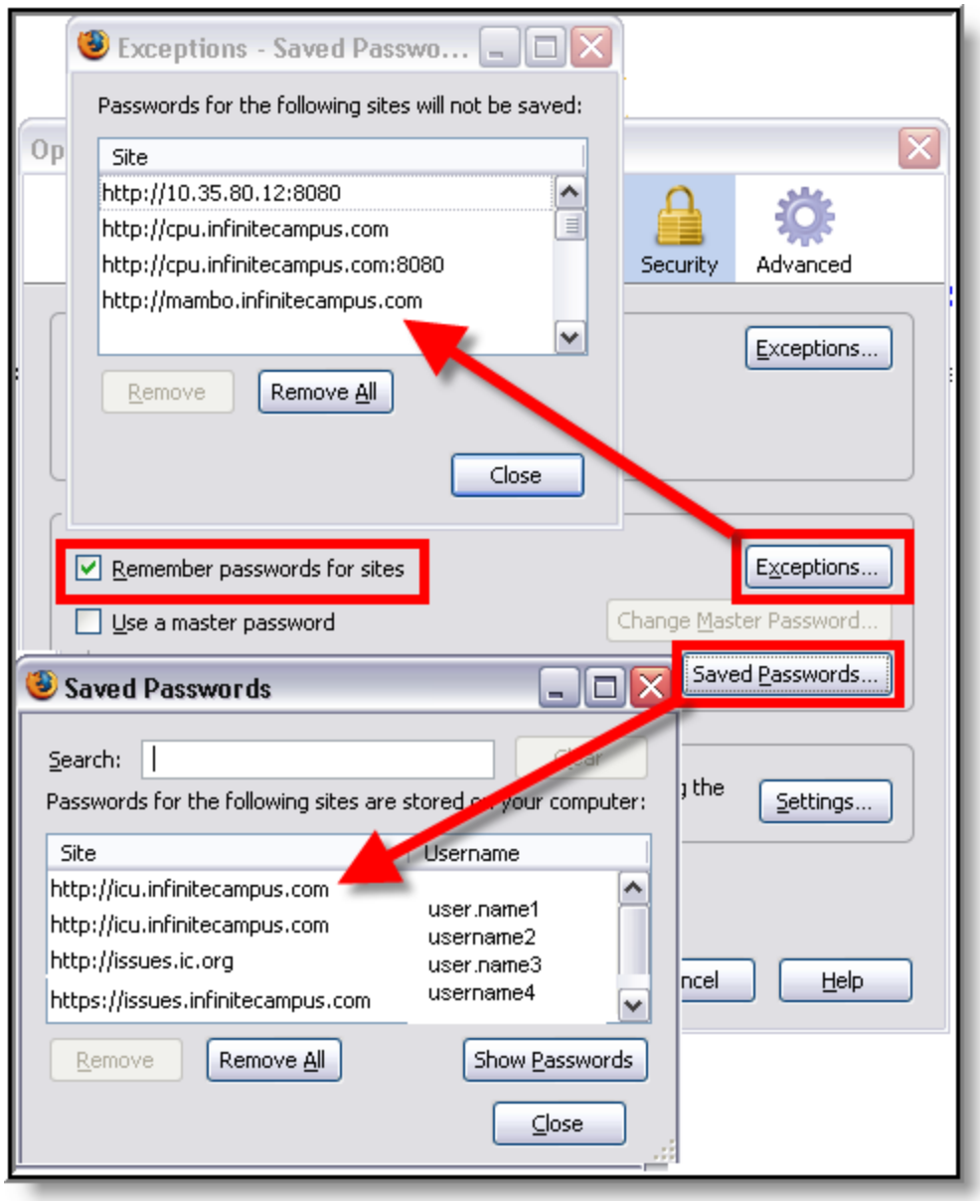

Image 15: Security Settings for Passwords (Firefox for Windows)

In the Passwords section:

- Remove the checkmark from the **Remember Passwords For Sites** checkbox, ***OR,***
- If passwords should be remembered, mark the **Remember Passwords For Sites** checkbox but verify that Infinite Campus sites are on the **Exception** list:
    - Click the **Exceptions** button.

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- Check for Infinite Campus sites on the Exceptions window. If Infinite Campus sites do not appear:
  - Click **Close** on the Exceptions window.
  - Click the **Saved Passwords** button to see if the usernames/passwords have already been stored.
  - **Remove** saved usernames/passwords for Infinite Campus sites.
  - Click **Close**.

Advanced Network Settings

On the Advanced tab:

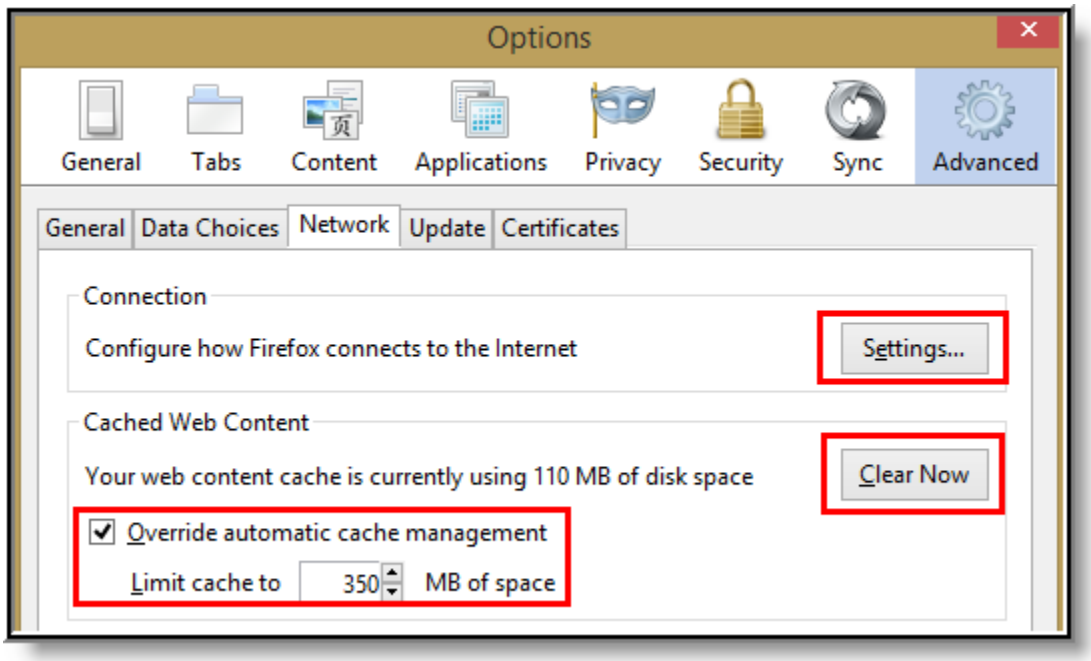

Image 16: Advanced Settings for Connections and Storage (Firefox for Windows)

1. Verify that the network Connection **Settings** reflect proper district/state setup.

   This setting is largely dependent on the distric/state's specific network configuration.

2. Click the **Clear Now** button to clear the network cache.
3. Mark the **Override automatic cache management** checkbox and set the cache limit accordingly.

Enabling Adobe Acrobat to Open PDF/FDF Files

Due to numerous issues caused by opening PDF and FDF files within Firefox's PDF plugin, users are highly encouraged to change the setting to open these files within Adobe Acrobat.

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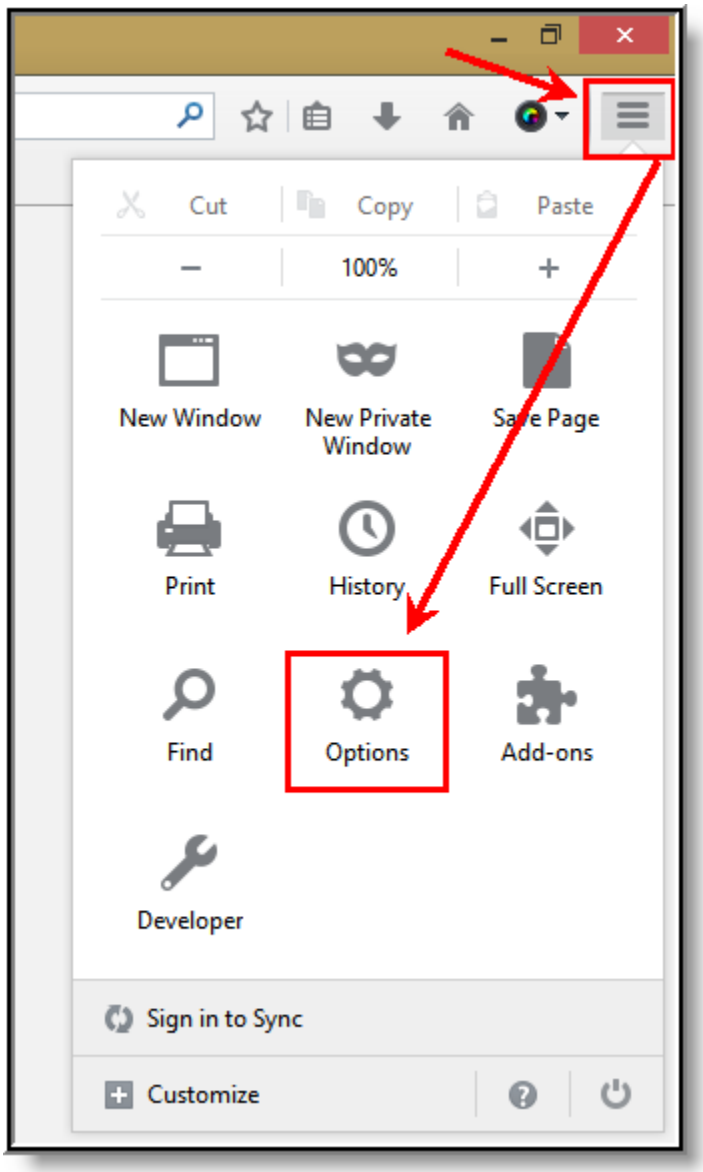

Image 17: Accessing Firefox Options

1. Select the three lines icon tab in the upper right-hand corner.
2. Select **Options** and then select **Options** again (see image above).
3. Select the **Applications** tab at the top and search for **pdf** within the search box provided. A Content Type of **Portable Document Format (PDF)** should appear (see image below).

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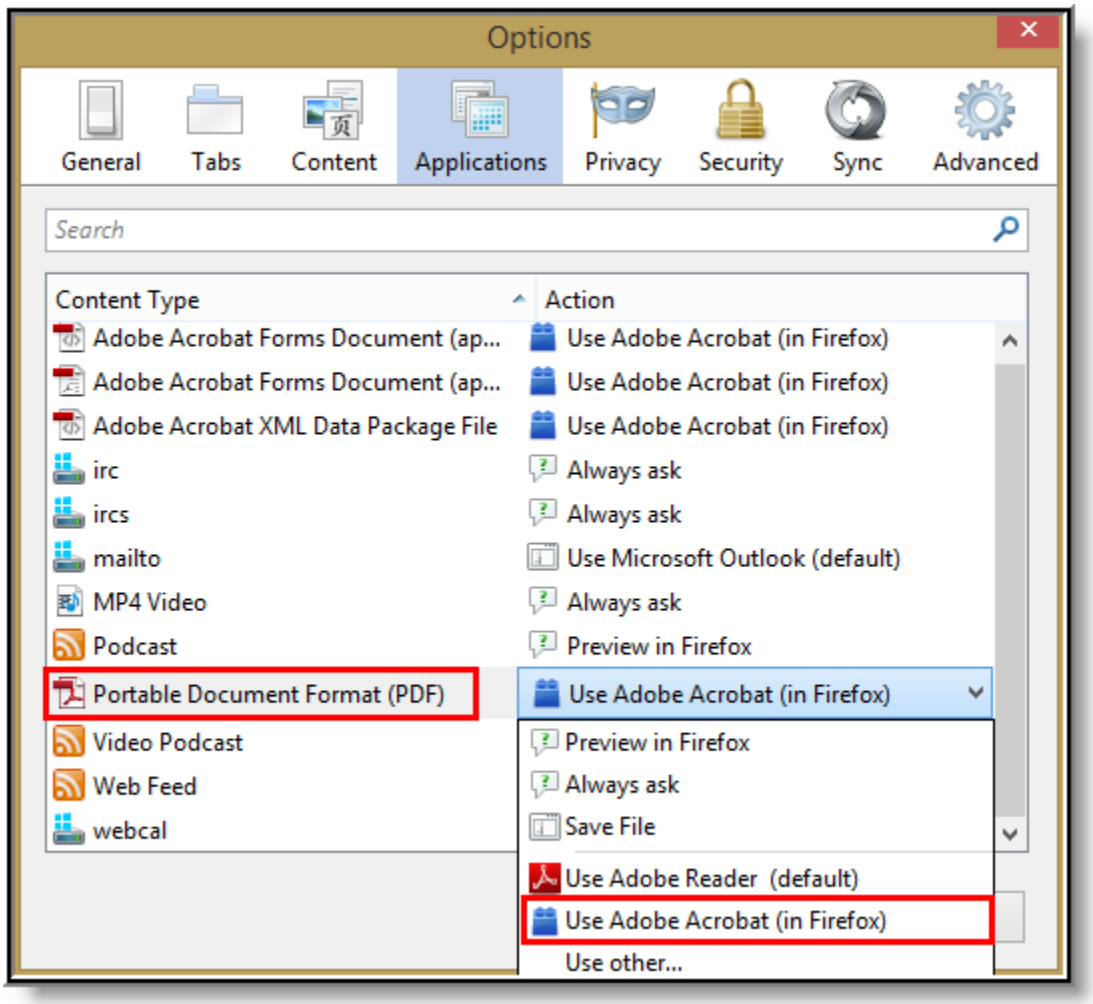

4. Set the Action to **Use Adobe Acrobat (in Firefox)** and select the **OK** button.

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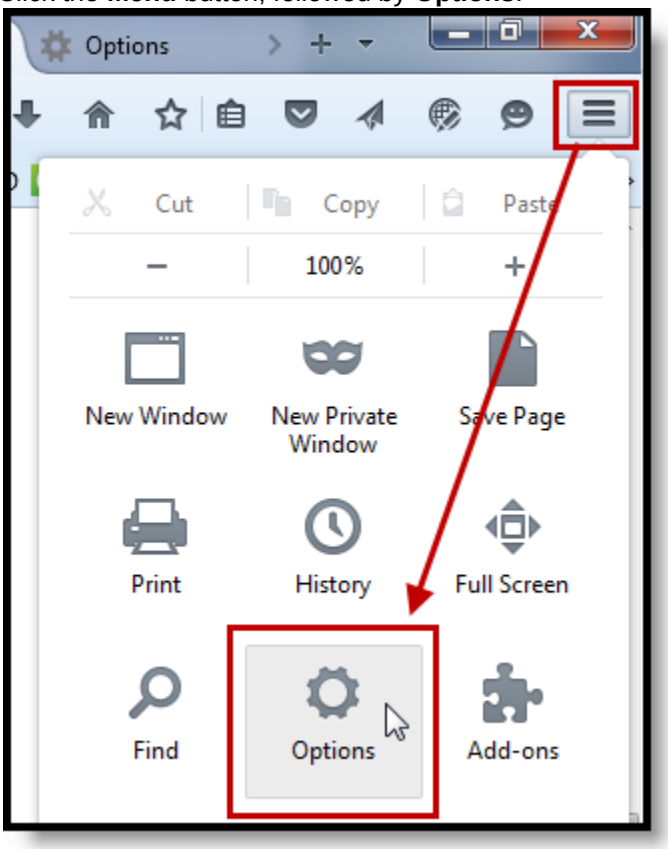
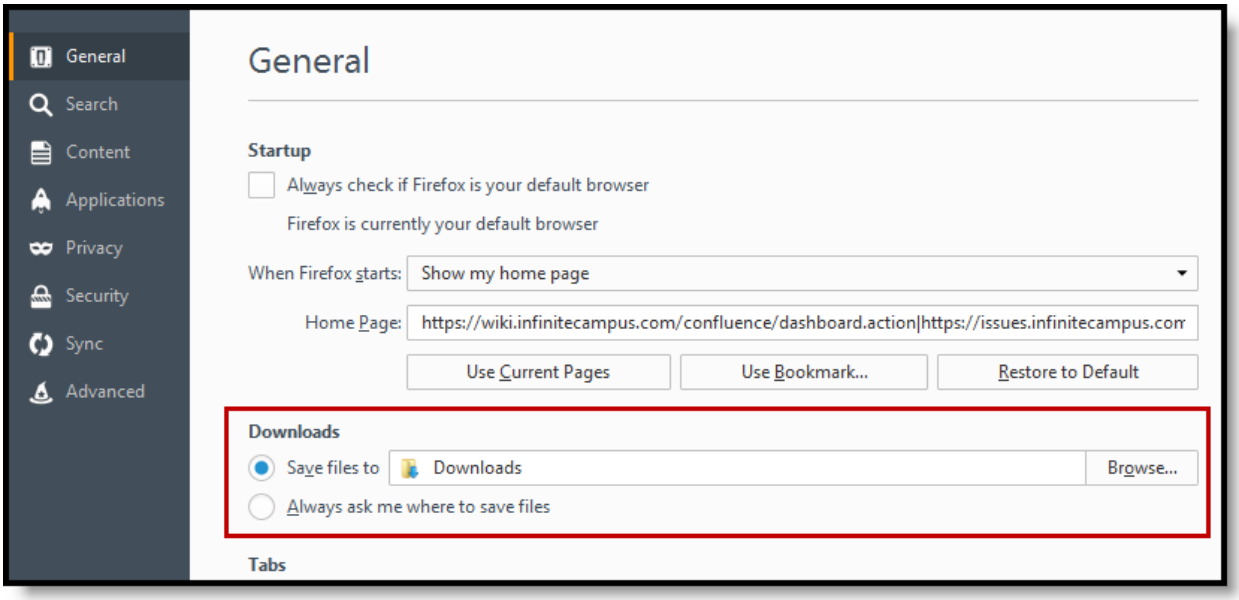
Download Settings

1. Click the **Menu** button, followed by **Options**.



2. In the **General** tab, scroll to the **Downloads** section. The location of the download directory is shown.



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Mozilla Firefox Settings (Mac)

For the most recent browser versions that are supported in Campus, see the Supported Platforms article.

- Content Settings
- Advanced Network Settings
- Privacy Settings
- Security Settings

> The names and locations of settings may vary slightly across versions.

To protect security, the following browser options should be configured. To access browser settings, navigate to the Firefox menu and select the **Preferences** option:

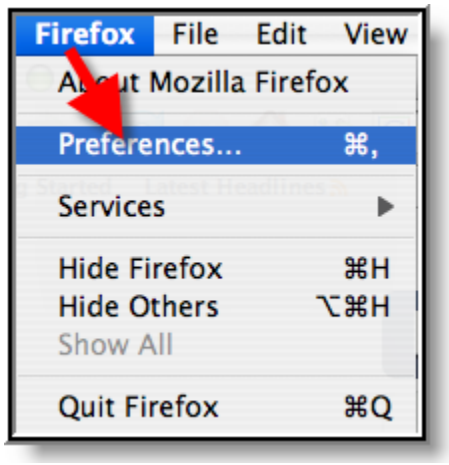

Image 18: Tools Menu (Firefox for Mac)

Content Settings

On the Content tab:

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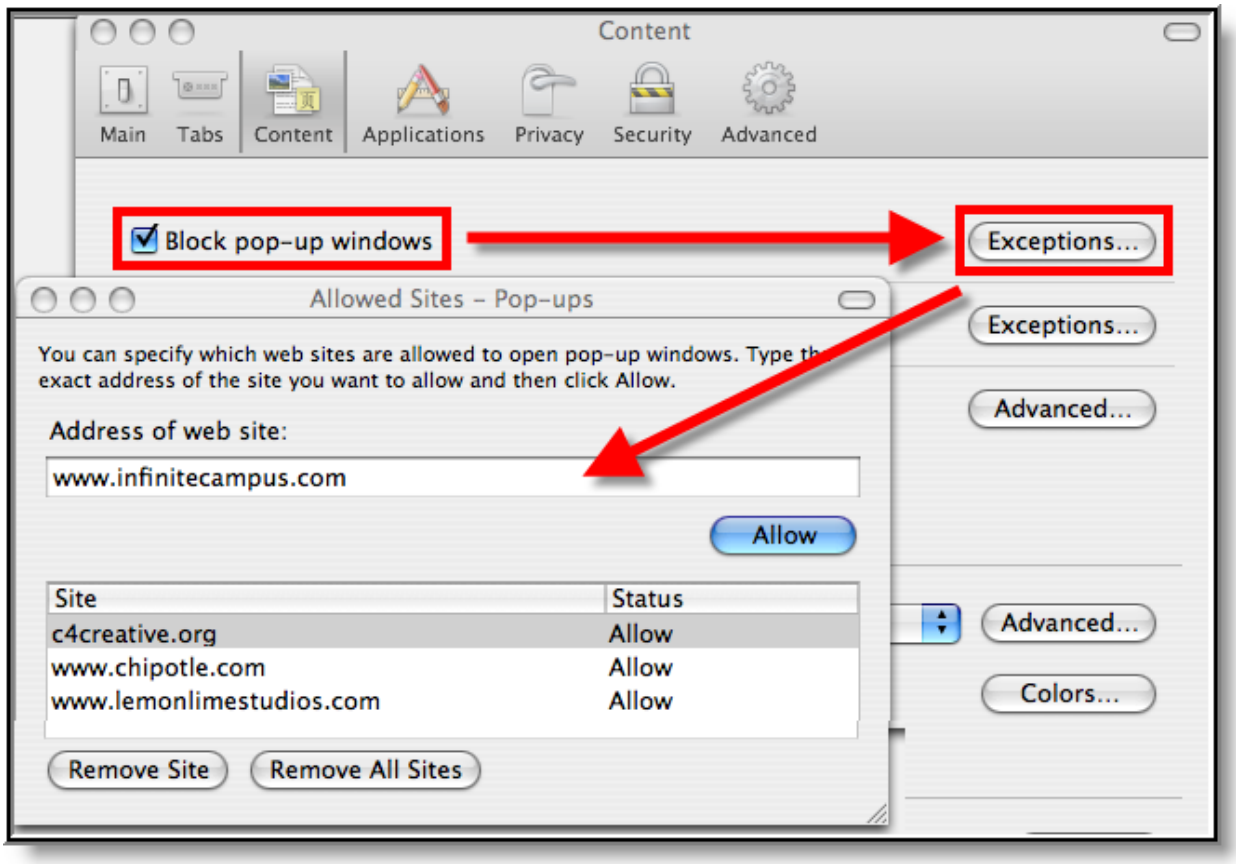

Image 19: Content Settings for Pop-ups (Firefox for Mac)

Pop-up windows must be allowed on the Infinite Campus site in one of the following manners:

- Either the **Block Pop-Up Windows** checkbox is left unmarked, ***OR***
- The **Block Pop-Up Windows** checkbox is marked, but the Infinite Campus site is on the Allowed Sites list:
  - Click the **Exceptions** button.
    - Enter the Infinite Campus site URL in the **Address of Web site** field.
    - Click **Allow**.

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- Exit the window.

Advanced Network Settings

On the Advanced tab:

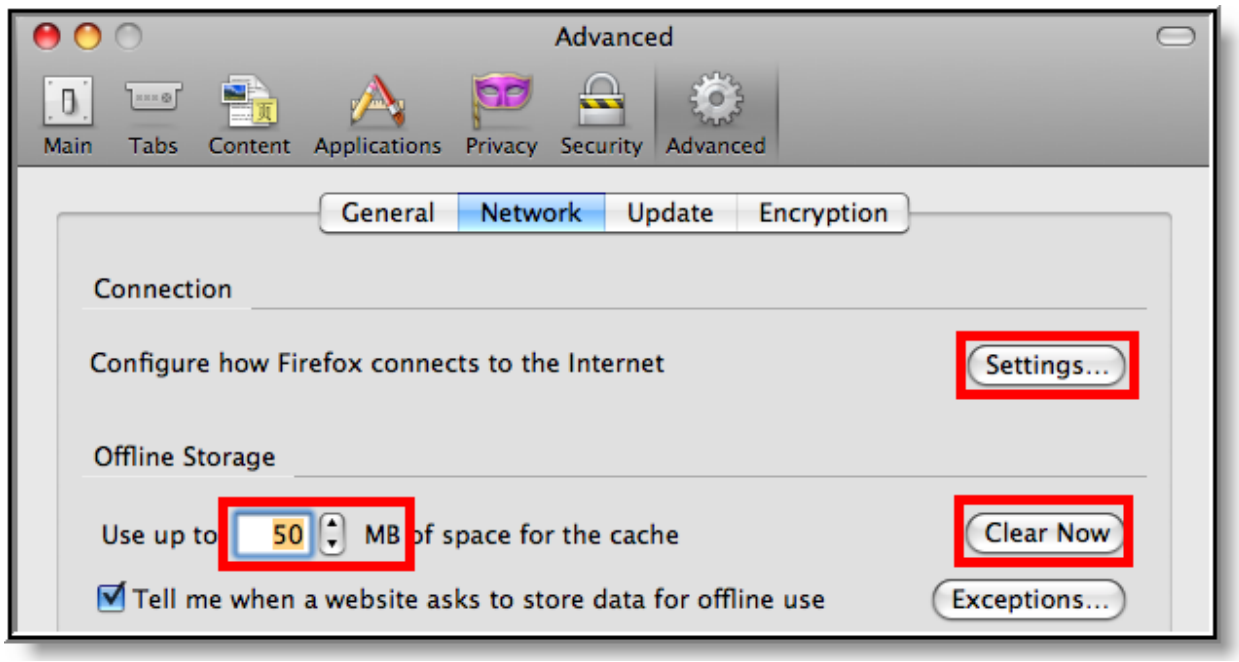

Image 20: Advanced Network Settings for Connection and Storage (Firefox for Mac)

1. Verify that the network Connection **Settings** reflect proper district/state setup.

   This setting is largely dependent on the district/state's specific network configuration.

2. Click the **Clear Now** button to clear the network cache.
3. Set the cached **MB** limit to a low number (*e.g.*, 50 or less).

Privacy Settings

On the Privacy tab:

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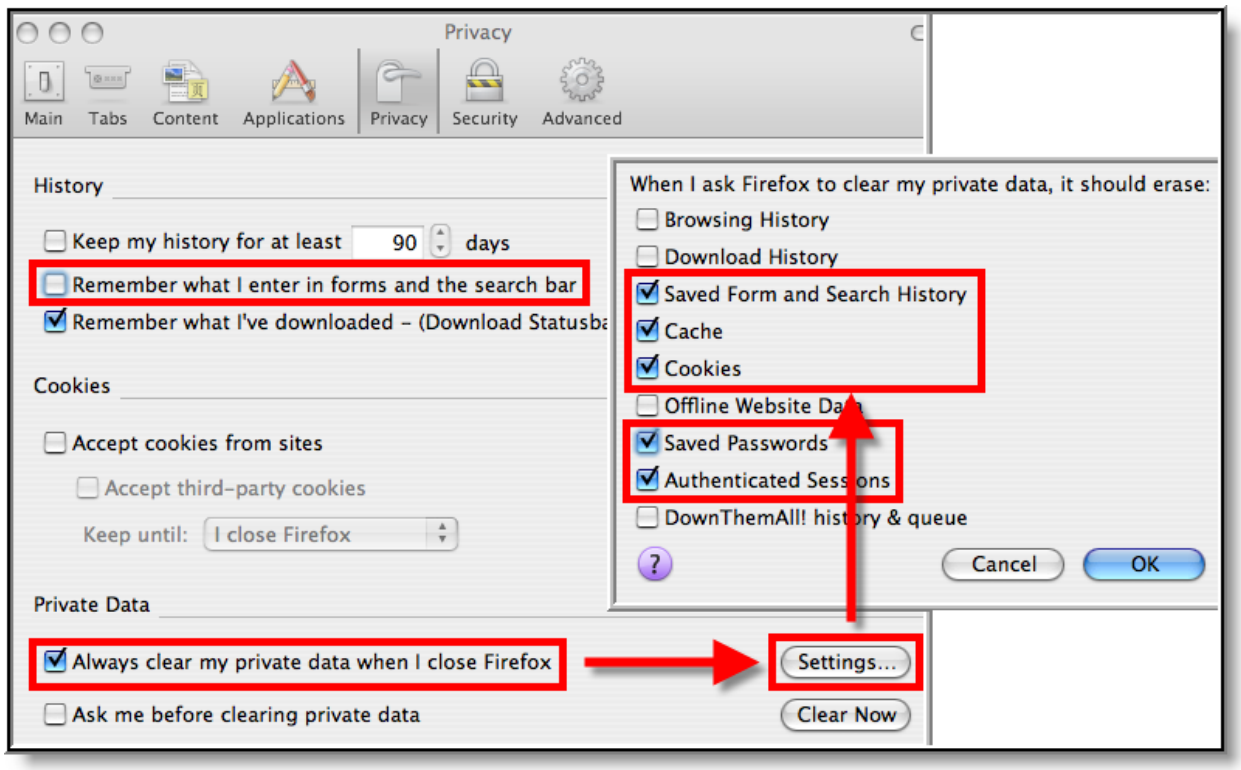

Image 21: Privacy Settings for History and Private Data (Firefox for Mac)

1. Set the Private Data settings to **Always Clear Private Data** on browser close.
2. Click **Settings**.
3. Mark at least the **Cache**, **Cookies**, **Saved Passwords** and **Authenticated Sessions** checkboxes.
4. Click **OK**.

> Click the **Clear Now** button at any time.

Security Settings

On the Security Tab:

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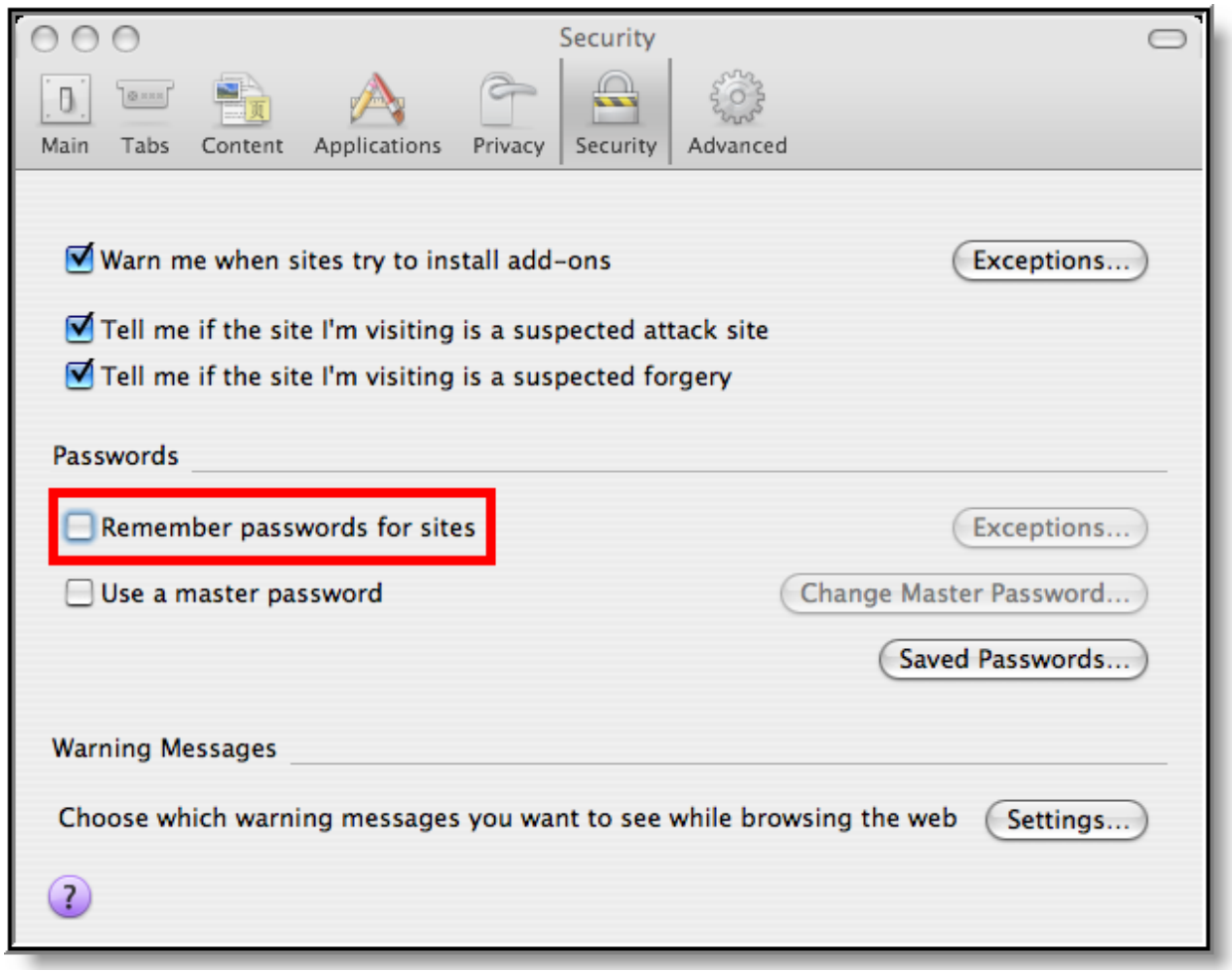

Image 22: Security Settings for Passwords (Firefox for Mac)

- Remove checkmark from the **Remember Passwords for Sites** checkbox, ***OR***,
- If passwords should be remembered, mark the **Remember Passwords For Sites** checkbox but verify that Infinite Campus sites are on the **Exception** list:
    - Click **Exceptions**.
        - Check for Infinite Campus sites on the Exceptions window. If Infinite Campus sites do not appear:
            - Close the Exceptions window.
            - Click the **Saved Passwords** button to see if the usernames/passwords have already been stored.
            - **Remove** saved usernames/passwords for Infinite Campus sites.
            - Close the Saved Passwords window.

Safari Settings (Mac)

For the most recent browser versions that are supported in Campus, see the Supported Platforms article.

- Enabling 32-bit Mode
- Security Settings

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- Properly Opening FDF/PDF Files

> The names and locations of settings may vary slightly across versions.
>
> **Accessing Campus within Private Browsing mode may cause problems/errors. Please do not access Campus using this option.**

Enabling 32-bit Mode

Infinite Campus recommends operating Safari in 32-bit mode to allow saving of FDF forms in Campus with Adobe Reader.

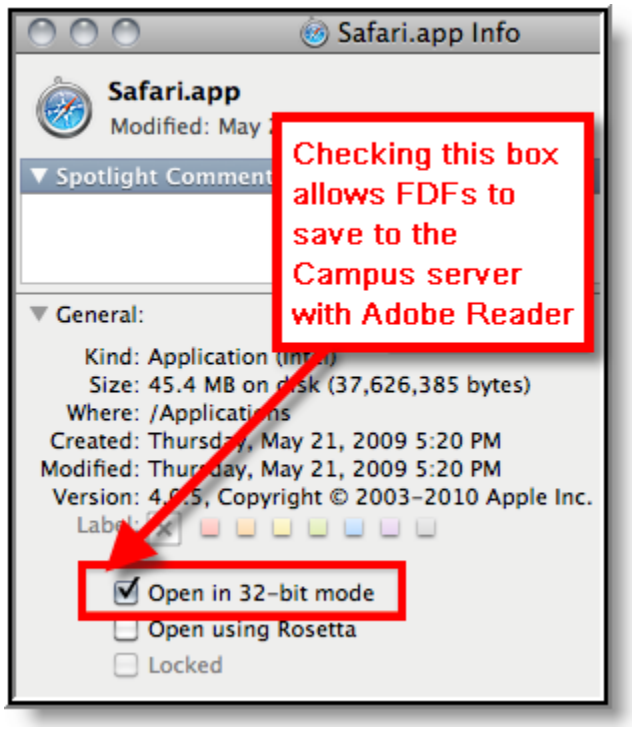

Image 23: Safari 32-bit Mode

1. Close all open Safari browsers.
2. Open a new **Finder** window.
3. Navigate to the **Applications** folder.
4. Select **Safari**.
5. Go to the **File** menu.
6. Select **Get Info**.
7. In the Safari Info window, open the **General** section.
8. Select the **Open in 32-bit Mode** checkbox.
9. Close the Safari Info window. Upon re-opening Safari, 32-bit mode will be enabled.

Security Settings

On the Safari menu (shown in *Image 19*), select the **Preferences** option. On the AutoFill tab, remove the checkmark from the auto-filling **Usernames and password** checkbox (see Image 24).

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Image 24: Preference Settings for AutoFill (Safari)

Properly Opening FDF/PDF Files when Using Safari 5.1+ on Mac OS X 10.6+

> Adobe has issued an update for Adobe Reader and Acrobat X which corrects PDF and FDF issues found within Safari 5.1+ and OS X 10.6+. Users are highly encouraged to update to Adobe Reader and/or Acrobat X 10.1.3.
>
> For more information about this update, click here. To download Adobe Reader 10.1.3, click here .

For users who need to open FDF files within Safari 5.1 while running on OS X 10.6+ and are not able to update Adobe Reader and/or Acrobat to 10.1.3, the following workaround must be performed.

Step 1.

Single-click the FDF file you wish to open (outside of Campus) while holding the **Control** key. From the File menu, select **Get Info** (or select the file and press **Command - I**). See the image below.

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Image 25: Accessing the Get Info Window

Step 2.

In the Info window, click the triangle next to **Open with:** to expand the dropdown list. From the **Open with:** dropdown list, select **Acrobat Reader** (see image below). Skip to Step 4.

If Acrobat Reader is not listed or the version listed is not the most up-to-date version installed on the computer, select **Other...** within the **Open with:** dropdown list and proceed to Step 3.

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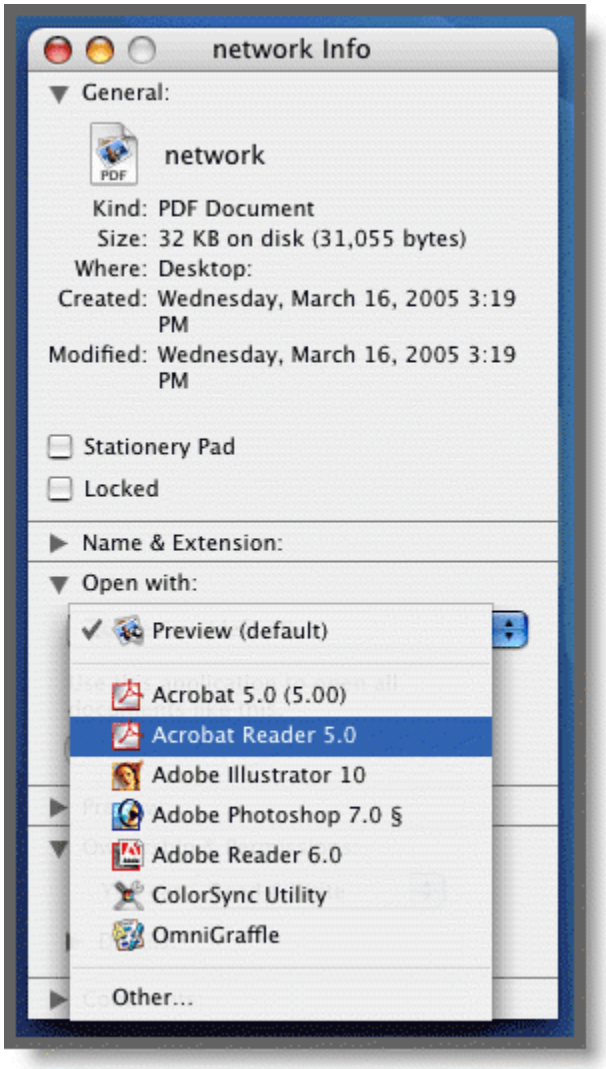

Image 26: Modifying Open With Settings

Step 3.

Once **Other...** is selected from the **Open with:** dropdown list, navigate through the Applications folder and locate the icon for the Adobe Reader application. Select the Adobe Reader application so that it highlights in blue and click the **Add** button (see the image below).

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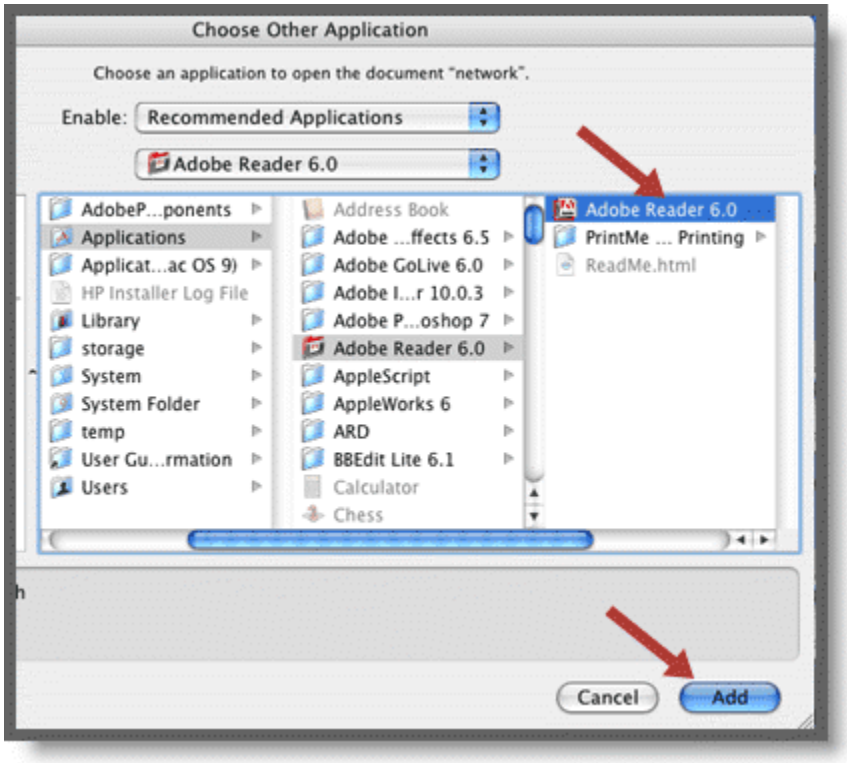

Image 27: Selecting the Adobe Reader Application

Step 4.

Within the Info window, click the **Change All...** button so that all subsequent PDF and FDF files will automatically open within Adobe Acrobat Reader instead of within the web browser (see image below). A confirmation message will appear, requiring you to click **Continue** in order to complete changes made.

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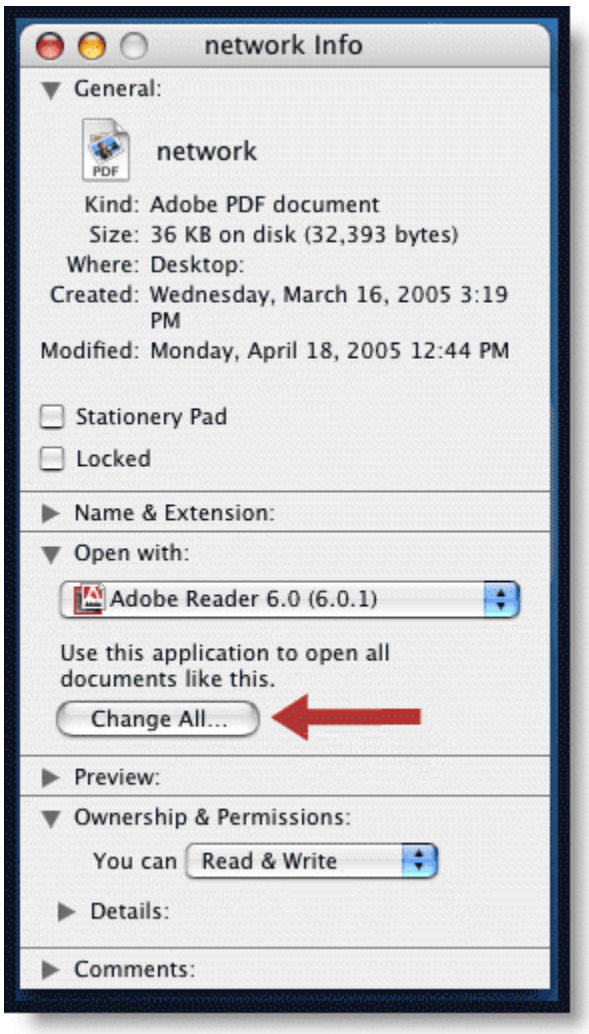

Image 28: Changing All PDF Documents to Open in Adobe Reader

Download Settings

These download settings are specific to being able to edit FDF simple forms in Safari without having to download the file to your computer.

1. Click the **Safari** menu and then **Preferences**.
2. Click the **Security** tab and then **Website Settings** next to *Internet plug-ins: Allow Plug-ins*.

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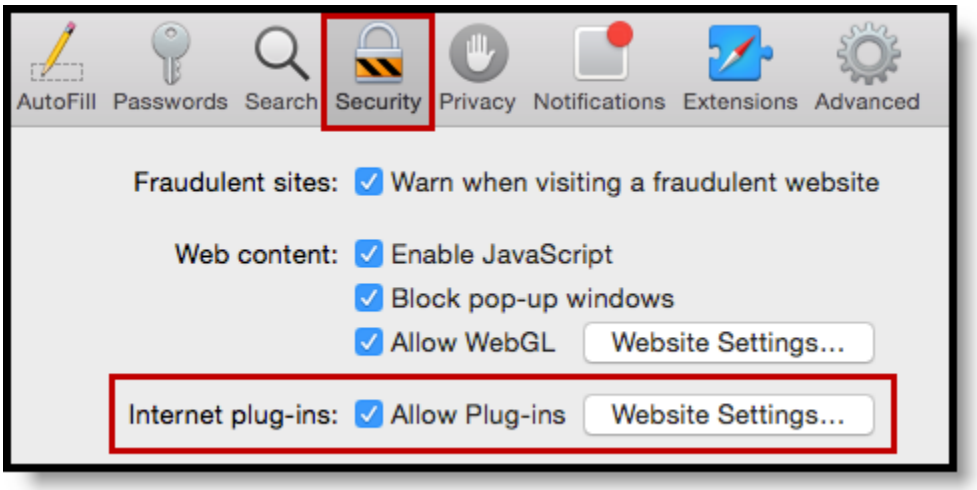
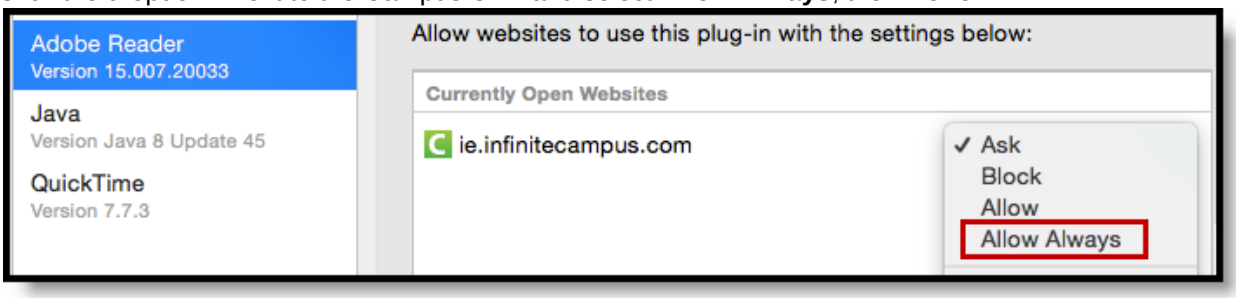


3. Select **Adobe Reader** and make sure the Campus URL is listed in the *Currently Open Websites* list.
4. Click the dropdown next to the Campus URL and select **Allow Always**, then **Done**.



Chrome Settings (PC)

For the most recent browser versions that are supported in Campus, see the Supported Platforms article.

- Download Settings
- Privacy Settings
- Content Settings
- Clearing the Browser History
- Disabling the Chrome PDF Viewer

To access the browser settings, select the three lines button in the upper right-hand corner of the browser window and select **Settings** (see image below).

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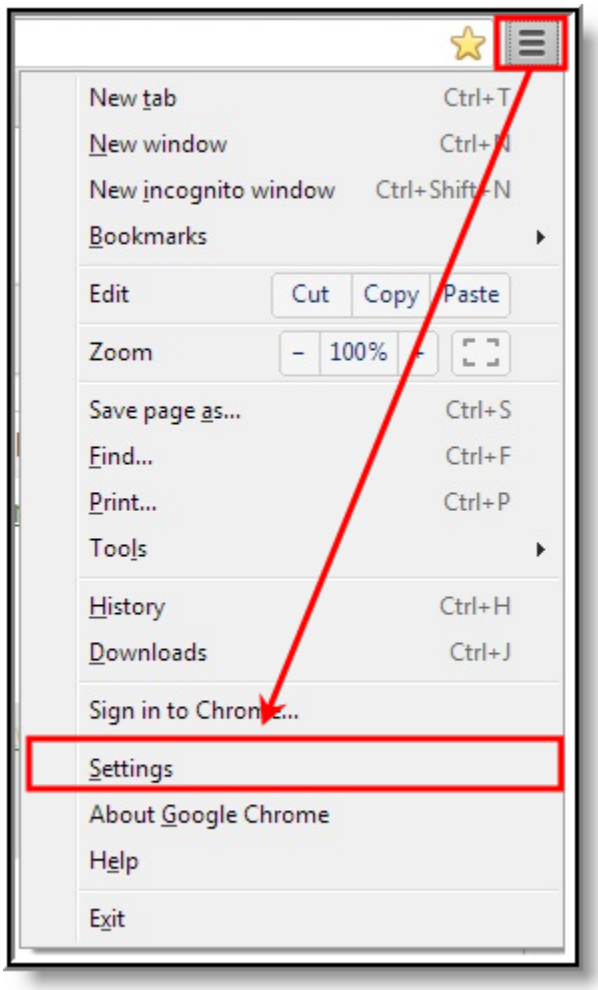

Image 29: Chrome Settings Men

The following settings are recommended:

Download Settings

You should specify where files downloaded using Chrome should be saved on your computer.

1. Select the three lines button in the upper right-hand corner of the browser window to open the **Menu**, then click **Settings**.

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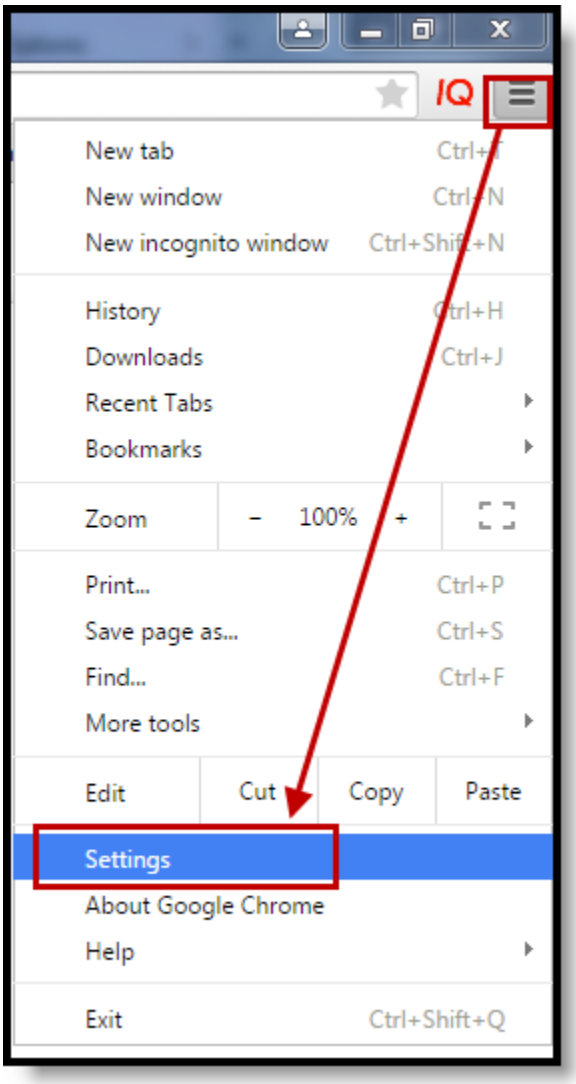

2. Scroll to the bottom of the settings menu and click **Show advanced settings**. Additional settings display below.
3. Scroll down to the Downloads section.
    - To change the default location for downloaded files, click the **Change** button and select where files should be stored.
    - To have Chrome prompt you to select a location each time a file is downloaded, mark the **Ask where to save each file before downloading** checkbox.

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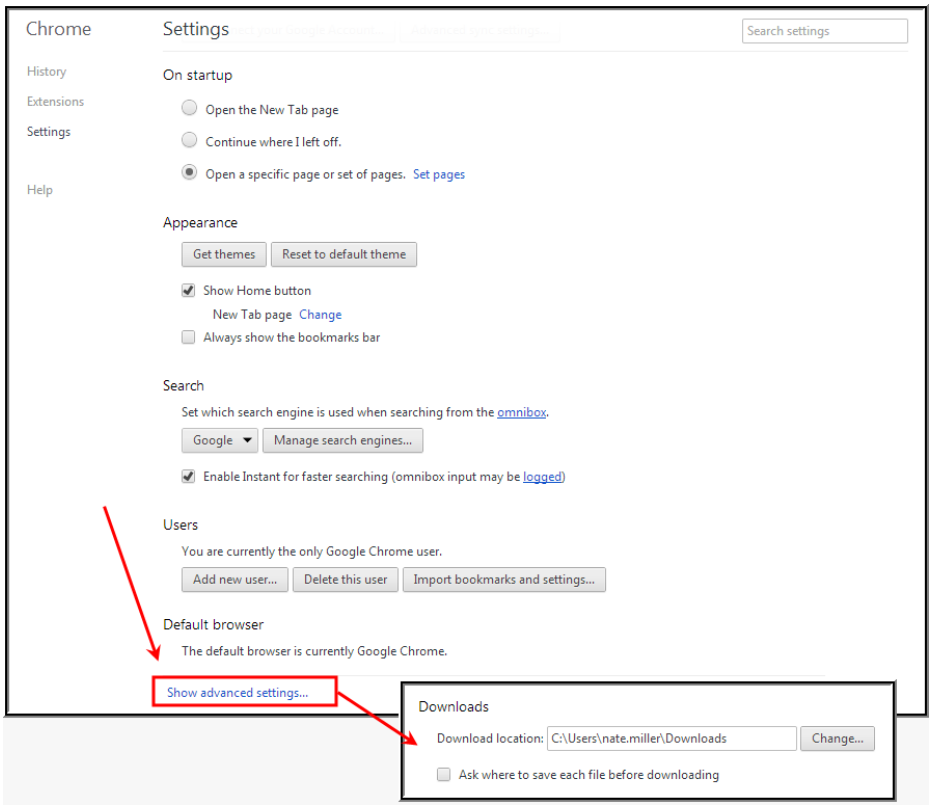

For more information about downloading FDFs in Chrome, see the Documents article.

Privacy Settings

Privacy settings should be reviewed to ensure they meet your district's policies and requirements.

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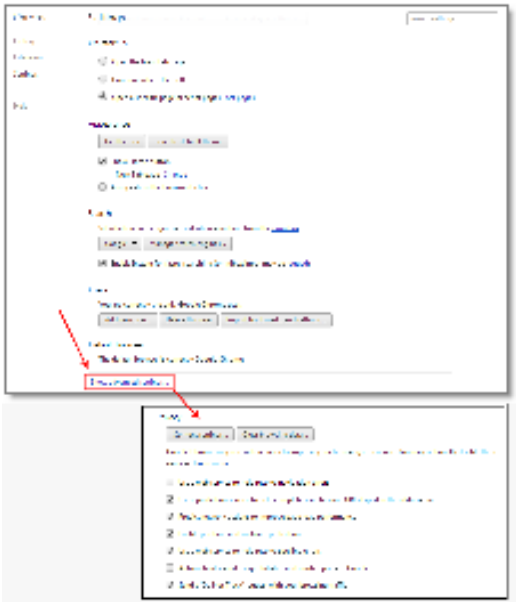

Image 30: Accessing Privacy Settings

1. Select the three lines button in the upper right-hand corner of the browser window.
2. Select **Settings**.
3. Scroll down and select **Show advanced settings**.
4. Scroll down to the Privacy Settings section.

Content Settings

You should adjust the browser's pop-up blocker to exclude Campus pop-up windows.

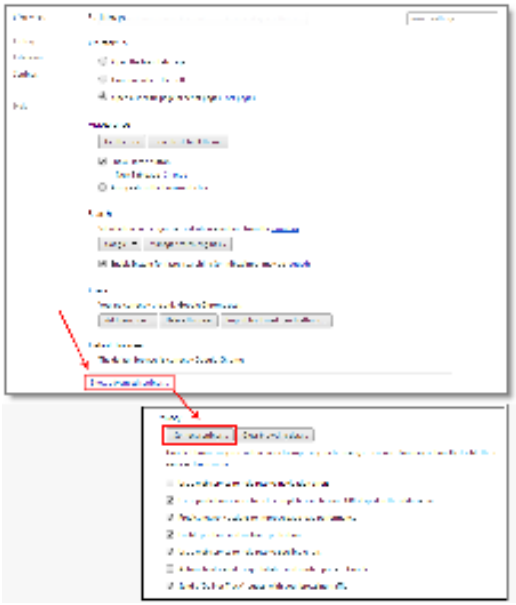

Image 31: Modifying the Pop-up Blocker

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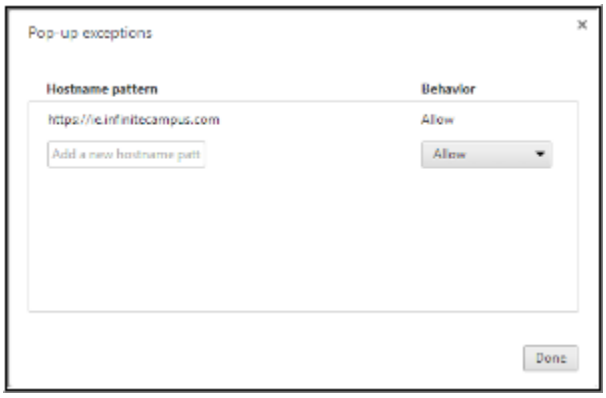
1. Select the three lines button in the upper right-hand corner of the browser window.
2. Select **Settings.**
3. Scroll down and select **Show advanced settings**.
4. Scroll down to the Privacy Settings section.
5. Select the **Content Settings** button.
6. Scroll to the Pop-ups section and select the **Manage Exceptions** button (see image below).

7. Enter the URL of the Campus application in the **Add a new hostname patt** field, set the **Behavior** to *Allow* and click the **Done** button (see image below).



Clearing the Browser History

It is good practice to clear your browsing history on a regular basis.

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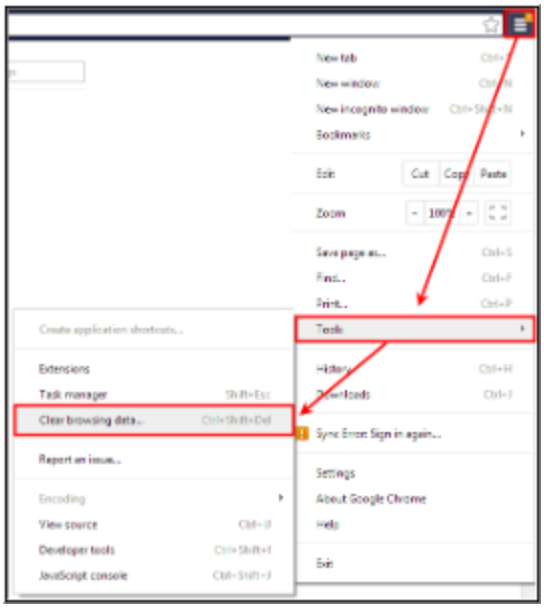
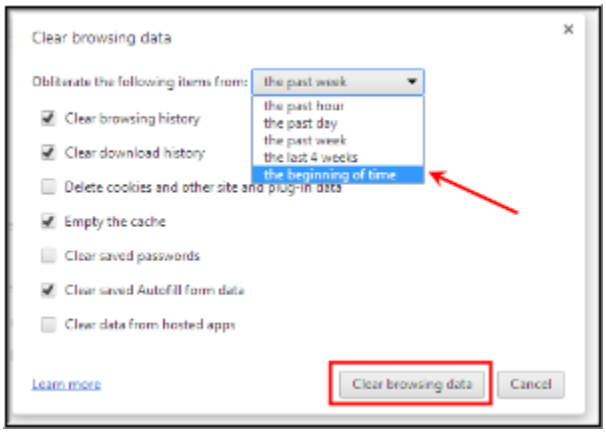


Image 32: Clearing Browsing History

1. Select the three lines button in the upper right-hand corner of the browser window.
2. Select **Tools**.
3. Select **Clear browsing data**.
4. Select the **Beginning of time** option to clear your entire browsing history.
5. Click **Clear browsing data**.



Disabling the Chrome PDF Viewer

Due to numerous issues caused by opening PDF and FDF files within Chrome's PDF Viewer, users are highly encouraged to disable the Chrome PDF Viewer plug-in and enable the Adobe Reader plug-in.

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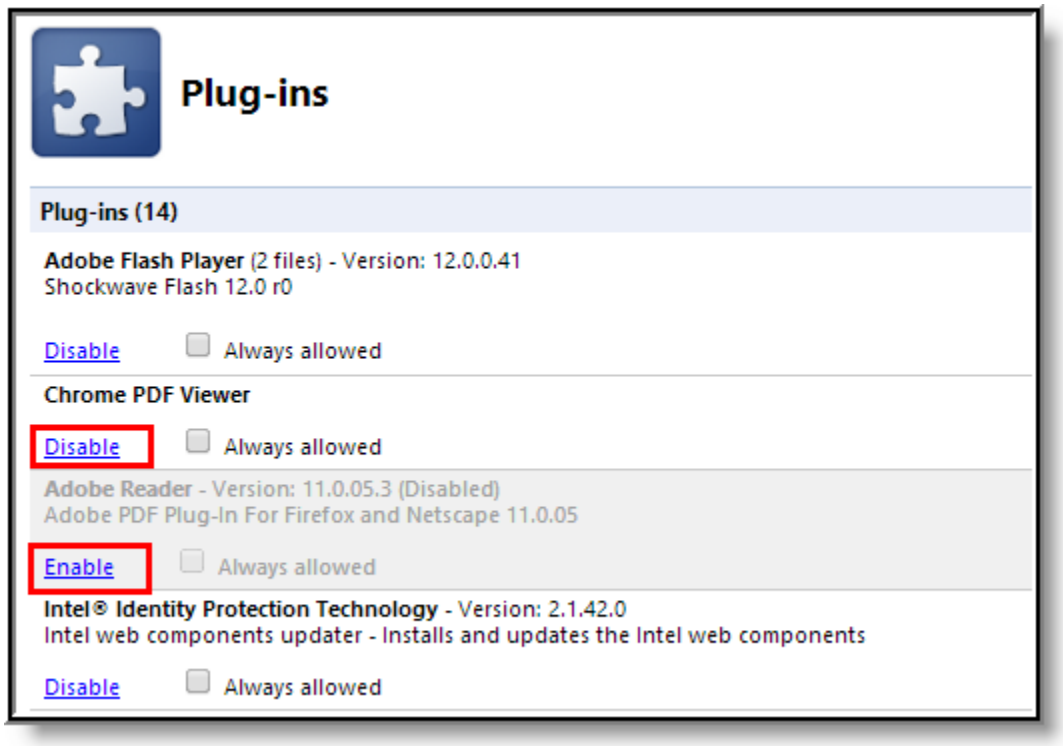

Image 33: Disabling the Chrome PDF Viewer

1. Enter **chrome://plugins** into the URL bar and hit enter. A list of installed browser plug-ins will appear (see image above).
2. Locate the **Chrome PDF Viewer** plug-in and click **Disable**.
3. Locate the **Adobe Reader** plug-in and click **Enable**.

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