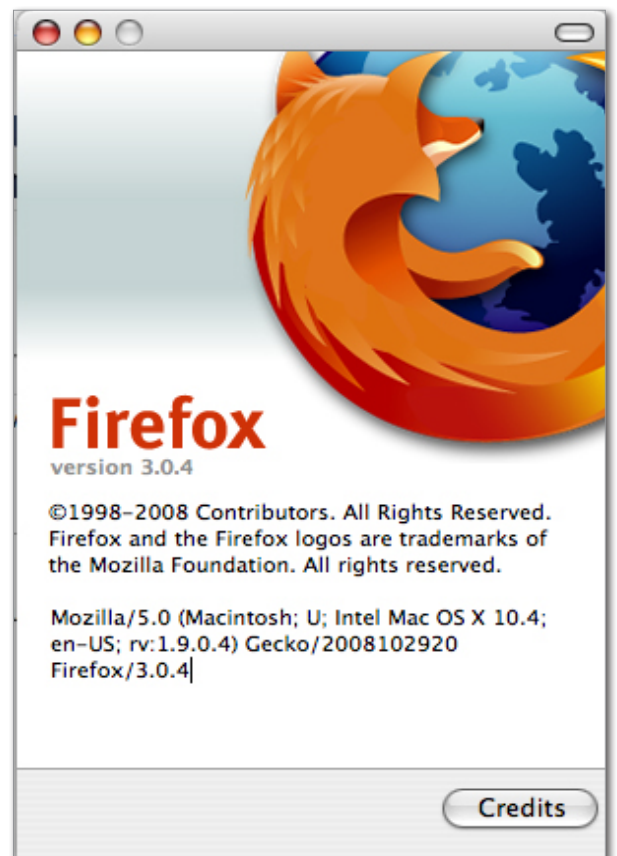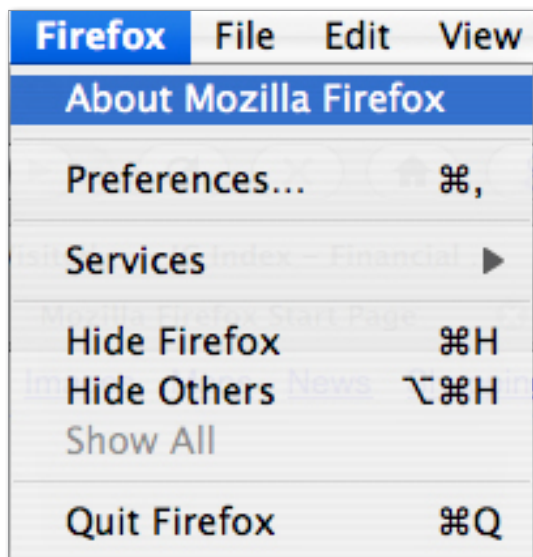# Configuring Mozilla Firefox

Please Note:

If you are running an older version of Firefox (Version 2.0.0.18 and below) please upgrade to Version 3 by navigating to **http://www.firefox.com** and downloading the latest version.

- To check your version, open Firefox, go to the **'Firefox'** menu, then select **'About Mozilla Firefox'**

- To check if there is an update available for Firefox go to the **'Help'** menu, then select **'Check for Updates'**
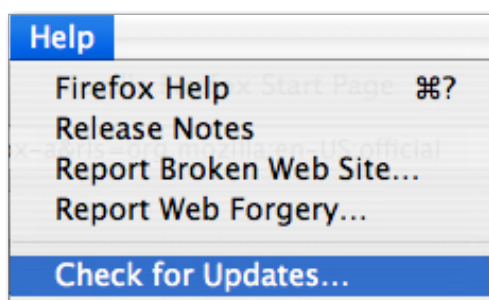
To ensure you have your Firefox browser set up correctly, please follow the instructions below:

1. Close all Firefox browser windows you currently have open, then launch a new Firefox browser.

2. Type the IG website address into the address bar and press **'Enter'**. Once the page has loaded, click into the account login box, then press and hold **' key + R'** on your keyboard. This will instruct the browser to obtain the most up-to-date version of the website.

Now check to see whether the problem still exists. If so, continue on to Step 3.

3. Click on **'Tools'**, then click on **'Clear Private Data'**
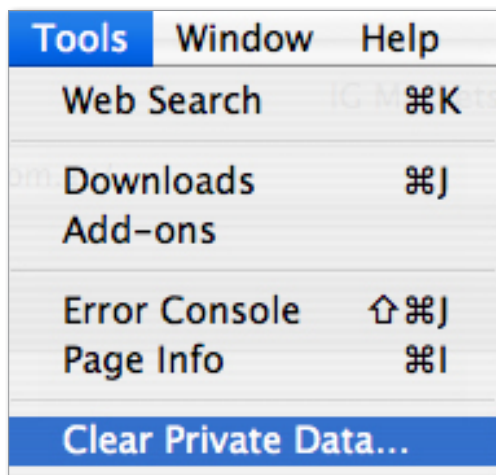
4. Ensure '**Cache'**, **'Cookies'** and **'Authenticated Sessions'** are selected, then click on 'Clear Private Data Now'
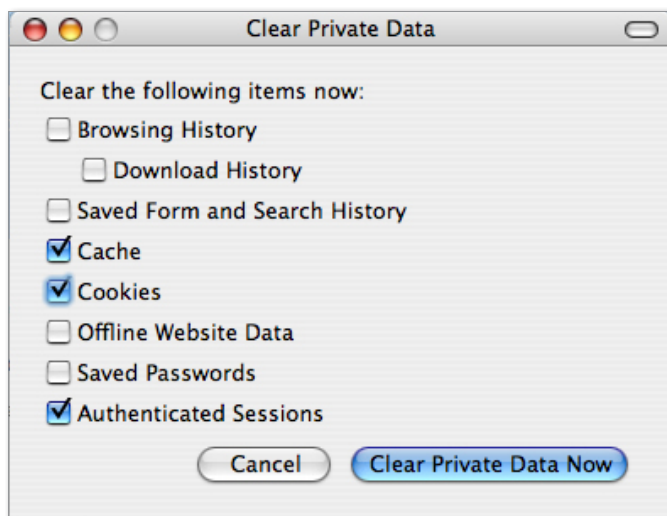
5. Now go to the **'Firefox'** menu, then click on **'Preferences'**

6. Click on the **'Content'** tab and ensure that **'Enable JavaScript'** & **'Enable Java'** options are ticked
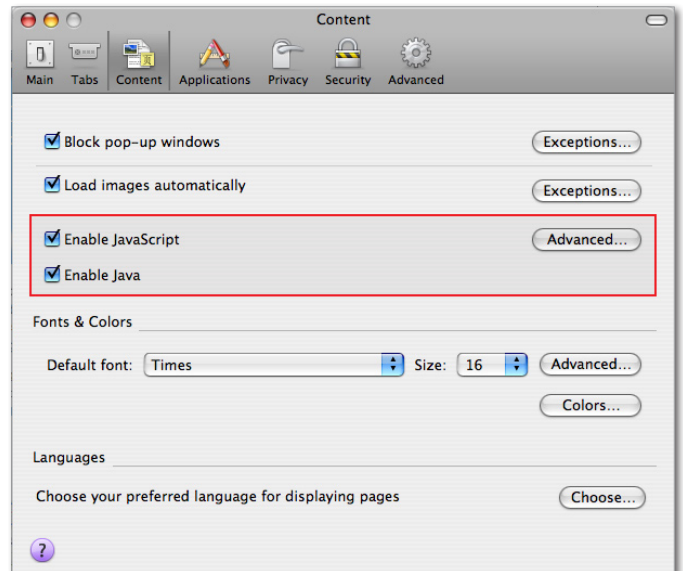
7. Now click on the **'Privacy'** tab. Under **'Cookies'** ensure **'Accept cookies from sites'** & **'Accept third-party cookies'** are ticked.
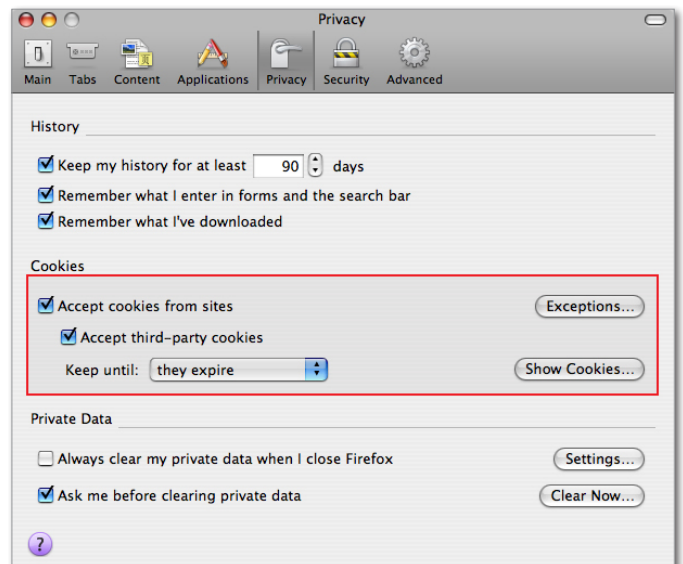
8. Now close the Preferences window and close Firefox.

Restart your Internet Connection

To help resolve any internet connection issues, please restart your internet connection device.

Router/Modem – Simply unplug the power cable for 30 seconds, then plug it back in.

(Please note: This will affect other programs you have running as you will temporarily lose your internet connection. It will automatically reconnect after 1-2 minutes).

It is advisable to restart your router or modem on a regular basis to ensure you have a 'fresh' connection to your Internet Service Provider (ISP).

3G/Wireless USB Modem – Simply restart your computer then reconnect to your wireless Internet provider.

If the problem is not resolved there may be further problems with the browser, or security software currently running on your computer may be causing an issue.

Advanced Troubleshooting instructions for Firefox are contained below, however if you are unsure about anything please contact Helpdesk and provide details of any security software (antivirus or firewall) you currently have installed.

ADVANCED TROUBLESHOOTING: ONLY PERFORM THESE STEPS IF THE INSTRUCTIONS ABOVE DID NOT RESOLVE THE PROBLEM

Reset Mozilla Firefox to original settings (Version 3.0.1 or above)

1. Ensure all Firefox browser windows are closed

2. Close down the Firefox application from being active on the '**Dock**' bar. Right-click on the Firefox icon by holding down the '**ctrl**' key and simultaneously click on the mouse button. A small menu will appear, select the '**Quit**' option.

3. Now go to the **'Finder'** menu bar then select **'Go'**. Click **'Applications'**.
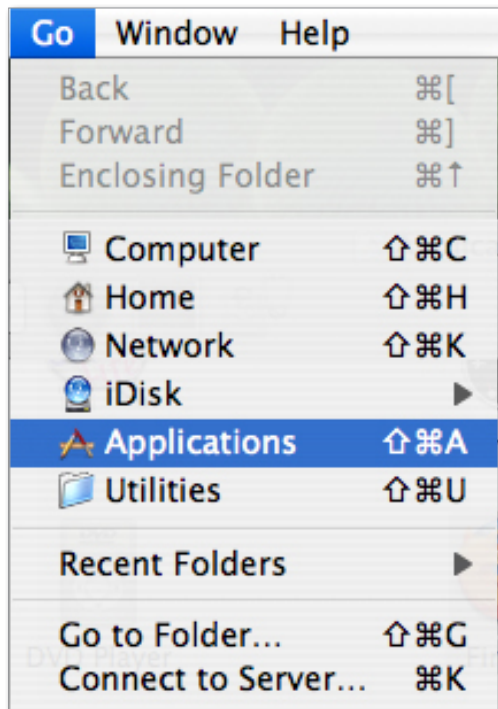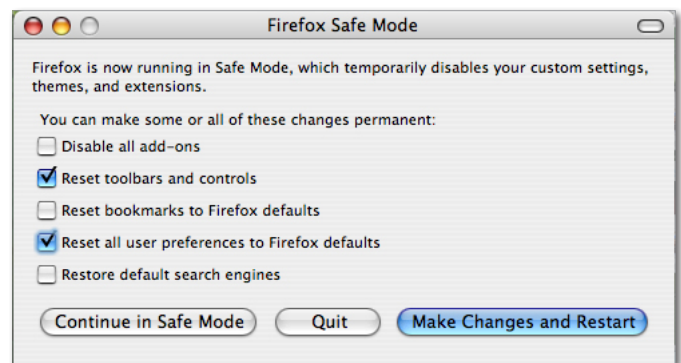

4. In the applications folder, highlight the Firefox icon (click on it once). Then hold down the **'Alt'** key and double-click the Firefox icon. This will open the **'Firefox Safe Mode'** window.

5. Ensure the following two options are checked:

'Reset toolbars and controls'

'Reset all user preferences to Firefox defaults'

NOTE: Doing this will not delete your bookmarks, stored passwords or form data (names, address, usernames, or any previously entered data on a website).

6. Once they have been checked, click **'Make Changes and Restart'**.

7. Firefox will now restart.

When prompted to choose your default browser, un-tick **'Always perform this check when starting Firefox.'**, then click **'No'**.