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JobAid: MyPrint Web Browsers

Browser Selection

As of September 2015, end-users can use any of the browsers (and versions) listed below.

- Internet Explorer — Version 11 or higher
- Firefox — Version 35 or higher
- Chrome — Version 40 or higher
- Safari — Latest version. **Note:** Limited application access. Safari will work **only** with the **Customer Access** and **Reservations** modules.

Browser Selection

Because myPrint is a web-based application, it is not recommended to cache files locally. Clearing the cache helps ensure that everything is reloaded and accurate each time a page load takes place. Clearing the cache assists web browsers work with the latest changes from the application.

Clear the cache in Internet Explorer

1. Click the **Tools icon** in the upper right hand **corner**
2. Click **Safety** in the drop down list
3. Click **Delete** browsing history in the sub-menu
4. Deselect **Preserve Favorites website data**
5. Click Delete to empty the cache

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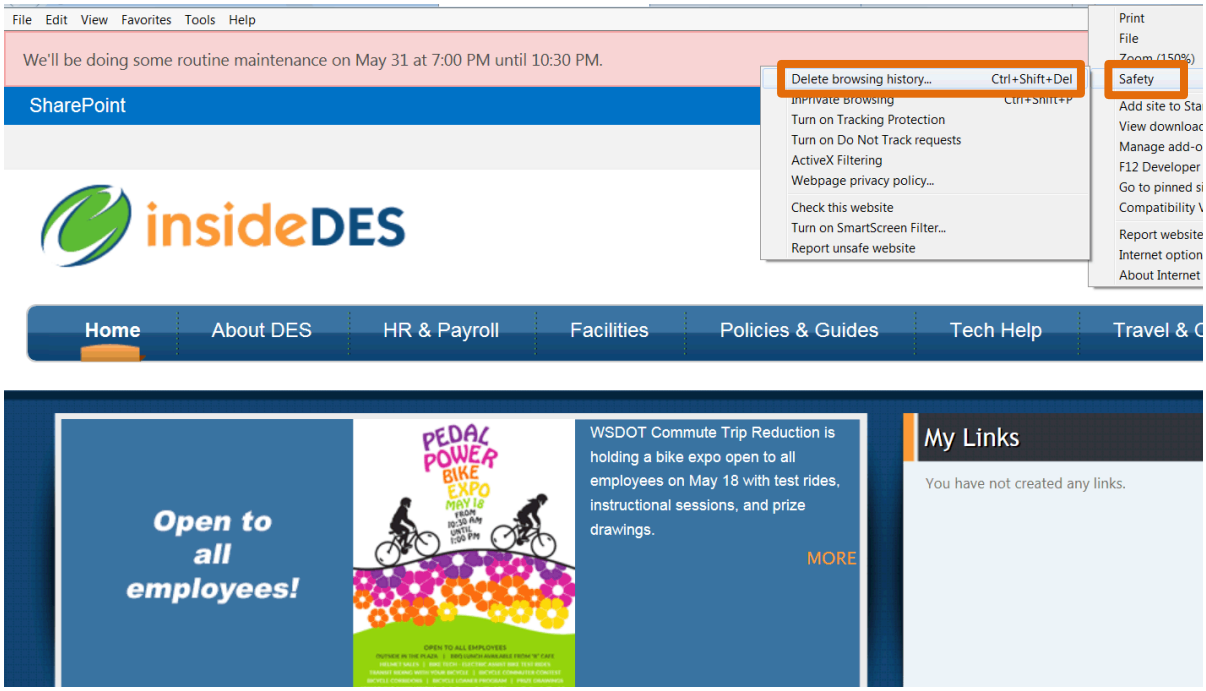

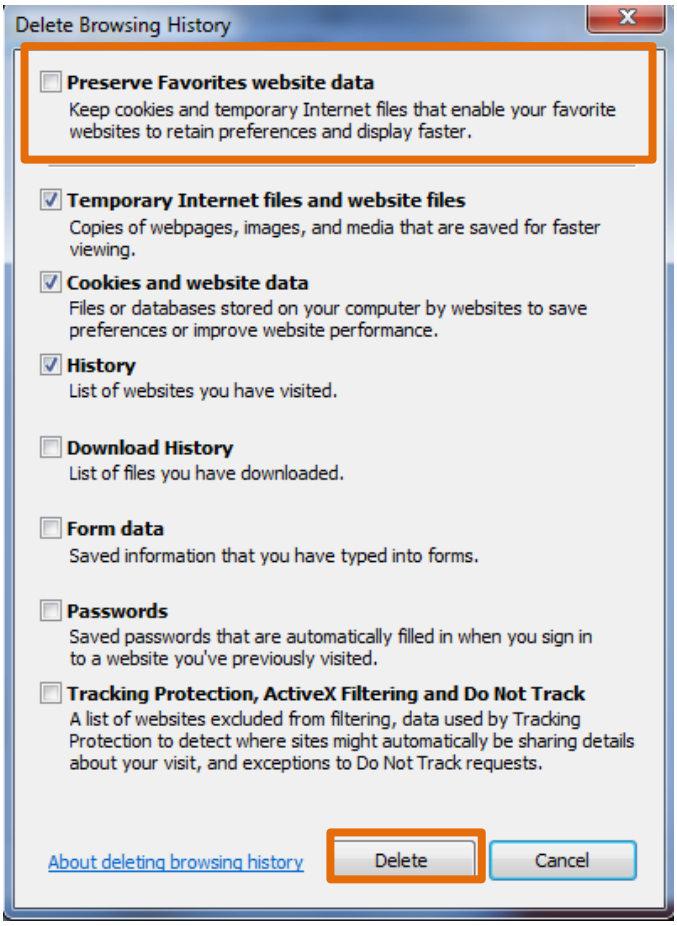
Delete Browsing History
Preserve Favorites website data
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files and website files
Copies of webpages, images, and media that are saved for faster viewing.
Cookies and website data
Files or databases stored on your computer by websites to save preferences or improve website performance.
History
List of websites you have visited.
Download History
List of files you have downloaded.
Form data
Saved information that you have typed into forms.
Passwords
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Tracking Protection, ActiveX Filtering and Do Not Track
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
About deleting browsing history
Delete
Cancel

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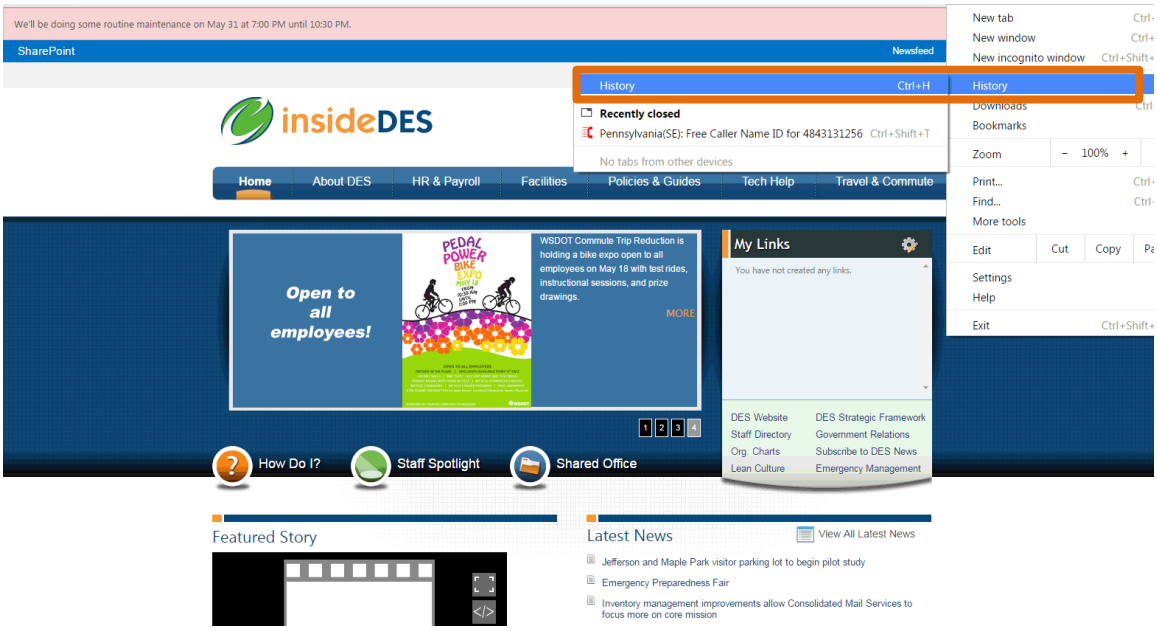
Clear the Cache in Chrome

1. Click on the Tools icon in the upper right corner.
2. Click on **history**
3. Click **Clear browsing data**
4. Select Timeframe you wish to delete
5. Click **Clear browsing data**



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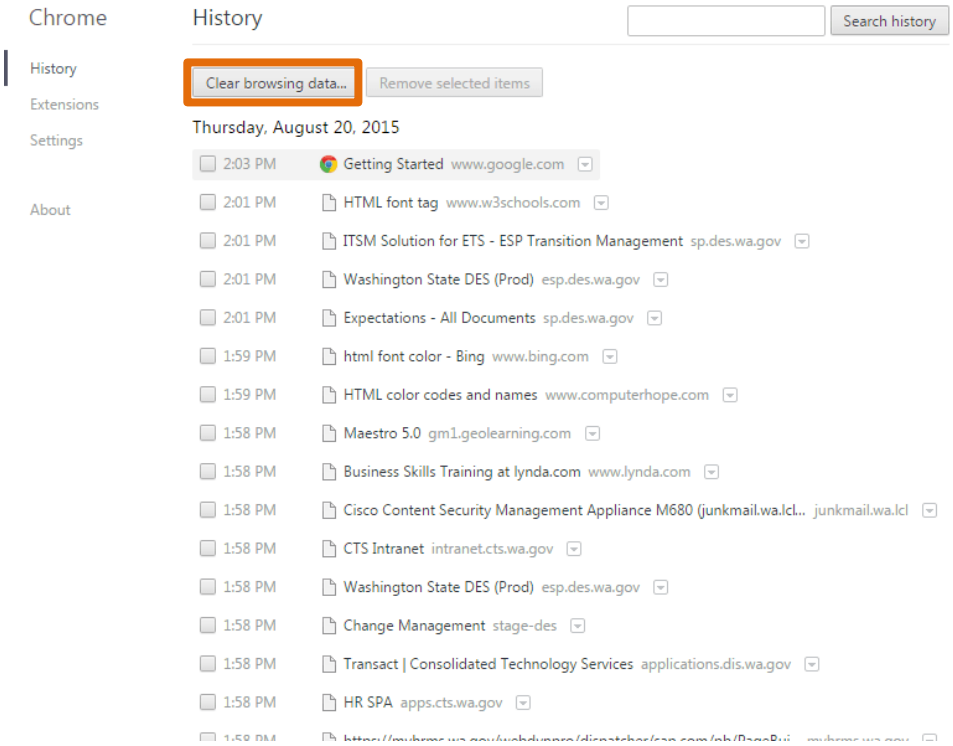

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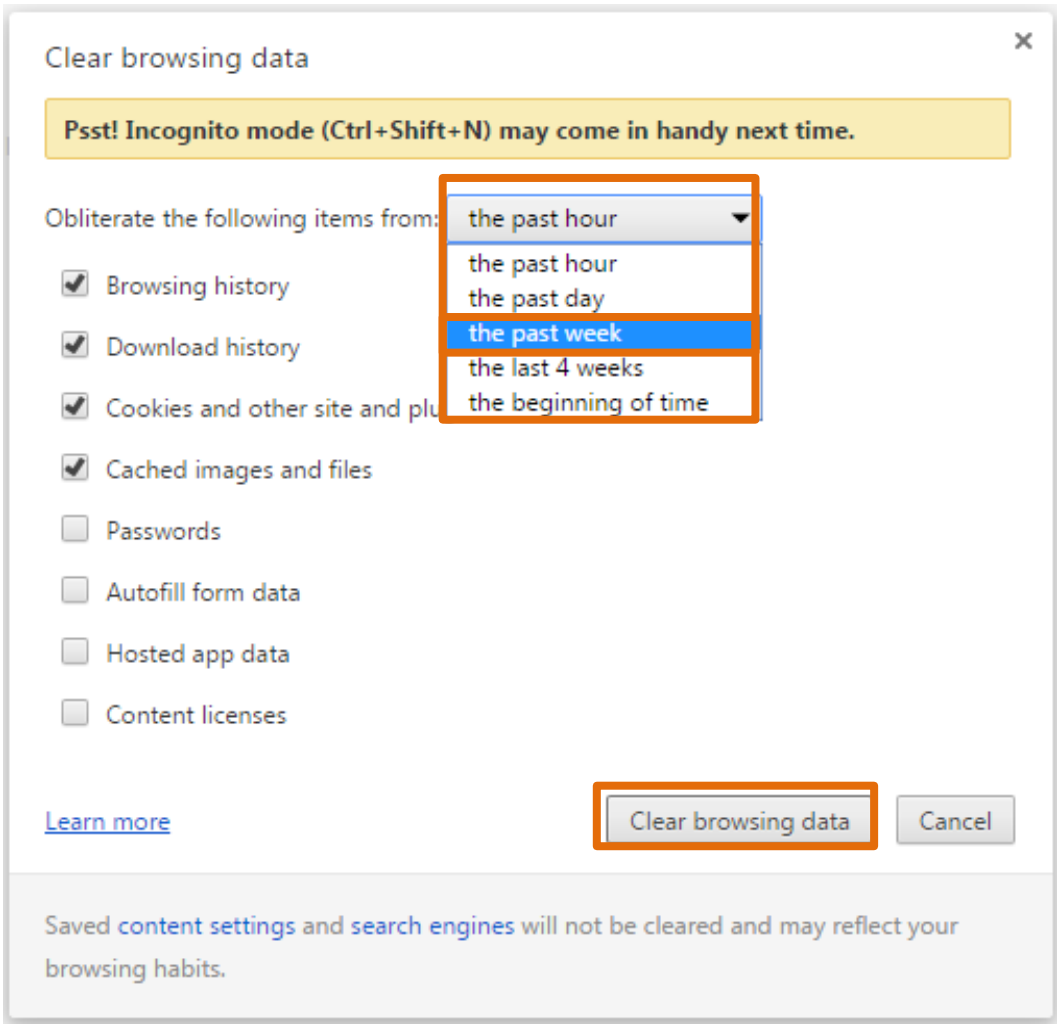

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Clear the cache in Mozilla Firefox

1. Click on the **Open Menu** button in the top right corner
2. Click on the **Options** button
3. Click **Advanced** in the left navigation menu
4. Click **Clear Now** next to "**Cached Web Content**"

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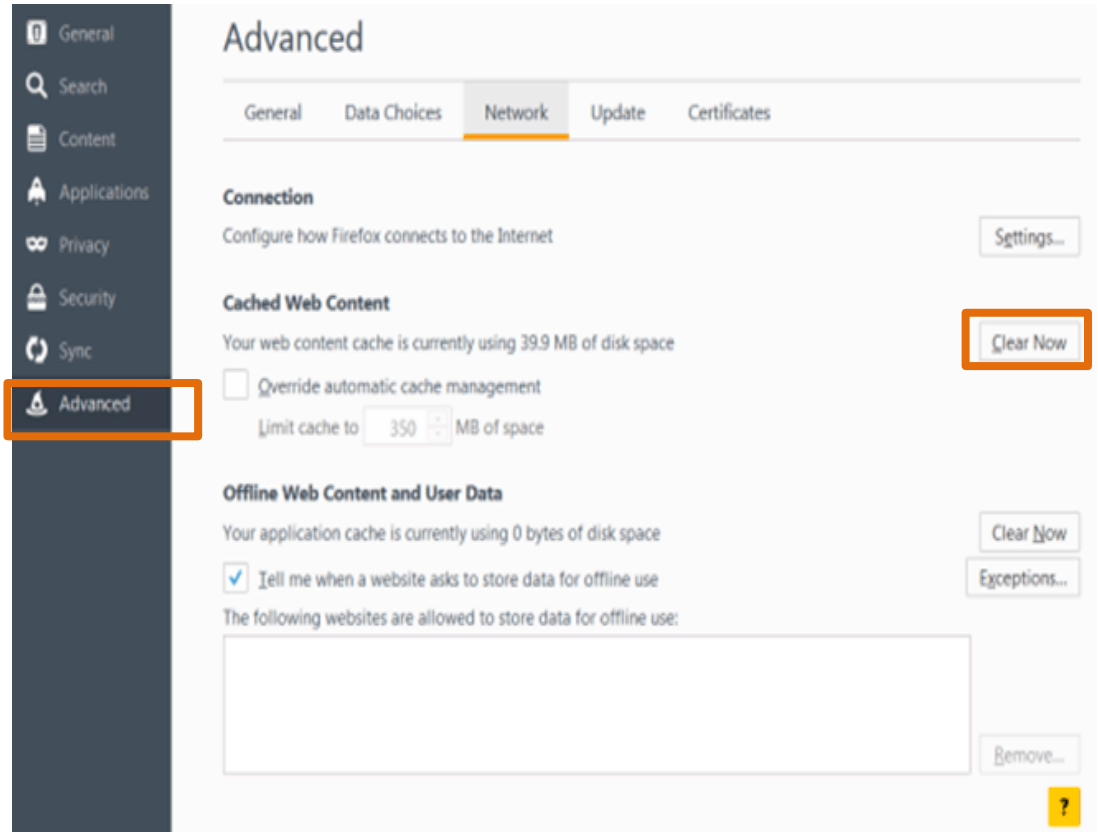

- **Application Timeout** – The timeout for the application has been set to 60 minutes.
- **Back Button** - Remember to never use the browser "back" button. This can cause you to time out early, have error messages, or return to an unexpected page.
- **Full-Screen Mode** – to avoid accidently using the browser's back button use the F11 button found at the top of the keyboard. To return to the regular screen mode simply use F11 again. You can also mouse over the top of the window to access controls.
- **Printing** – You can right click and select "**Print**" to print from any screen in the application. You can also use "**File→Print**" to print any screen. Some screens also offer the option to print entire work orders, purchase orders, etc.
- **Browser Security** – Remember when using a web browser you should always sign out of the application and then close the browser window. This helps protect DNR data against hackers.
- **Searching within the browser** – Use the keyboard combination "**CNTRL+F**" to bring up the web browsers find feature. You can then search on works that are the label of the field you are looking for such as "**Key Code**" and the browser will take you to allt he places in the web screen with "**Key Code**".