

## HIGHER LOGIC BROWSER COMPATIBILITY QUICK GUIDE

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## Introduction

Higher Logic supports the following Internet browsers:\

- Internet Explorer (IE) 8/9/10
- [IE11](#)
- [Firefox](#)
- [Chrome](#)
- [Safari](#)

Higher Logic does not support browser versions that are no longer supported by their manufacturer. Such browsers versions include IE6 and IE7, which are [no longer supported](#) by Microsoft.

For Higher Logic websites to display correctly, cookies and JavaScript must be allowed/enabled. This quick guide includes instructions to allow/enable cookies and JavaScript.

Please note that not all webpage display problems are caused by browser incompatibility. Interrupted Internet connections, heavy traffic, viruses, spyware and bugs can also affect how a webpage is displayed.

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## Internet Explorer

(version 11.0.9600.16476)

### a) Compatibility View

Websites that were designed for earlier versions of IE may not display correctly when viewed using newer versions, such as IE10 and IE11. If IE recognizes a website that is not compatible with the version you're using, it will display the Compatibility View icon in the address bar. Turning Compatibility View on will display the webpage you're currently viewing, as well as any other pages within that website's domain, as if you were using an earlier version of IE. This is useful for websites that were designed for earlier versions of IE, but is not useful for websites that were designed for later versions, such as websites that were built using the Higher Logic platform.

#### A. To Turn Compatibly View On

1. Click on the un-highlighted Compatibility View icon.



2. The website will now reload with Compatibility View turned on.

#### B. To Turn Compatibility View Off

1. Click on the (blue) highlighted Compatibility View icon.

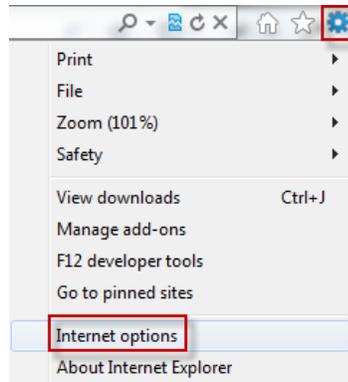


2. The website will now reload with Compatibility View turned off.

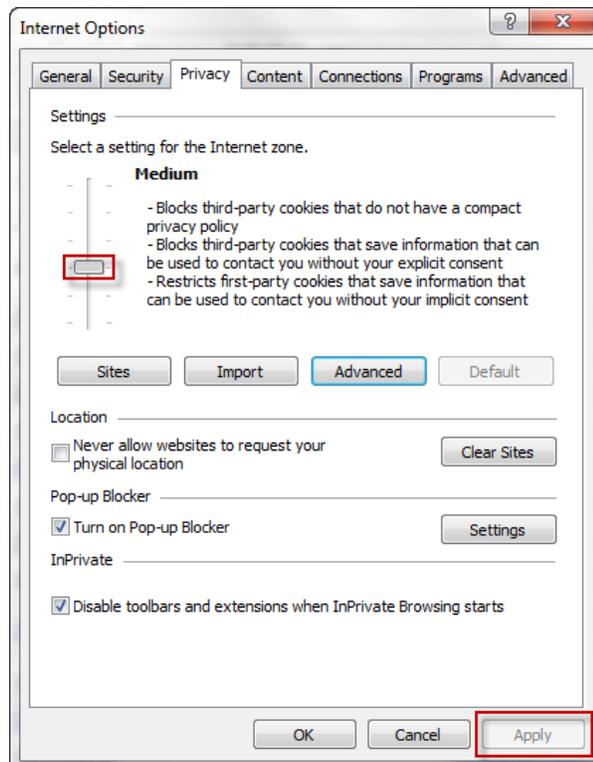
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## b) Enabling Cookies

1. Click the **gear icon** in the top right
2. Select **Internet Options**



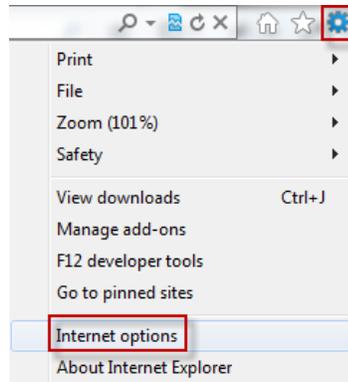
3. Select the **Privacy** tab
4. Change the setting to **Medium**
5. Click **Apply**



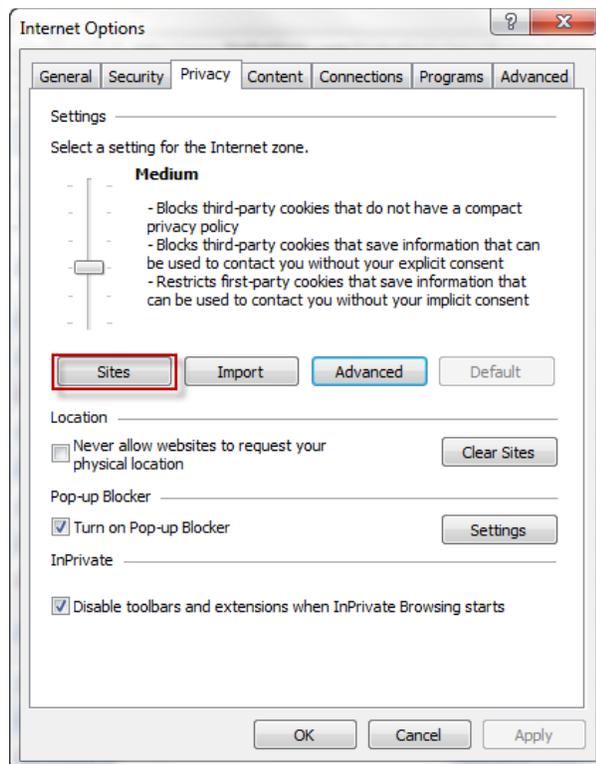
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c) Allowing cookies from a specific site

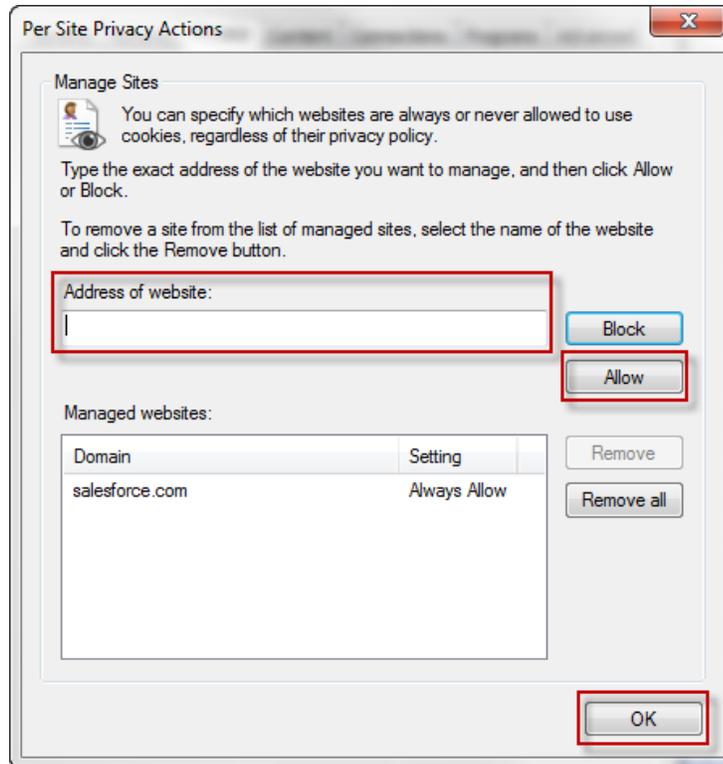
1. Click the **gear icon** in the top right
2. Select **Internet Options**



3. Select the **Privacy** tab
4. Click **Sites**



5. Enter the address of the website
6. Click **Allow**
7. Click **OK**

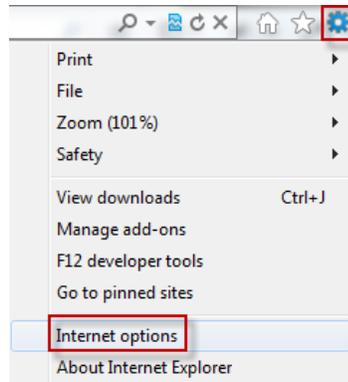


8. Click **Apply**

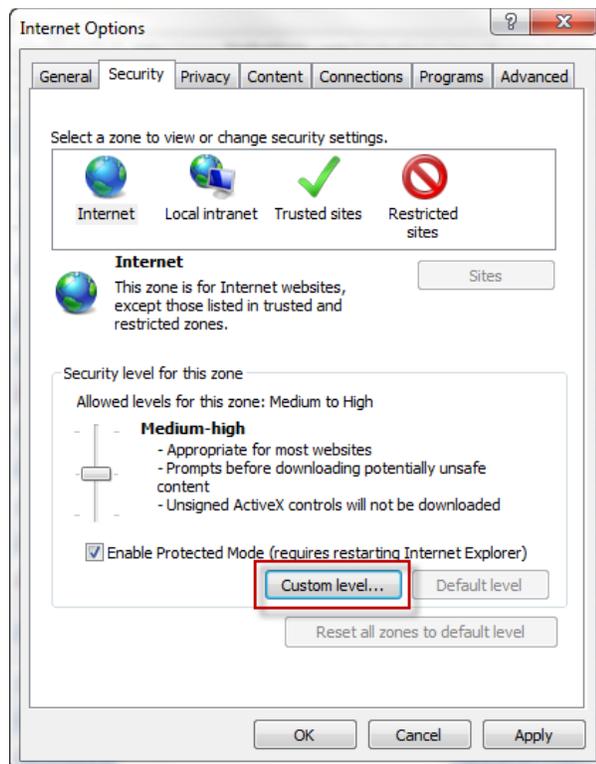
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#### d) Enabling JavaScript

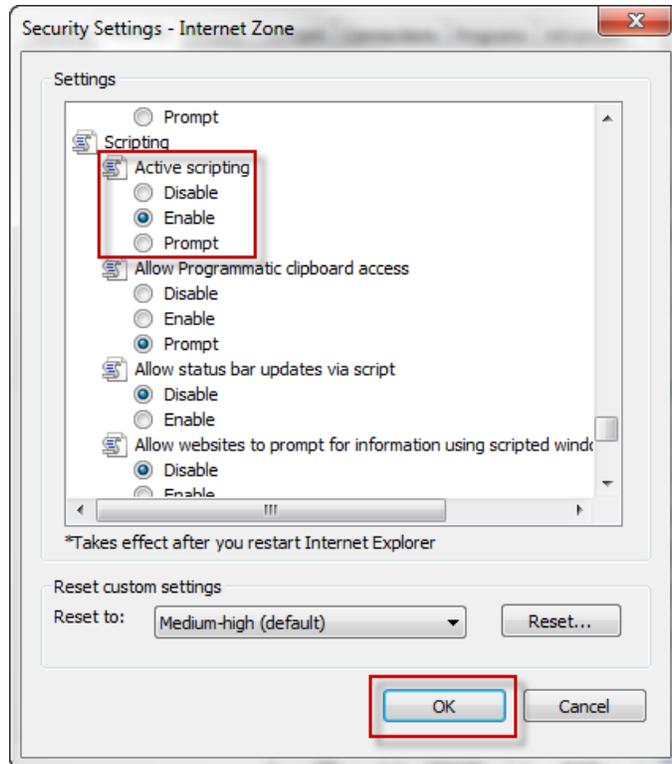
1. Click the **gear icon** in the top right
2. Select **Internet Options**



3. Select the **Security** tab
4. Click **Custom Level**



5. Find **Active Scripting** and set to **Enable**
6. Click **OK**



7. Click **Apply**

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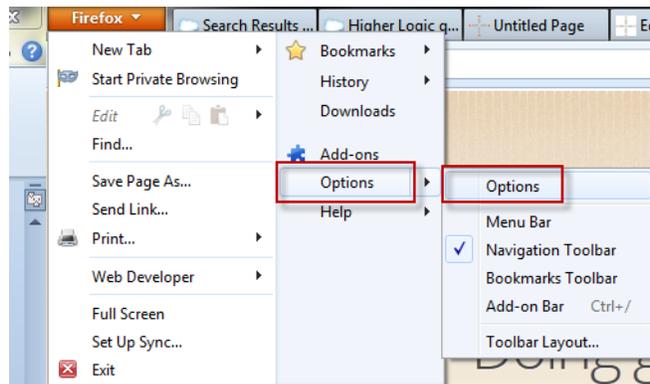
## Firefox

(version 26.0)

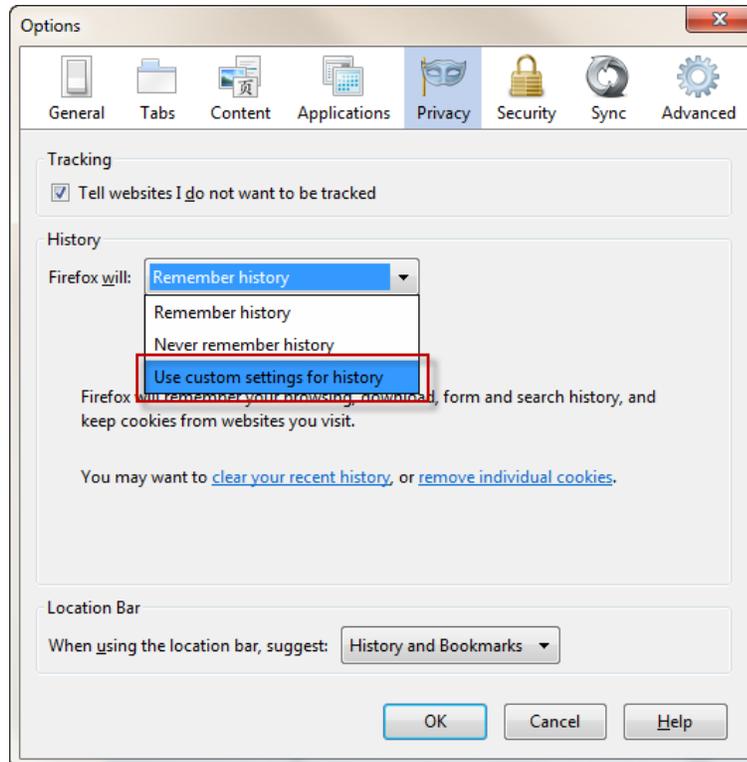
### a) Enabling Cookies

**Note: By default, cookies are enabled in Firefox.**

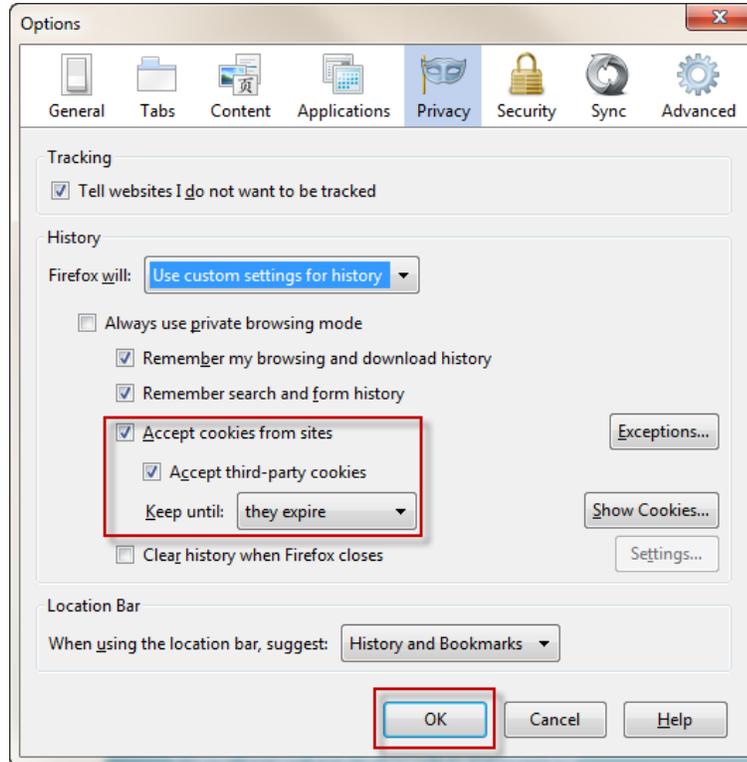
1. Click **Firefox** in the top left
2. Hover over **Options**
3. Select **Options**



4. Select the **Privacy** tab
5. Set Firefox will to **Use custom settings for history**



6. Check **Accept cookies from sites** to enable Cookies, or uncheck it to disable them.
  - If you are troubleshooting problems with cookies, make sure **Accept third party cookies** is also check marked.
7. Choose how long cookies are allowed to be stored:
  - Keep until **they expire**: Each cookie will be removed when it reaches its expiration date, which is set by the site that sent the cookie.
  - Keep until **I close Firefox**: The cookies that are stored on your computer will be removed when Firefox is closed.
  - Keep until **ask me every time**: Displays an alert every time a website tries to send a cookie, and asks you whether or not you want to store it.
8. Click **OK**

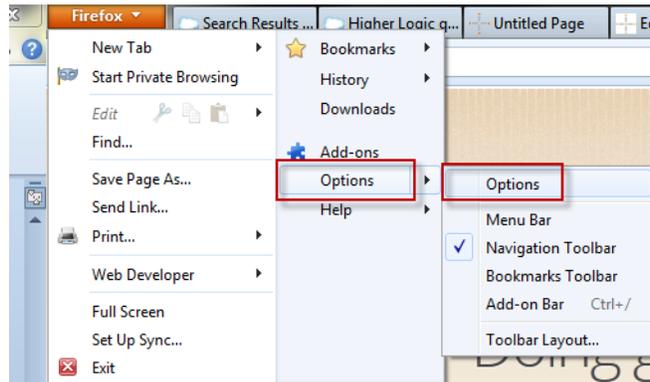


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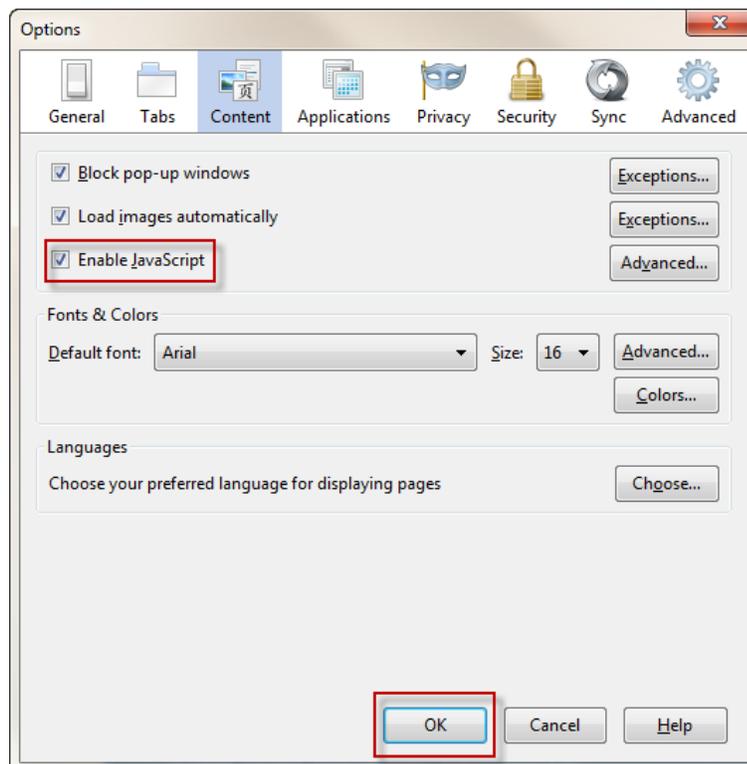
## b) Enabling JavaScript

If you are running v. 20 or earlier:

1. Click **Firefox** in the top left
2. Hover over **Options**
3. Select **Options**

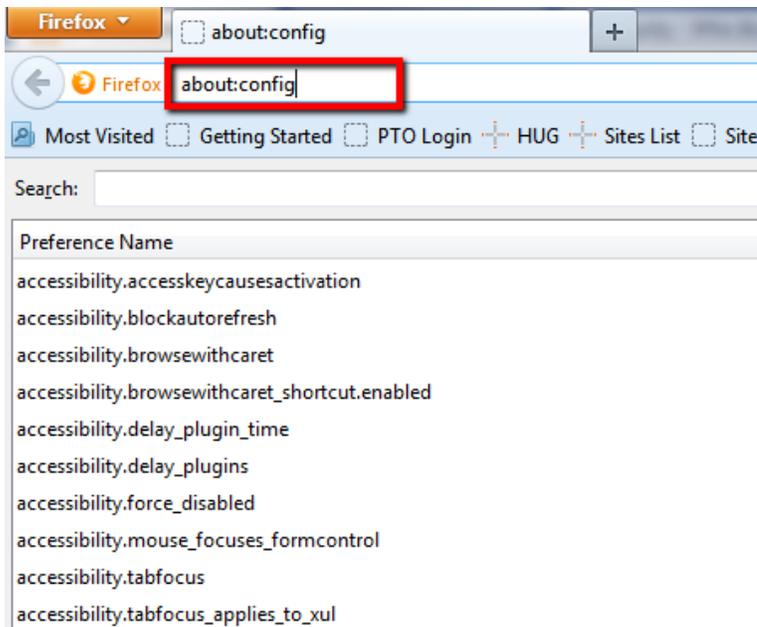


4. Select the **Content** tab
5. Check **Enable JavaScript**
6. Click **OK**

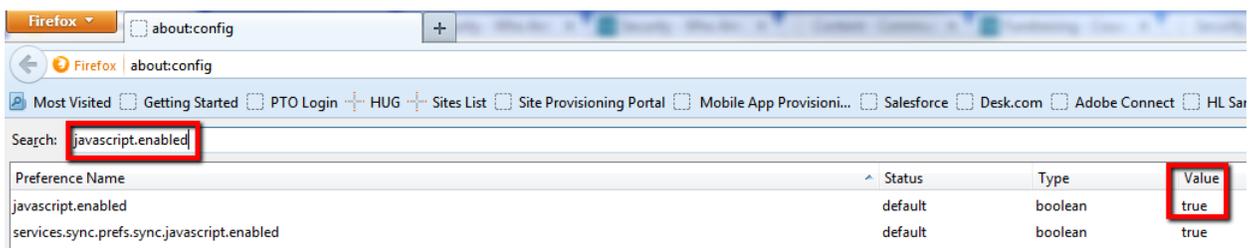


If you are running **v. 21 or later** JavaScript is enabled by default, but if you'd like to double-check the settings:

1. Type **about:config** into the address bar, and press Enter.



2. Search for **javascript.enabled**
3. Check that the Value is set to True



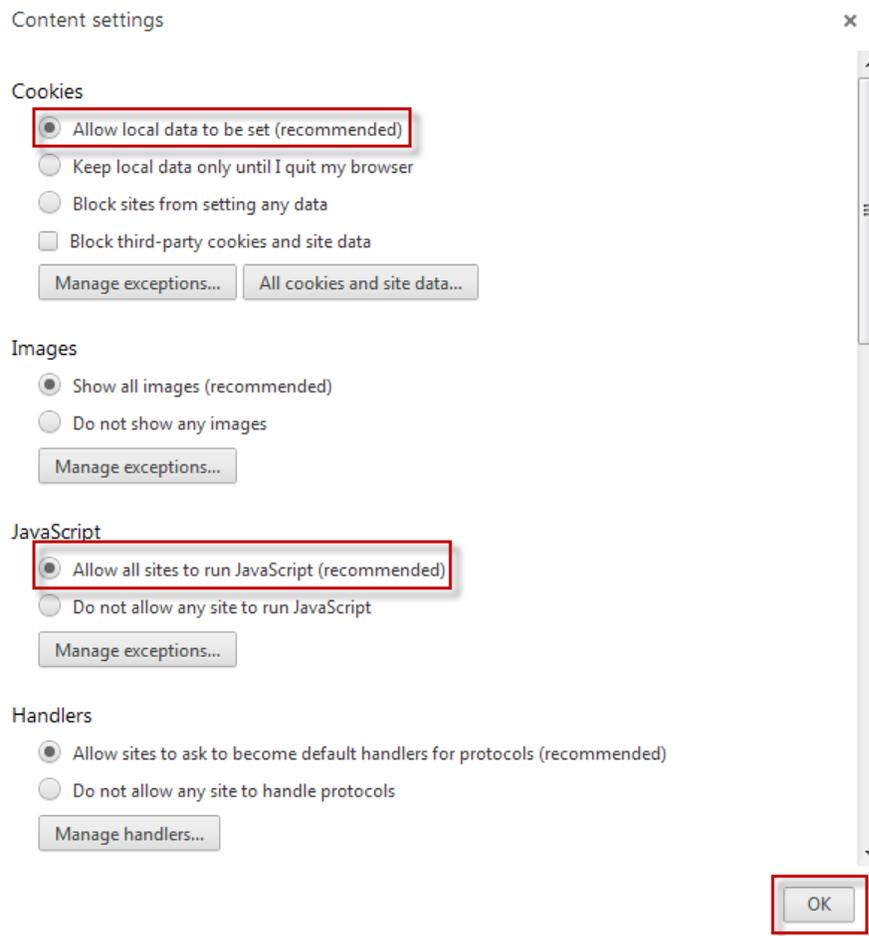
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## Chrome

(version 32.0.1700.76 m)

### a) Enabling Cookies and JavaScript

1. Enter <chrome://chrome/settings/content> into the Chrome browser
2. Set Cookies to **Allow local data to be set (recommended)**
3. Set JavaScript to **Allow all sites to run JavaScript (recommended)**
4. Click **OK**



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## Safari

(version 5.1.7)

### a) Enabling Cookies and JavaScript – using a Mac

1. Click **Safari** in the top left
2. Select **Preferences**



3. Select the **Security** tab
4. Check **Enable JavaScript** and set Accept Cookies to **Always**

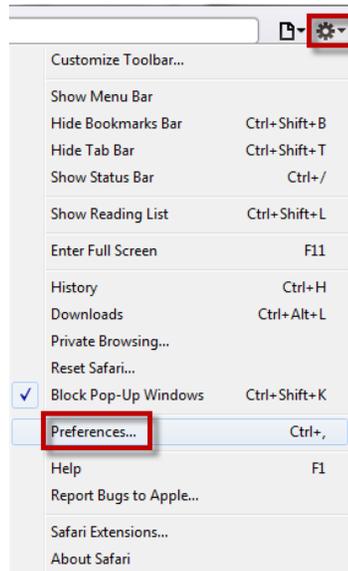


5. Close the dialog by clicking the red button in the top left corner
6. Close Safari and then restart your Mac

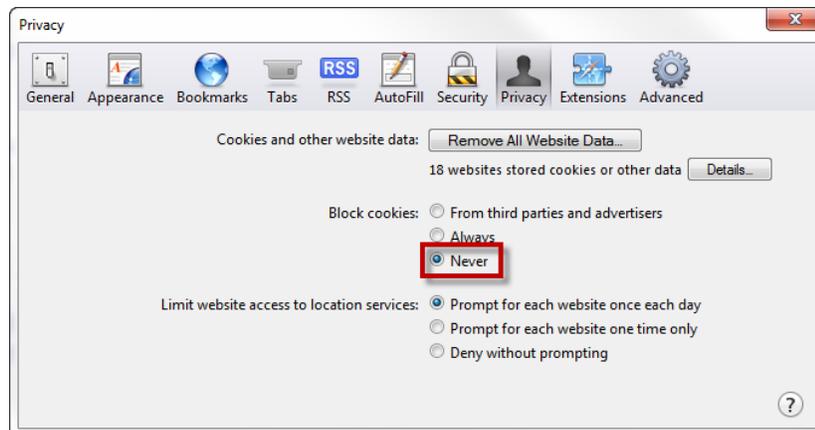
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## b) Enabling Cookies – from a PC

1. Click the **gear icon** in the top right
2. Select **Preferences**



3. Select the **Privacy** tab
4. Set Block cookies to **Never**

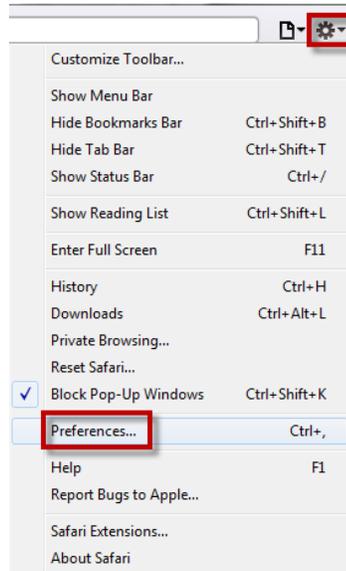


5. Close the dialog by clicking the red button in the top right corner

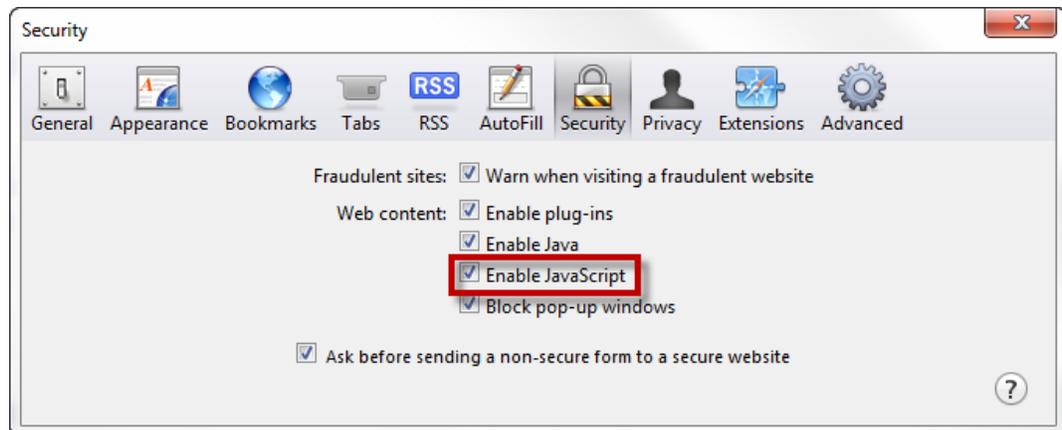
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### c) Enabling JavaScript – from a PC

1. Click the **gear icon** in the top right
2. Select **Preferences**



3. Select the **Security** tab
4. Check **Enable JavaScript**
5. Close the dialog by clicking the red button in the top right corner



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