Get ready for myCourses

For the best experience with myCourses your computer and web browser need to be up to date and configured correctly.

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### Use a supported web browser

Your web browser is key to your myCourses experience. Supported web browsers are listed below.

Please note, the "Latest" version is the most current version of the web browser on the most current version of the operating system. Older operating systems may not be able to run the most current version of the web browser.

#### Microsoft Windows

- Google Chrome - Latest
- Microsoft Edge - Latest
- Microsoft Internet Explorer - 11
- Mozilla Firefox - Latest and the latest Extended Support Release

#### Apple OS X

- Apple Safari - Latest
- Google Chrome - Latest
- Mozilla Firefox - Latest and the latest Extended Support Release

**Products not listed above, including pre-release or older versions of the browsers listed, are not supported.**

The vendor will not investigate issues in unsupported products.
System Requirements

Your computer must have the following for myCourses:

- Microsoft Windows (Vista or 7+) or Apple Mac OS X.
- JavaScript enabled in your web browser
- Cookies enabled in your web browser

Recommended web browser settings

Some settings can interfere with your myCourses user experience so we want to ensure that myCourses can work as expected on your web browser. This settings are local to your computer, if you decide to work on a different computer you will need to perform this configuration again. Upgrading a web browser to a new version will generally not change these settings but it wouldn’t hurt to review your settings after an upgrade.

These suggestions generally address settings to allow access to content as well as configuring your web browser cache.

**What is the web browser cache?**

Web browsers will store information locally on your computer in what is called the web browser cache. Items that will get "cached" may include web pages, documents, images, and so on. This is done to improve your experience as a user, so images or pages you use a lot will load faster since they are stored temporarily on your computer instead of having to transfer it across the internet every time.

This web browser cache may interfere with the user experience on myCourses though. Sometimes an instructor may change a document or a page and instead of seeing the most up to date version your web browser chooses to show the older cached version it has stored.

**Apple Safari**

**Apple Safari and the cache**

Safari does not have any settings to control caching behavior, such as a configuration to always request the most up to date version of a web page.

If you believe you are seeing an old version of a myCourses page in Safari, hold down the SHIFT key while clicking on the refresh button in the address bar. This will reload the page from the myCourses server, bypassing the locally stored cache of your web browser.

[ Shift Key ] +

**Google Chrome**

Chrome does not have any settings to control caching behavior, such as a configuration to always request the most up to date version of a web page.

If you believe your are seeing an old version of a page in Chrome, please try the following key combination. This will reload the page from the myCourses server, bypassing the locally stored cache of your web browser.

<table>
<thead>
<tr>
<th>Windows</th>
<th>Apple OS X</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ CTRL Key ] + F5 or</td>
<td>+ [ Shift Key ] + R</td>
</tr>
<tr>
<td>[ Shift Key ] + F5</td>
<td></td>
</tr>
</tbody>
</table>

At this time, this refresh is considered unreliable in Chrome so this may not work for you. This is a browser issue that is not specific to myCourses.

Alternatives include:

- Viewing myCourses in **Incognito mode** as pages are never cached in that mode.
- **Deleting your cache**
Microsoft Internet Explorer

1. Microsoft Internet Explorer users should open the Tools menu by clicking on the cog icon in the top-right corner of the window.

2. Select the "Internet Options" button from the Tools menu.

3. On the "General" tab, you want to click on the "Settings" button under the "Browsing History" box.

![Image of Internet Options settings]

4. Ensure that the option for "Check for newer versions of stored pages" that is selected is "Every time I visit the web page."

![Image of website data settings]

5. Click OK to save your changes.

Mozilla Firefox

1. Go to the Options or Preferences.
   - Microsoft Windows users select Options from the Tools menu.
   - Apple OS X users select Preferences from the Firefox menu.

2. Go to the Content tab.

3. Load Images and Enable JavaScript should be enabled
   - Microsoft Windows user will also need to check Enable Java here.
   - If you have enabled Block Pop-up Windows it is recommended to add an exception for: mycourses.rit.edu and www.turnitin.com.
4. Go to the Privacy tab.

5. Enable Accept cookies from sites.

6. You can now click OK to save your Options/Preferences.

**Mozilla Firefox Cache Settings**

Adjust your cache settings.

1. Type **about:config** in the address bar of Firefox then press the Enter key on your keyboard to go to that address.

2. You may receive a message about "voiding your warranty." Click the **I'll be careful, I promise!** button.
3. In the Filter field at the top of the web page, enter the word cache. The list will automatically narrow down the options while you type.

<table>
<thead>
<tr>
<th>Preference Name</th>
<th>Status</th>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>browser.cache.check_doc_frequency</td>
<td>user set</td>
<td>integer</td>
<td>1</td>
</tr>
<tr>
<td>browser.cache.disk.capacity</td>
<td>default</td>
<td>integer</td>
<td>51200</td>
</tr>
</tbody>
</table>

4. Double click on the browser.cache.check_doc_frequency title, and a dialog box will open.

5. Change the value to 1. Click OK to save your change.

6. In order to ensure that the change takes effect, completely quit your web browser exiting the application.

7. You may now run your web browser again and continue your work.