Having Issues accessing your GPS?

How to Clear Browser Cache and Cookies:

**Mozilla Firefox 4+ (Windows):**

1. Click the Firefox menu in the top left corner of the window.
2. Hover your mouse over History.
3. Select Clear Recent History... from the list
4. Set Time range to clear to Everything.
5. Make sure that both Cookies and Cache are selected. You may also select any other data you would like cleared.
6. Click the Clear Now button.
7. When it is done processing, restart Mozilla Firefox.

**Mozilla Firefox 3.6:**

1. From the menu click Tools.
2. Select Clear Recent History from the list.
3. Set Time Range to clear to Everything.
4. Make sure that both Cookies and Cache are selected. You may also select any other data you would like cleared.
5. Click the Clear Now button.
6. When it is done processing, restart Mozilla Firefox.

**Mozilla Firefox 4+ (Mac):**

1. From the menu click Tools.
   Select Clear Recent History from the list.
2. Set Time range to clear to Everything.
3. Make sure that both Cookies and Cache are selected. You may also select any other data you would like cleared.
4. Click the Clear Now button.
5. When it is done processing, restart Mozilla Firefox.
How to Clear Browser Cache and Cookies (Continued):

**Microsoft Internet Explorer 9:**

1. Click the icon that looks like a gear near the top-right corner of the page.
2. Hover your pointer over Safety in the list.
3. Select “Delete browsing history...” from the list.
4. Make sure both Temporary Internet Files and Cookies are selected; you can also select any other data you would like to be cleared.
5. Click the Delete button.
6. When it is done processing, restart Internet Explorer.

**Microsoft Internet Explorer 8:**

1. From the browser menu click Tools.
2. Then select Internet Options from the list.
3. Click Delete in the Browsing History section.
4. Make sure both Temporary Internet Files and Cookies are selected; you may also select any other data you would like to be cleared.
5. Click the Delete button.
6. When it is done processing, click the OK button to return to Internet Explorer.
7. Restart Internet Explorer.

**Safari 5:**

1. From the Safari menu click Empty Cache.
2. When asked Are you sure you want to empty the cache?, click the Empty button.
3. From the Safari menu, choose Preferences.
4. Under the Security tab, click the Show Cookies button.
5. Click the Remove All button towards the bottom of the window. When all cookies have cleared from the list click the Done button at the bottom of the page.
6. Restart Safari
How to Disable your Pop Up Blocker:

The printable .pdf version of the GPS, is launched via a pop up from the interactive report. As a result the pop up blocker function of your browser should be disabled.

When using the GPS it’s suggested that you allow popups to ensure accessibility of all related content. The best way to do this is to specify that the browser accept popups only from the my.ucf.edu domain. This setting varies by browser.

You may also temporarily disable your popup blocking software while accessing the GPS. You may be able to do this by right-clicking the program’s icon in the taskbar and selecting “disable” or “exit.” You should enable it after you’ve finished using the online course. This is very important to remember, especially, if it is security software.

Some popup blockers can be disabled on a case-by-case basis by holding down the shift or control key while clicking on the link or button that is supposed to open a popup window.

For support on enabling and disabling popups in your browser, please contact the UCF ServiceDesk at (407) 823-5117.
Standards and Policies:

UCF Internet Browser Standards
Supported Browsers

- Firefox 3.6 or 7
- Internet Explorer 8 (recommended) or 9 in compatibility view
- Safari 5.0
- Chrome 13

Not supported: Safari 5.1 and other browsers or versions
Additional recommendations:

- Use Internet Explorer 8 when working with the PeopleSoft
- Pop-up blockers should be set to allow pop-up messages from UCF
- Enable cookies
- Enable JavaScript
- Install or update Java to 1.6.0_32 (the current supported version)
  - Certain systems (like my.ucf.edu) require Java and an outdated version or multiple versions can cause a range of issues.
- Have a screen resolution of at least 800 x 600
- Verify that the computer’s date, time and time zone are correct

Disclaimer

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