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.

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
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
Clear browsing data

Psst! Incognito mode (Ctrl+Shift+N) may come in handy next time.

Obliterate the following items from:

- [ ] Browsing history
- [ ] Download history
- [ ] Cookies and other site and plug-in data
- [ ] Cached images and files
- [ ] Passwords
- [ ] Auto fill form data
- [ ] Hosted app data
- [ ] Content licenses

- the past hour
- the past day
- **the past week**
- the last 4 weeks
- the beginning of time

Learn more  Clear browsing data  Cancel

Saved content settings and search engines will not be cleared and may reflect your browsing habits.
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”
• **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 accidentally 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 all the places in the web screen with “Key Code”.
