



Tips Before You Begin Using ctcLink Navigating ctcLink (Desktop/Browser)

- **Do not use the back button** as you navigate in ctcLink. Information from previous windows you've left will be lost and are not retrievable.
- **If you encounter browser issues, good first steps to address this include [clearing your browser cache](#) (pages 1-3) and [allowing pop-up windows](#) (pages 4-5).**

Clear web browser's cache, cookies, history

[PLEASE NOTE before you begin](#)

Clearing your web browser's cache, cookies, and history may remove data such as the following:

- Saved passwords
- Address bar predictions
- Shopping cart contents, etc.

While you should clear your web browser's cache, cookies, and history periodically in order to prevent or resolve performance problems, you may wish to record some of your saved information first.

[Troubleshooting alternatives](#)

If you need to clear your cache, cookies, and history for troubleshooting purposes, but aren't yet prepared to lose the content listed above, you may wish to consider using a private browsing window in your preferred browser as a temporary solution:

- Private Browsing (Firefox)
- Browse in private with Incognito mode (Chrome)
- Browse InPrivate (Microsoft Edge)
- Use Private Browsing (Safari on Mac)

[Instructions to clear cache may differ](#)

If the instructions below don't exactly match what you see, for your specific version or

browser, search your browser's Help menu for "clear cache". If you're unsure what browser version you're using, from the Help menu or your browser's menu, select About [browser name].

Tip to quickly open menu to clear browser cache

For desktop browsers, to quickly open menus used to clear your cache, cookies, and history, ensure that the browser is open and selected, and press Ctrl-Shift-Delete (Windows) or Command-Shift-Delete (Mac).

CLEARING BROWSER CACHE INSTRUCTIONS

Chrome

1. In the browser bar, enter: `chrome://settings/clearBrowserData`
2. At the top of the "Clear browsing data" window, click Advanced.
3. Select the items you want to clear. *IF you wish to keep saved browsing history, saved passwords, cookies, etc. check only the Cached images and files box.* The following are suggested:
4. Browsing history
5. Download history
6. Cookies and other site data
7. Cached images and files
8. From the "Time range" drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select All time.
9. Click CLEAR DATA.
10. Exit/quit all browser windows and re-open the browser.

Firefox

1. Open menu (three bars at top right)
2. Select Library
3. Select History
4. Select Clear Recent History
5. From the Time range to clear, select Everything or the time range you want to clear.
6. Check which elements of the history and data you want to clear. *IF you wish to keep saved browsing history, saved passwords, cookies, etc. check only the Cache box.* The following are suggested:
 - Browsing & Download History
 - Cookies

- Cache
7. Click Clear Now.
 8. Close all browser windows and restart Firefox.

Edge

1. Click on the ellipsis in the upper right corner of the Edge browser window.
2. Click Settings.
3. Select Privacy, Search and Services from the pane on the left side.
4. Scroll down to Clear Browsing data in the pane on the right side and click the Choose What to Clear button.
5. Choose a Time Range for what you want to clear.
6. Check the boxes for what you want to clear. *IF you wish to keep saved browsing history, saved passwords, cookies, etc. check only the Cached images and files box.* The following are suggested:
 - Browsing history
 - Download history
 - Cookies and other site data
 - Cached images and files
7. Click Clear Now.
8. After all clear, exit/quit all browser windows and reopen the browser.

Safari

Note: History for the selected time range is cleared entirely. IF you wish to keep any saved browsing history, saved passwords, cookies, etc. be sure to record your saved information first.

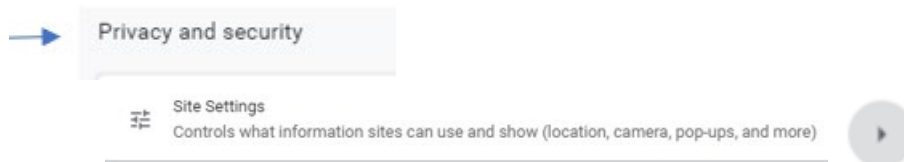
1. From the Safari menu, select Clear History... or Clear History and Website Data....
2. Select the desired time range for history to be cleared, and then click Clear History.
3. Go to Safari > Quit Safari or press Command-Q to exit the browser completely.

Allow or Block Browser Pop-up Windows

Most web browsers include a feature to block pop-up windows. While this may eliminate unwanted or bothersome pop-up windows, the feature sometimes can impede the functionality of legitimate or useful websites. Here are instructions to set your browser to allow or block pop-up windows.

Chrome

1. Click the **Chrome menu** (ellipses button on toolbar, top right).
2. Select **Settings**. (Preferences in Mac OS X)
3. In the **Privacy & Security** section select **Site Settings**.



4. In the **Content** section select **Pop-ups and redirects**.

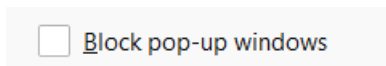


5. Toggle the switch to set to Allow or Blocked for pop-ups




Firefox

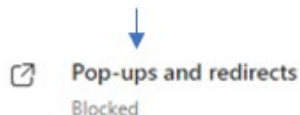
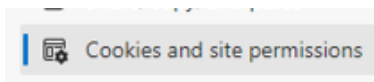
1. Click **Firefox menu** icon (three horizontal bars in the upper right side of the browser toolbar) or go to Tools menu (top left)
2. Select **Options** (Windows) or **Preferences** (macOS).
3. In the left sidebar, click on **Privacy & Security** (or padlock icon)
4. Scroll to **Permissions** section and uncheck "Block pop-up" windows to allow pop-ups. (Or check the box to block pop-ups.)



Allow or Block Pop-up Windows cont...

EDGE

1. Open the Edge menu by clicking the ellipsis icon (...) in the upper right corner of your web browser, and then select **Settings**.
2. In the **Settings pane** (left side), select **Cookies and site permissions**. You may need to expand your window horizontally to view this pane (or click the three bars menu icon ).
3. Scroll down (in the right side pane) to **Site Permissions**, to **All Permissions** section and select **Pop-ups and redirects**.

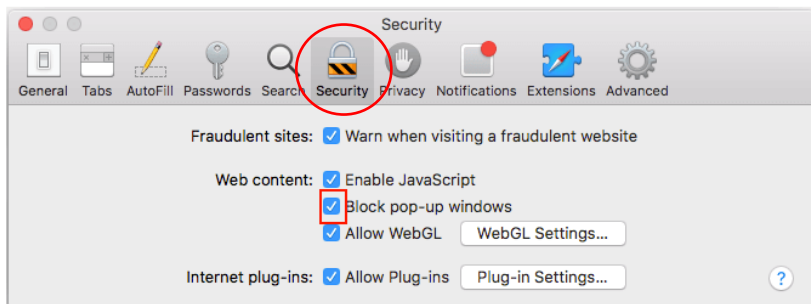


4. In the Pop-ups and redirects window, next to “Block (recommended)” toggle the switch off to allow Pop-ups (or on to block pop-ups).



SAFARI

1. From the Safari menu, choose **Preferences...** and click the **Security** tab.
2. Uncheck the **Block pop-up windows** option to allow pop-ups.
(or Check the Block pop-up windows option if you want Safari to block all popups)
Safari will then ask if you would really like to change the setting.



3. Click the OK button in order to change the setting.
4. Close the Preferences windows after you have finished changing settings.
5. Shut down and restart Safari.