Browser Privacy Settings

Although Canvas supports most common browsers, **but we do not recommend the use of Internet Explorer when working in your course.**

Please note that some internet browsers can prevent module content from loading. Below is a screenshot of what you see when content is blocked:

To fix the above issue and display content, please follow the below instructions:

**Firefox:**

1. Click the small lock icon on the extreme left-hand side of the address bar (see screenshot below).

2. Click the right facing arrow
3. Click on the **Disable protection for now** button

Chrome:

1. Look for the small gray shield icon in the extreme right-hand corner of the address bar (see screenshot below).

2. Click the "Load unsafe script" link.
Apple Safari

According to the Apple support forums, for security reasons, Safari does not allow you to disable blocked content.

You can either run Chrome or Firefox or you can click on the link (A) to open the content in a new tab.

To return to Canvas, select the tab where you have Canvas running.
Refreshing

There may be times when content does not display properly in Canvas. Please try refreshing the page in your browser by following the screenshots below.

Firefox

Click on the (circular) arrow at the end of the address bar.

Chrome

Click on the (circular) arrow at the beginning of the address bar.

Safari

Click on the (circular) arrow at the end of the address bar.
Clearing the Browser Cache

How to Clear the Cache and data in the Firefox Browser

1. Select the Firefox menu in the top right corner of your address bar.

2. Now select the “Options” (gear) button from the menu.

3. On the menu that opens, select **Advanced** (A), then click **Network** (B), and then select **Clear Now** (C)
How to Clear the Cache and data in the Google Chrome Browser

1. Click on the Chrome menu (A) in the top right corner of your address bar, select More Tools (B), and then choose Clear Browsing data (C).

2. Select the checkboxes that you wish to clear, including Cached images and files (A), and then click Clear browsing data (B).
How to Clear the Cache and data in the Safari Browser

1. Click on Safari (A) and then select Preferences (B) from the drop down menu.

2. Select Privacy (A) and the click on Remove All Website Data... (B)

3. Click Remove Now