Technical Help:
Downloading Documents from the Web Using

Mozilla **Firefox**

Or

Google Chrome

Table of Contents

Pop Up Box

1. After clicking the link to the document you wish to download...

2. A pop up box may appear directly on the page, giving you the choice to Open or Save the document.
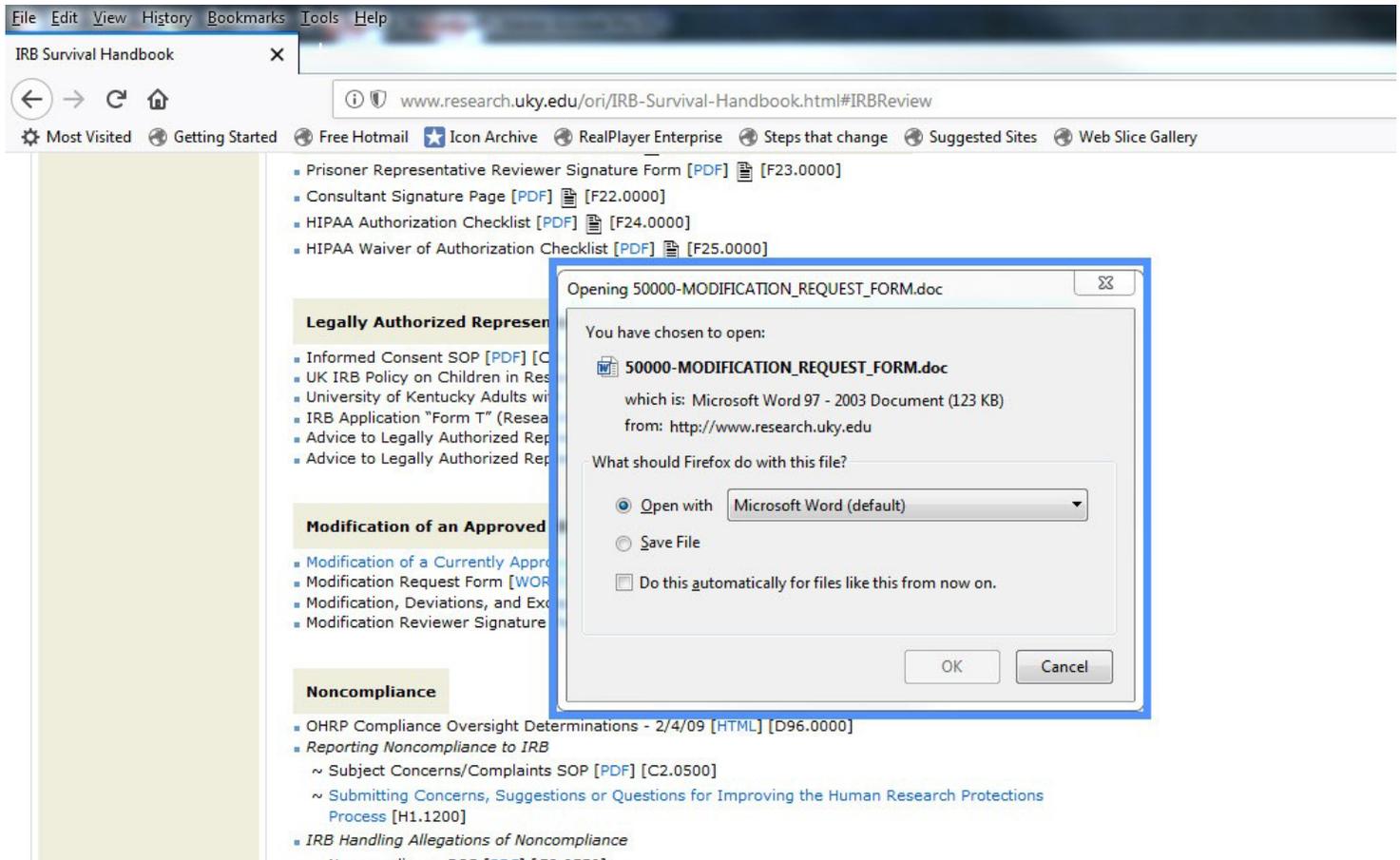
3. You may choose "Open with…".
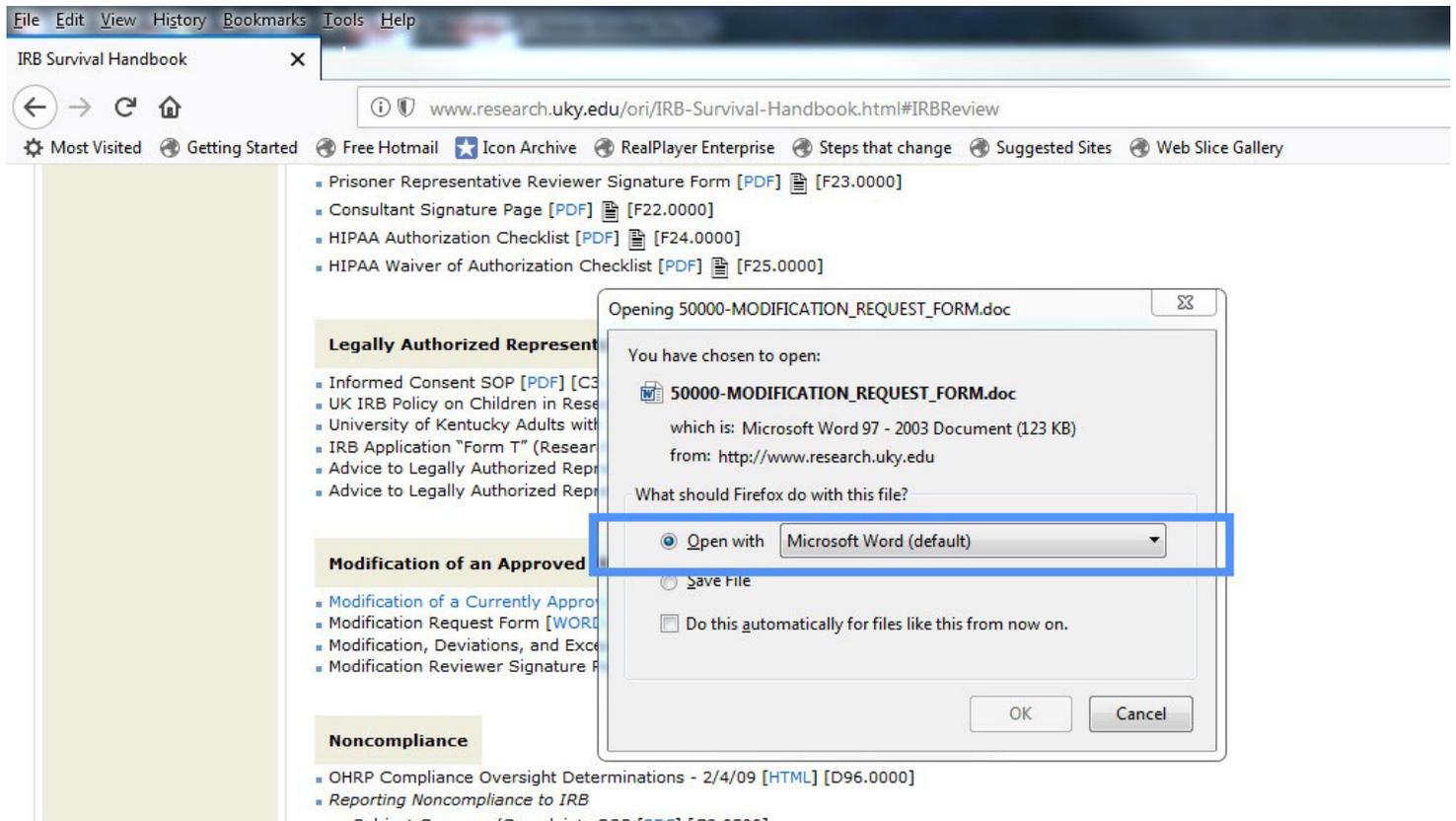
4. The document will open in the application according to the type of document. To save, you will click File in the upper left hand corner.
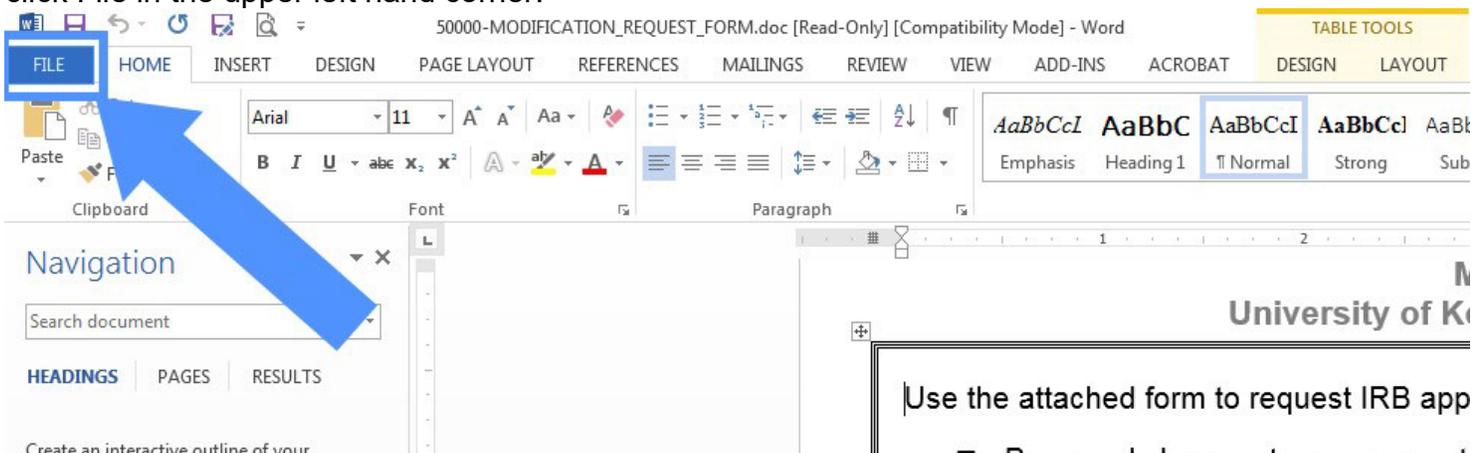
5. Then you will choose how you would like to save the document.
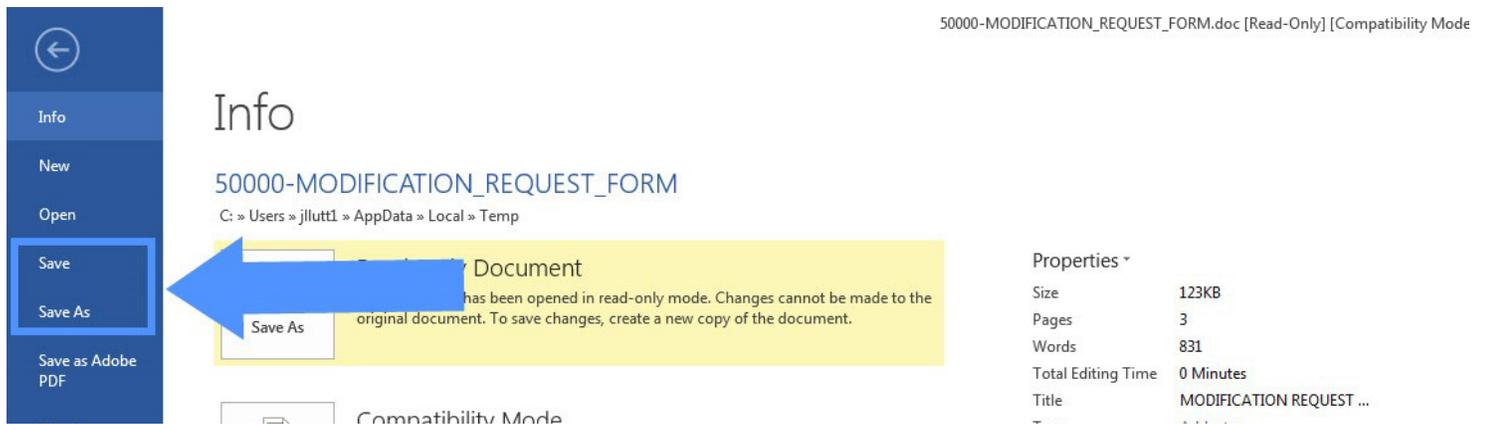
6. Or you may choose "Save File".
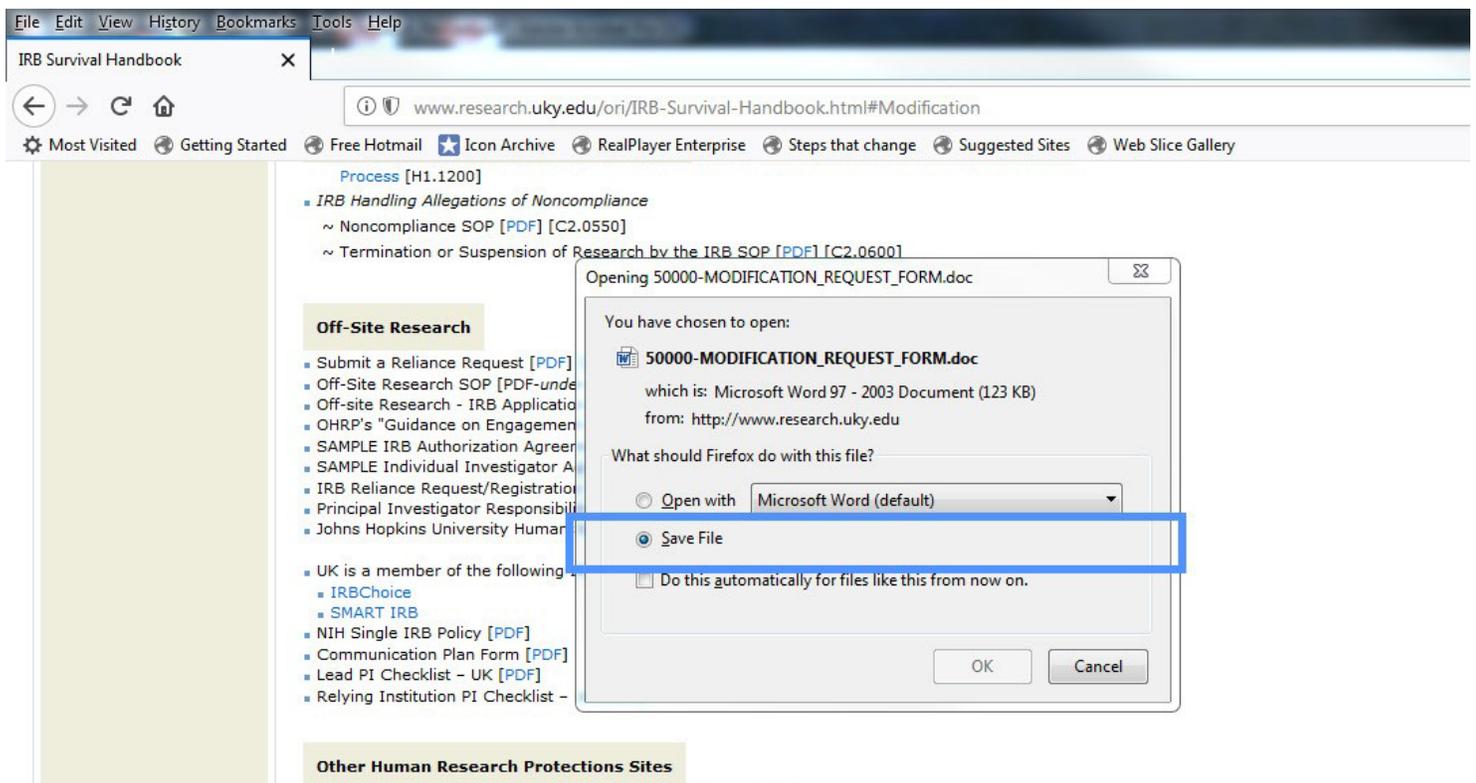
7. A window will appear for you to navigate to the folder in which you want to save the document, then you will click save.
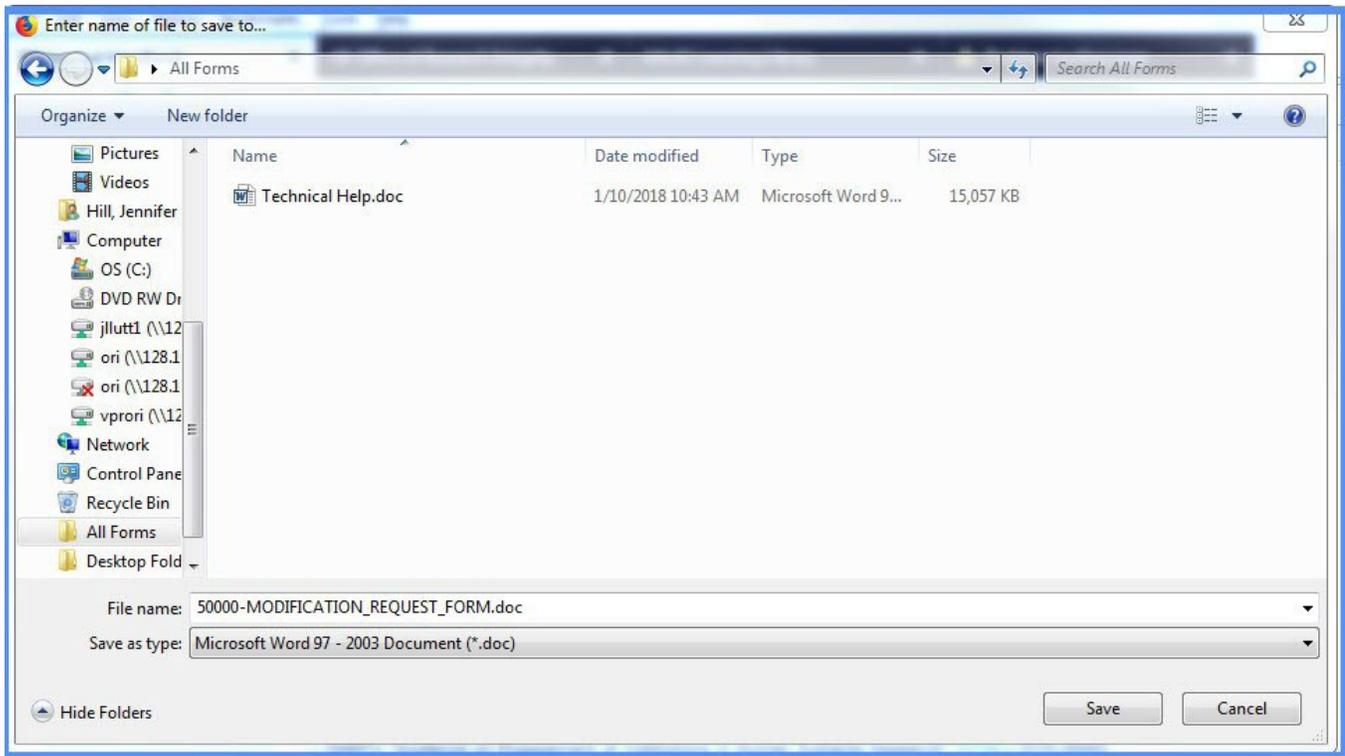
New Tab

1. After clicking the link to the document you wish to download…

2. A new tab may open with the document.
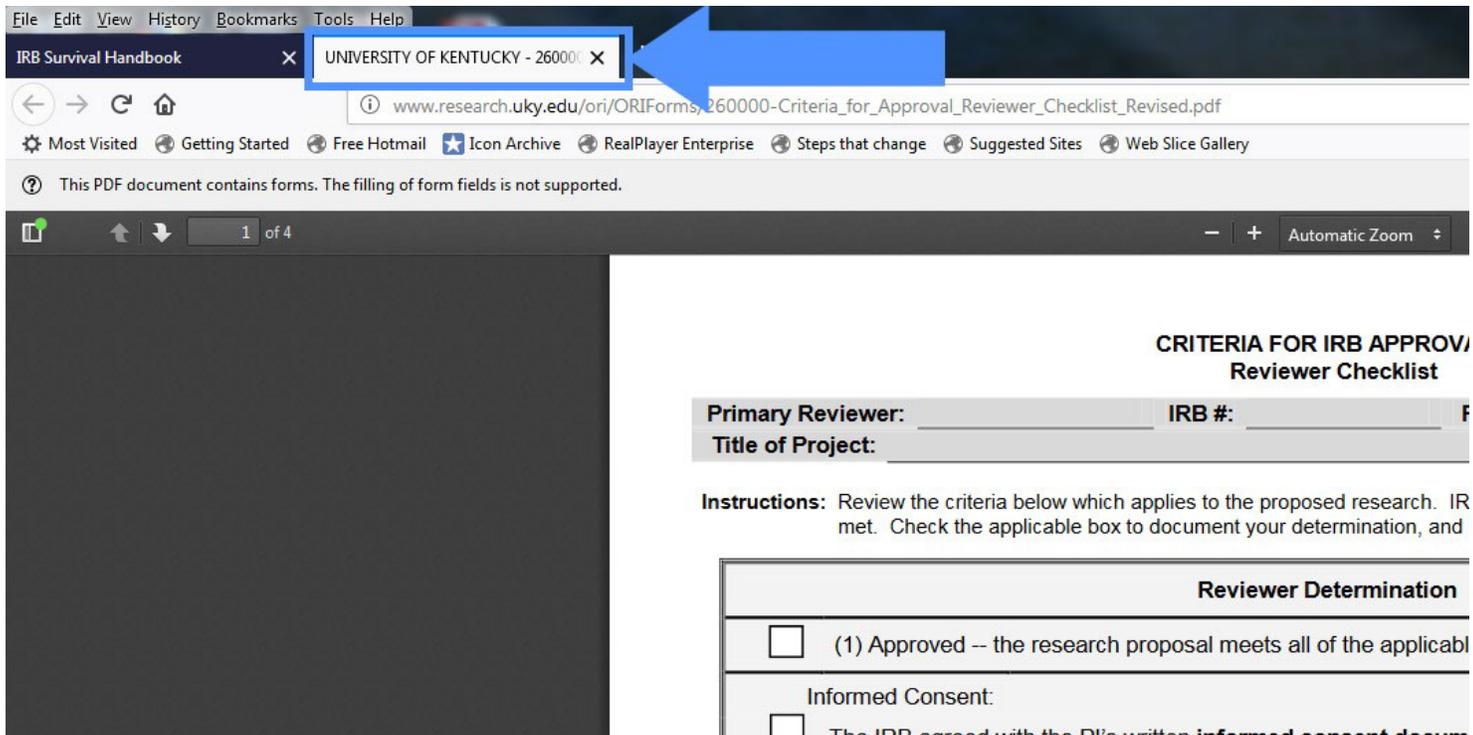
3. Click the download icon in the upper right hand corner.
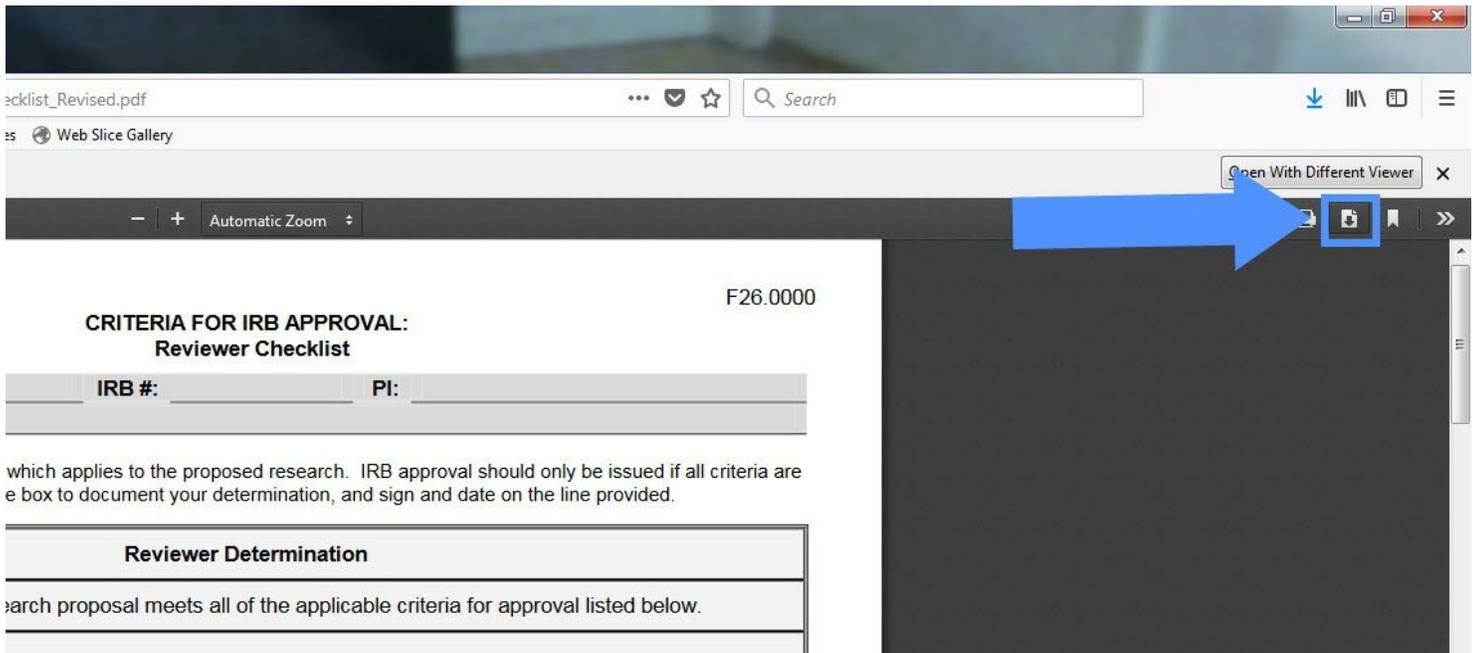
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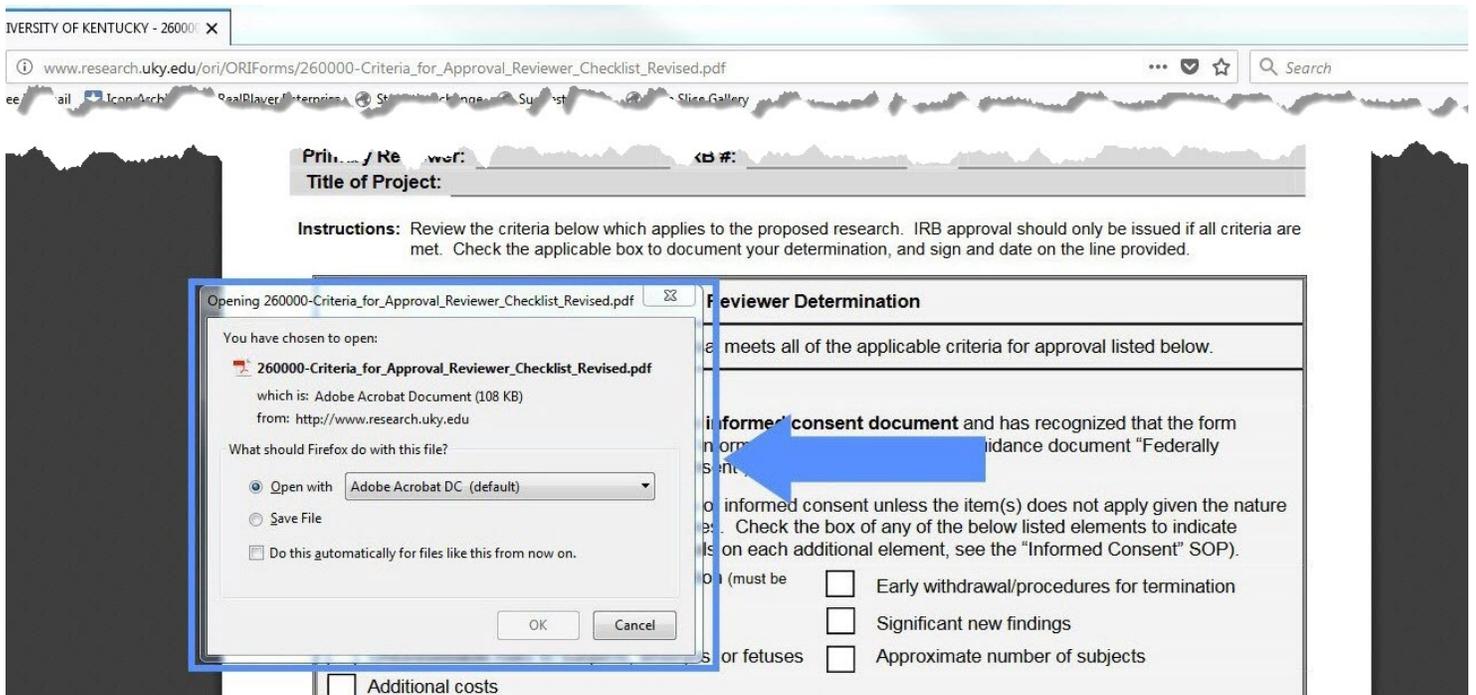
5. You may choose "Open with…".
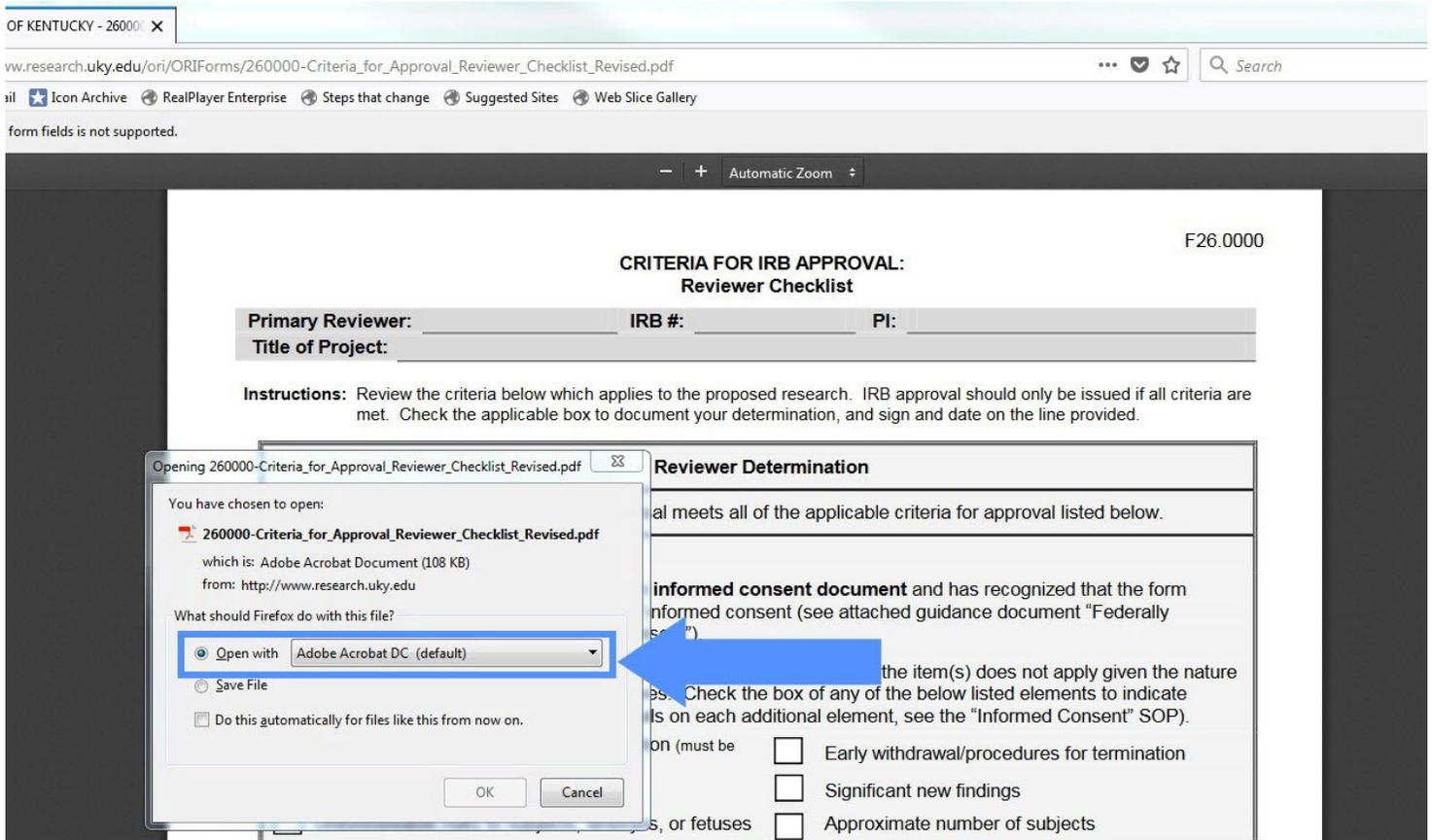
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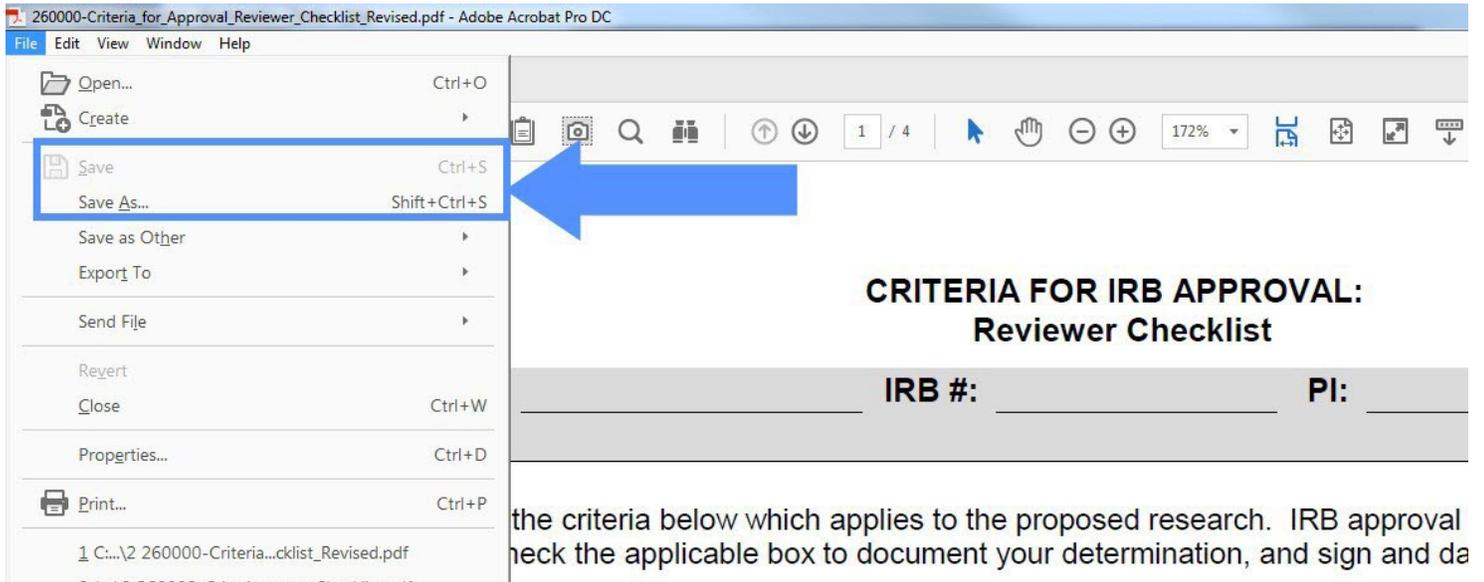
8. Or you may choose "Save File".
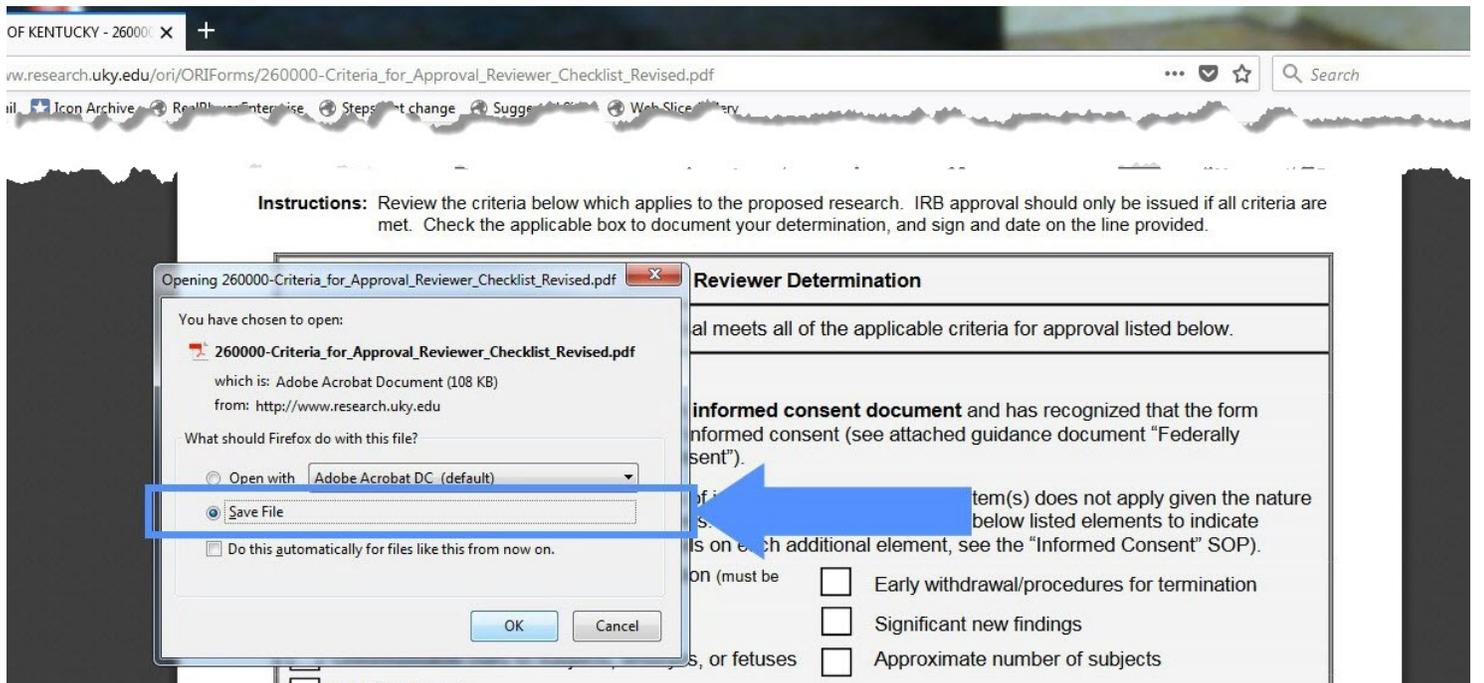
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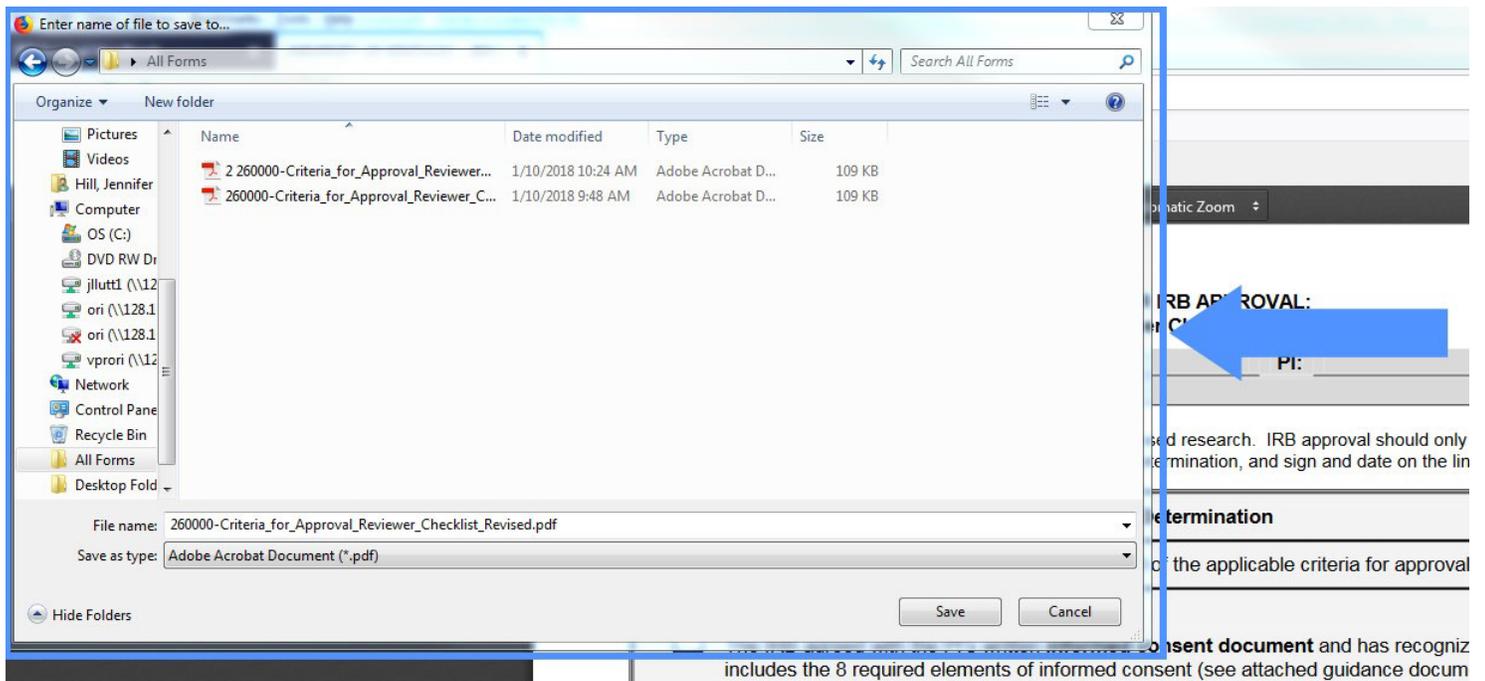
Temporary File

1. After clicking the link to the document you wish to download…
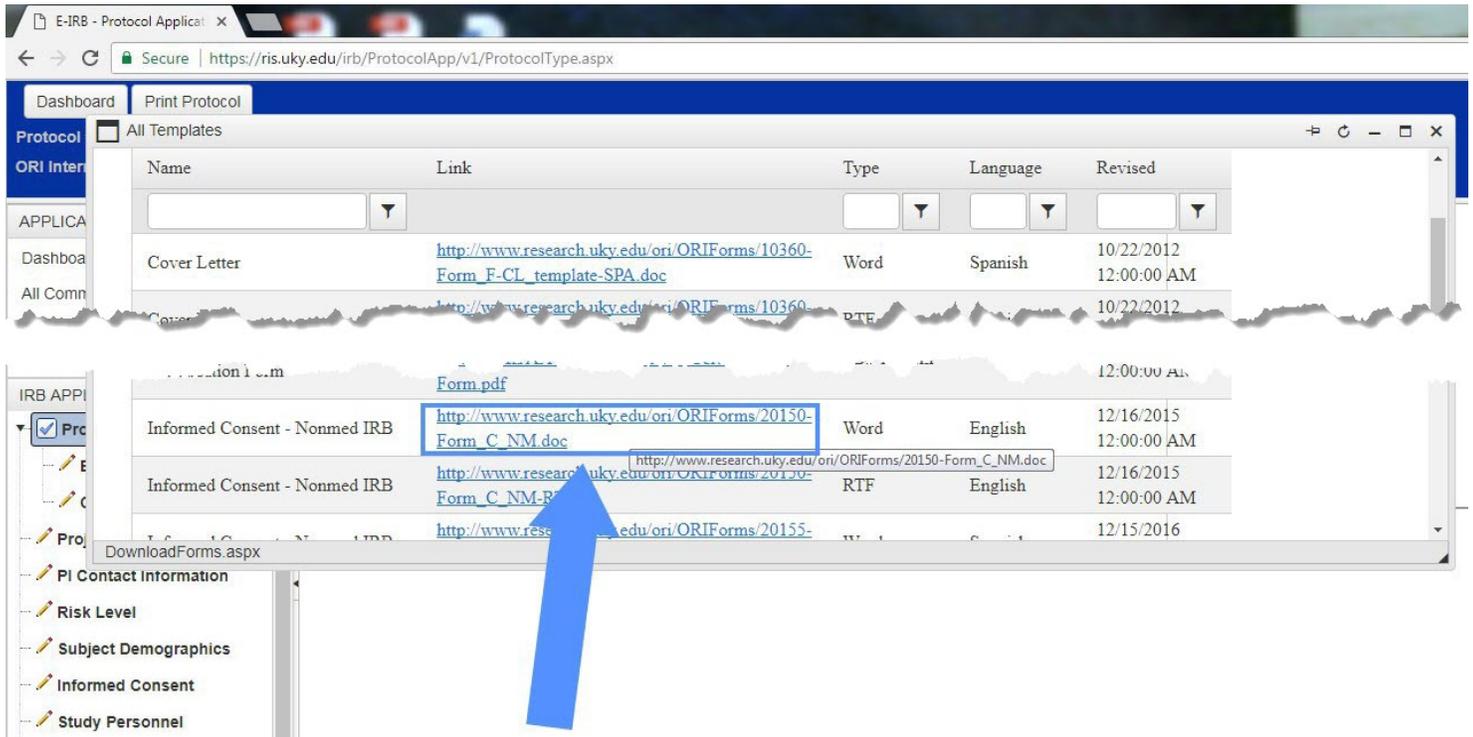
2. The document may download to a temporary file, found at the bottom of the web page.
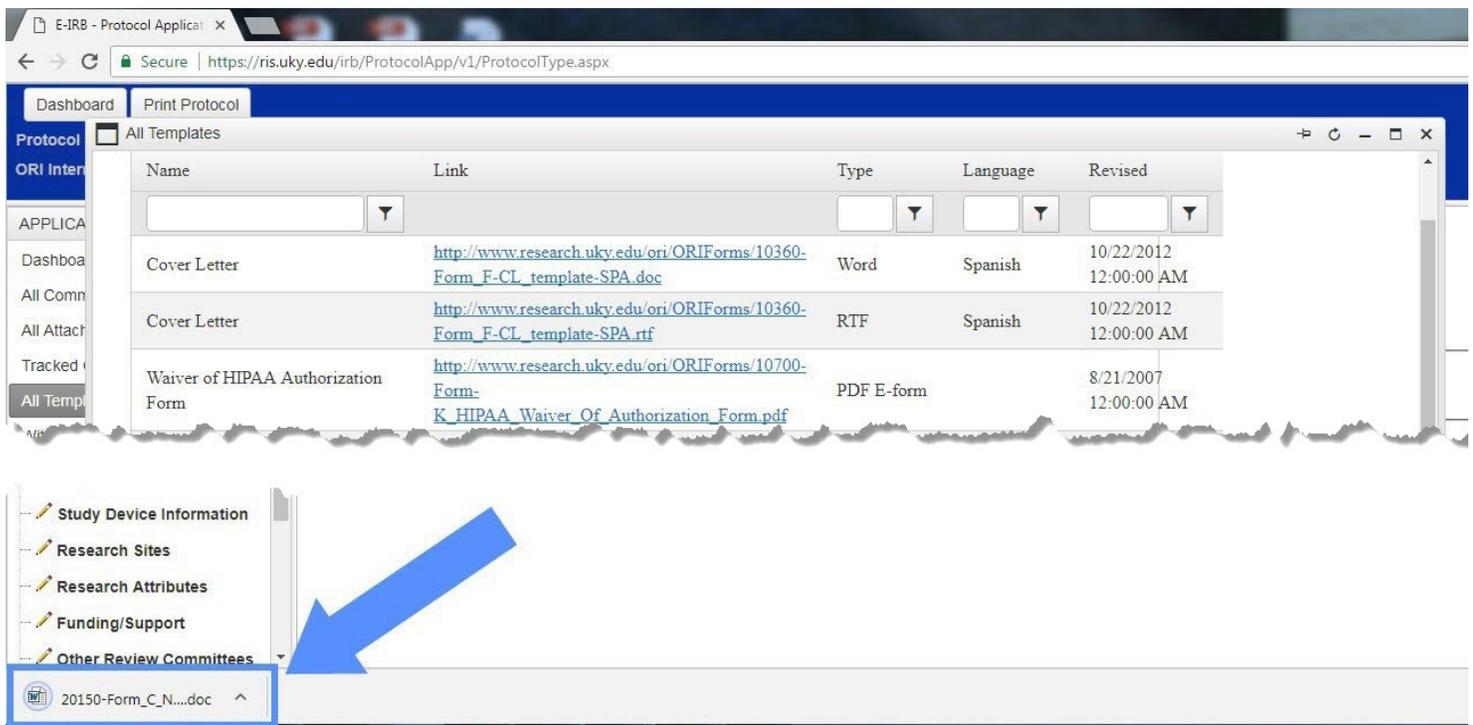
3. Click the arrow next to the file name or click the file name.
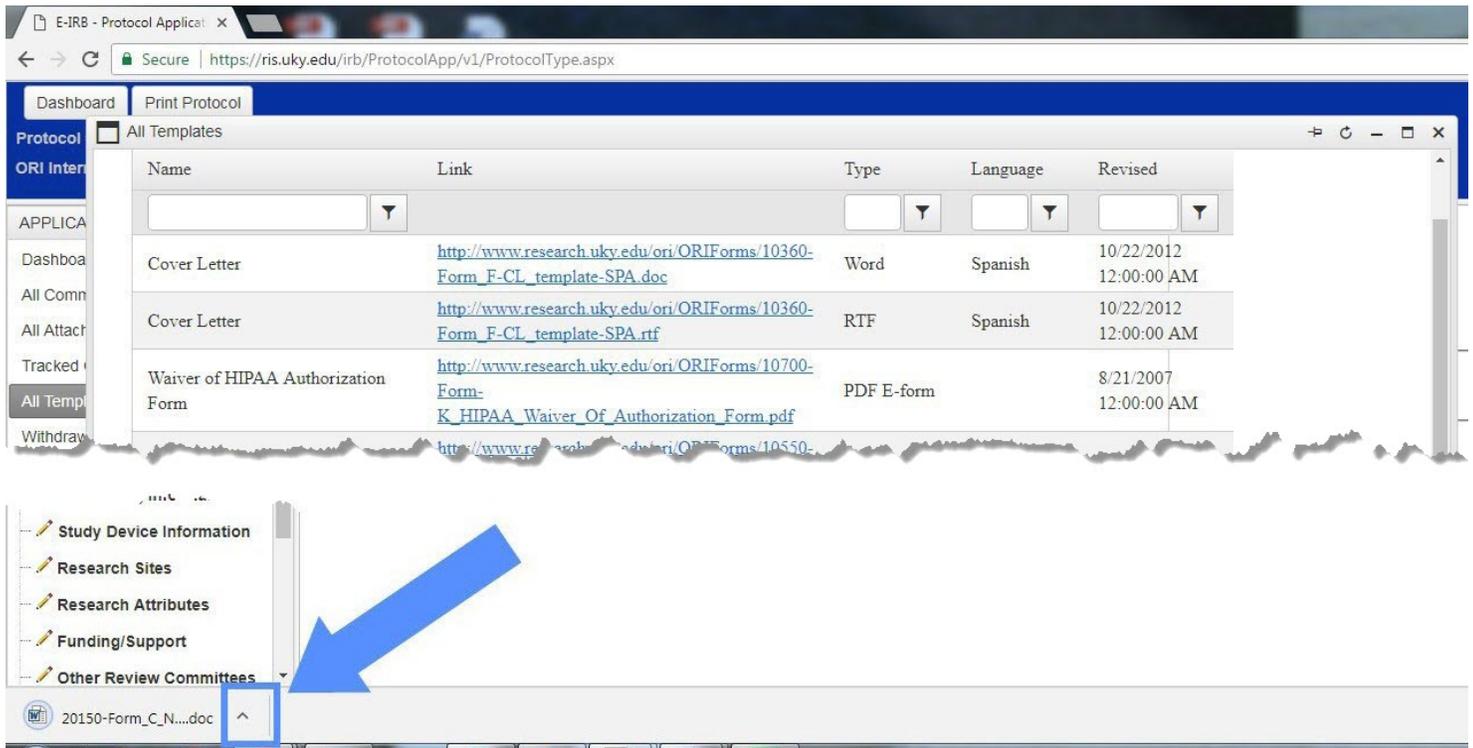
4. Click "Open".
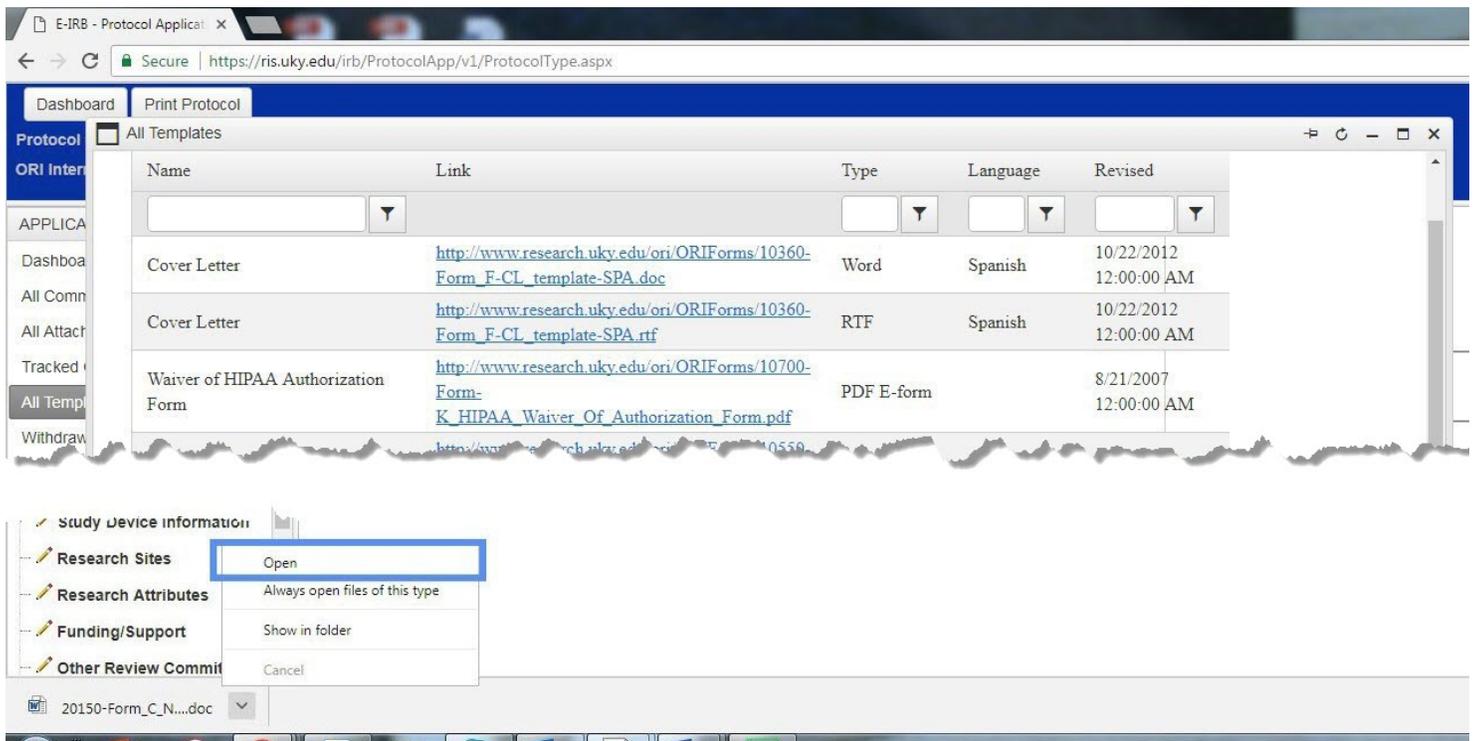
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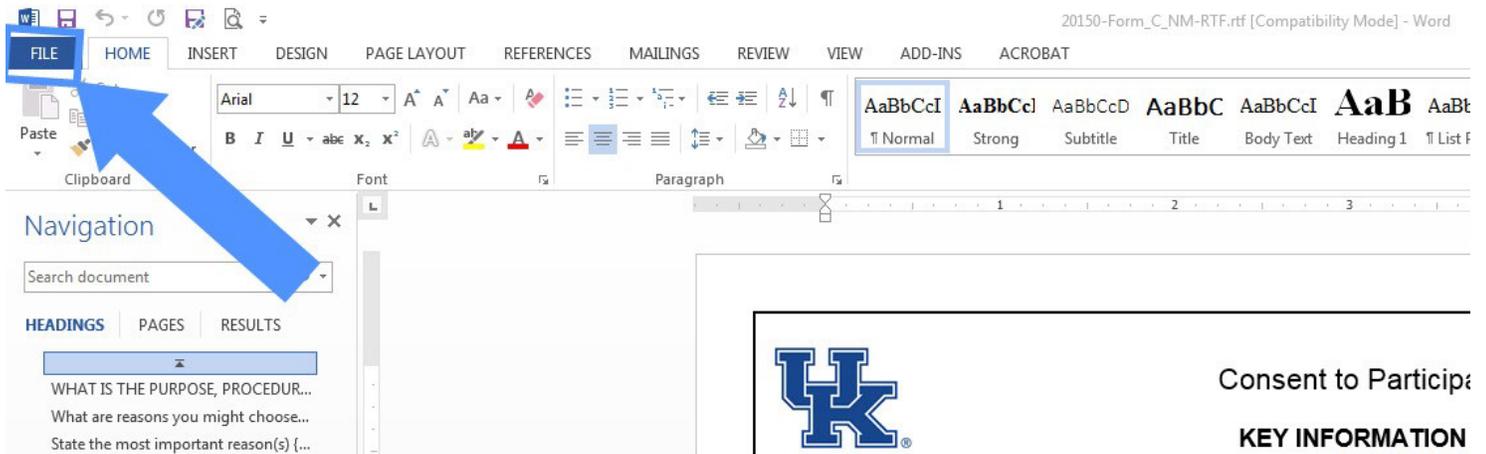
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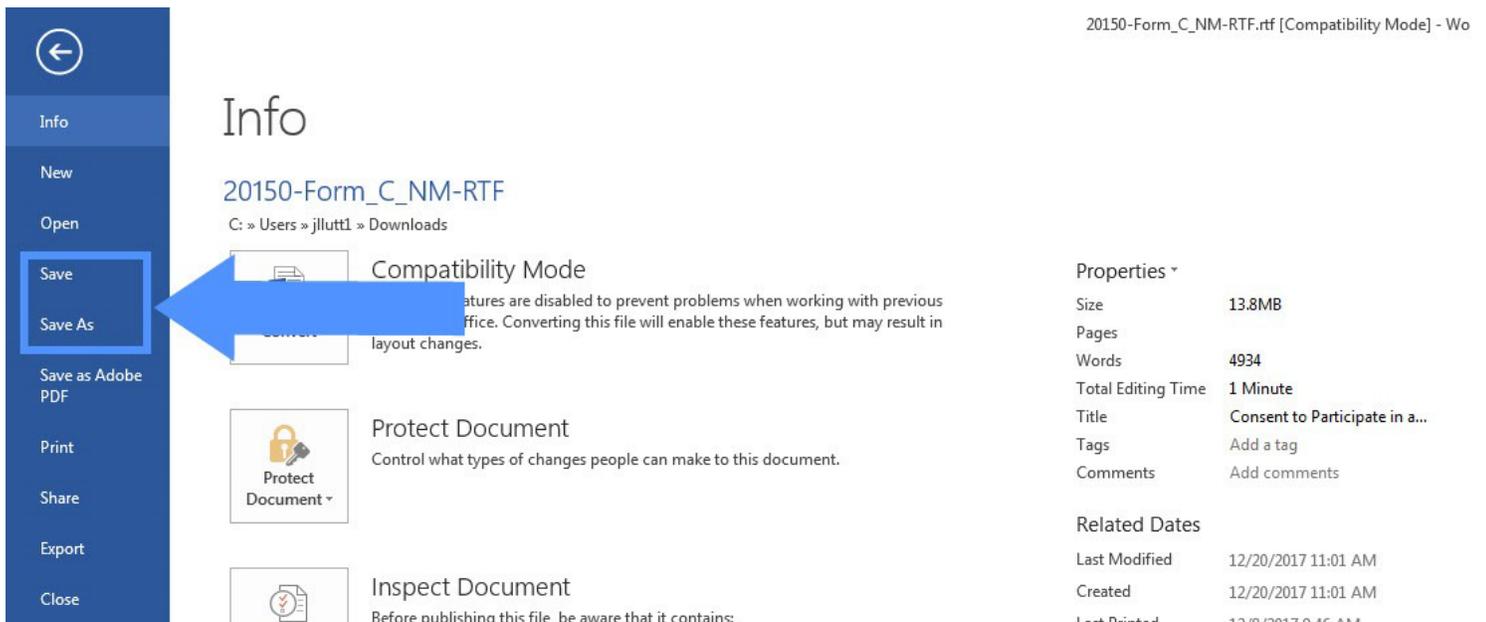
Temporary File + New Tab

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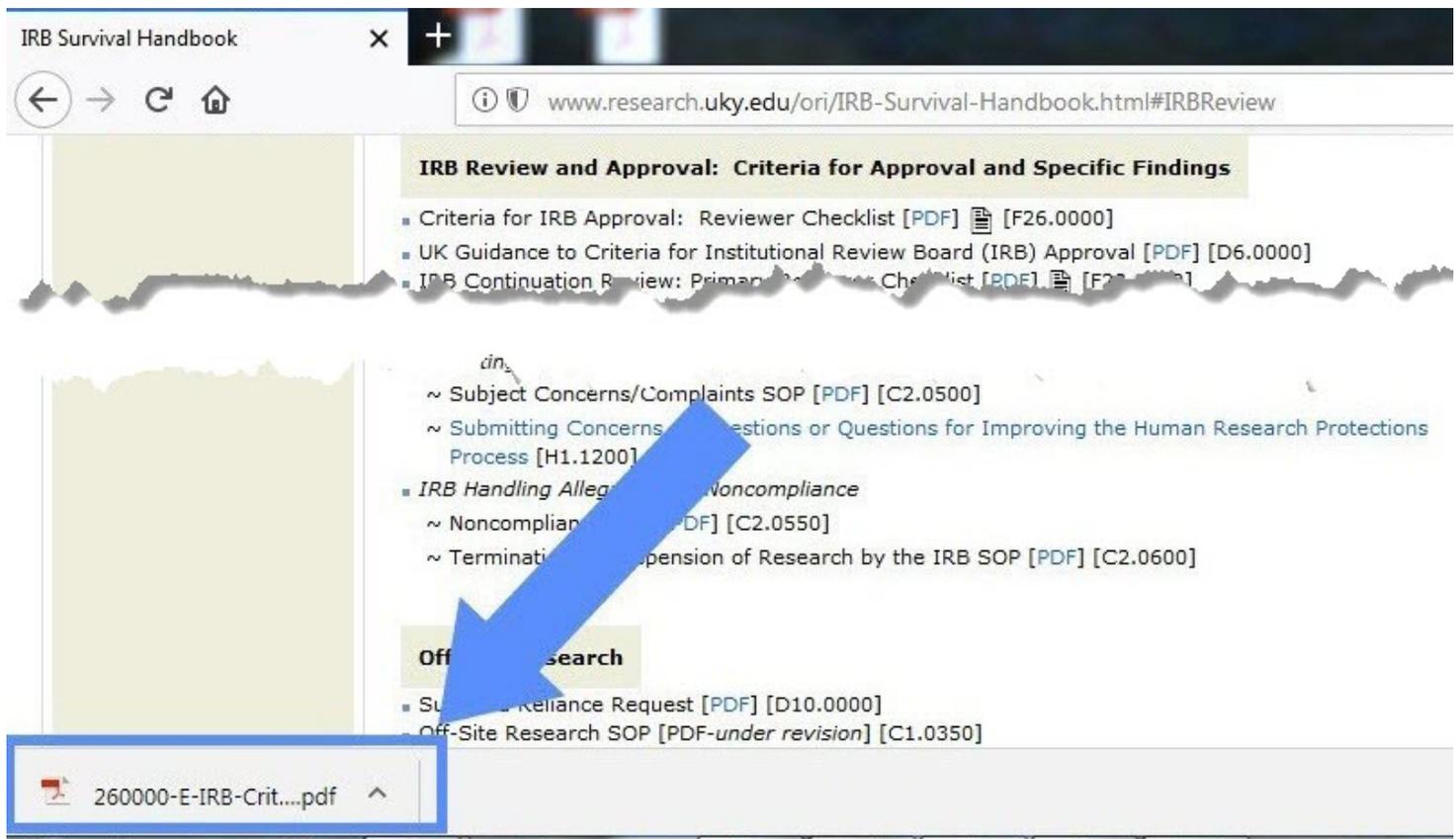
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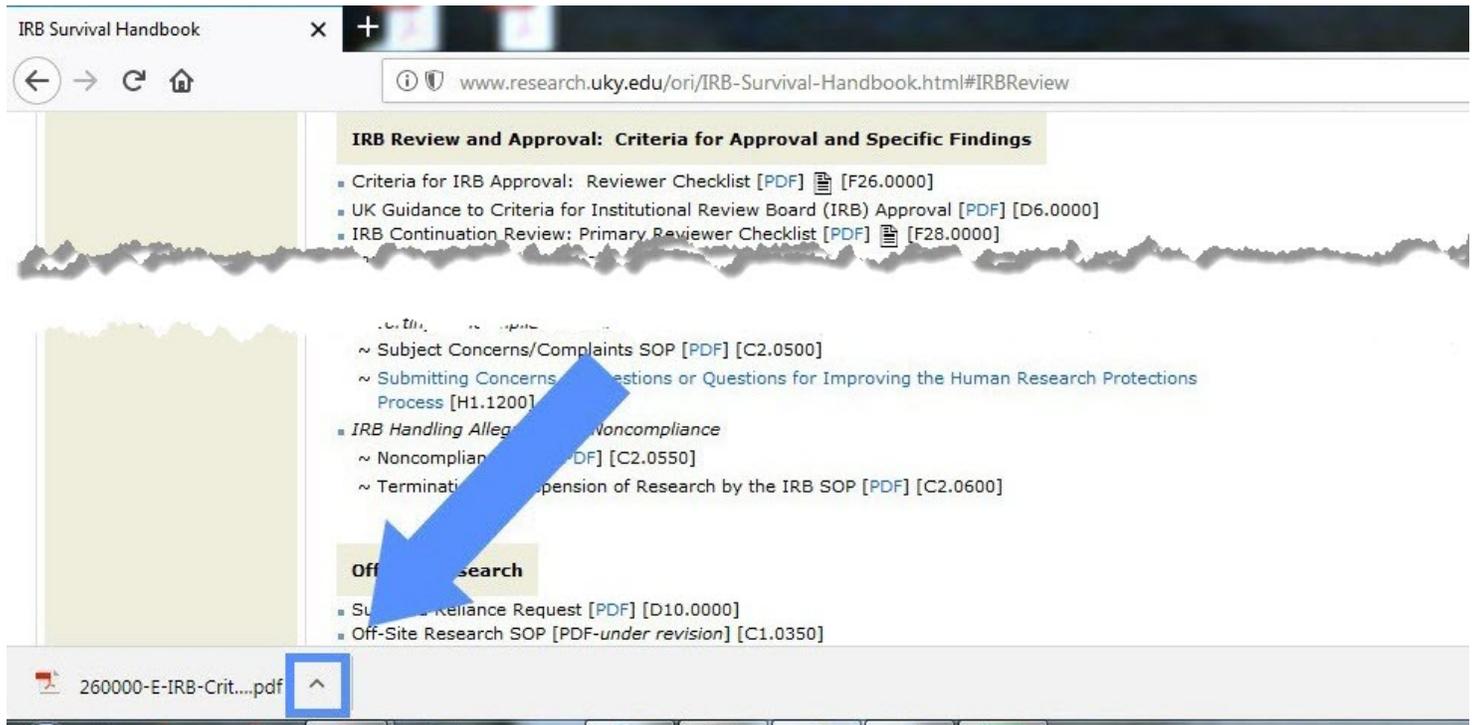
4. Click "Open".
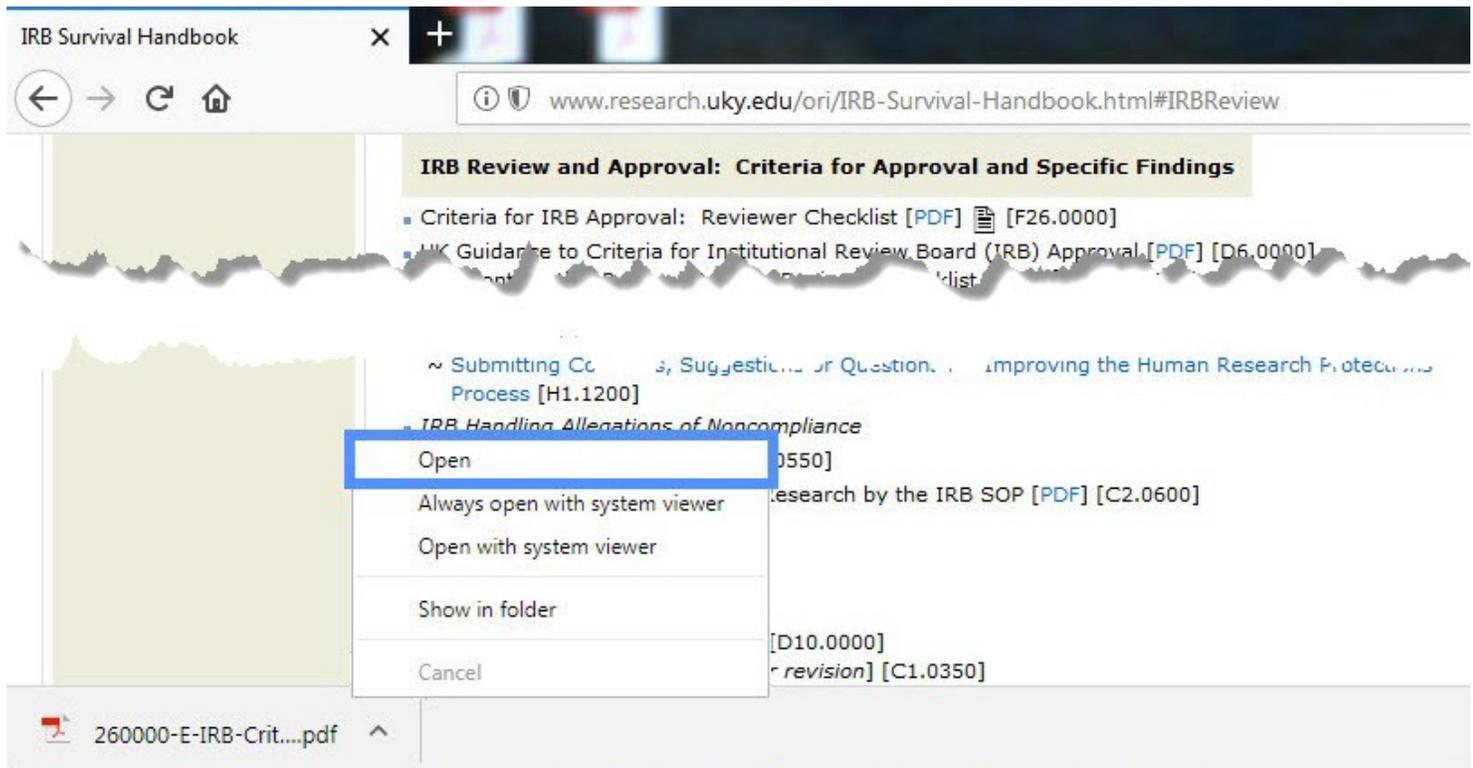
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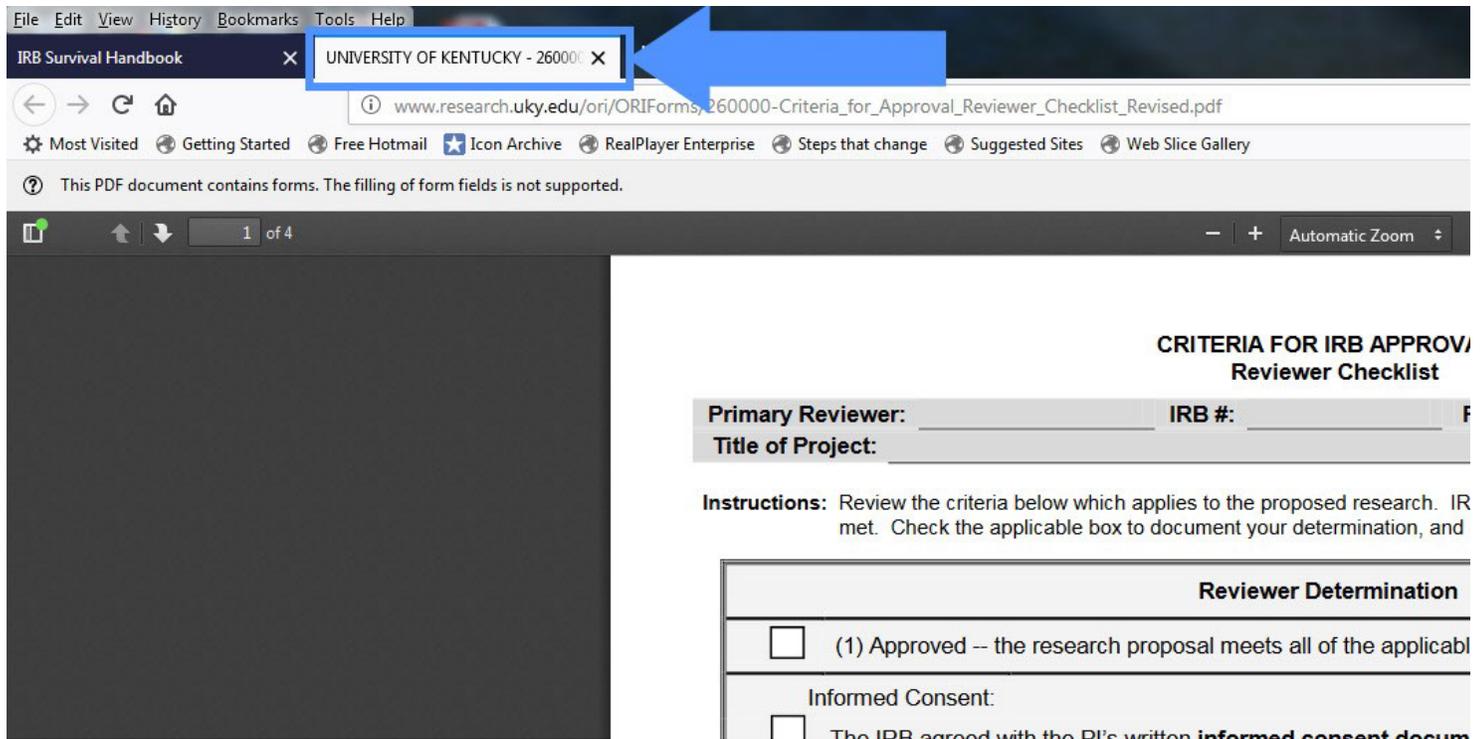
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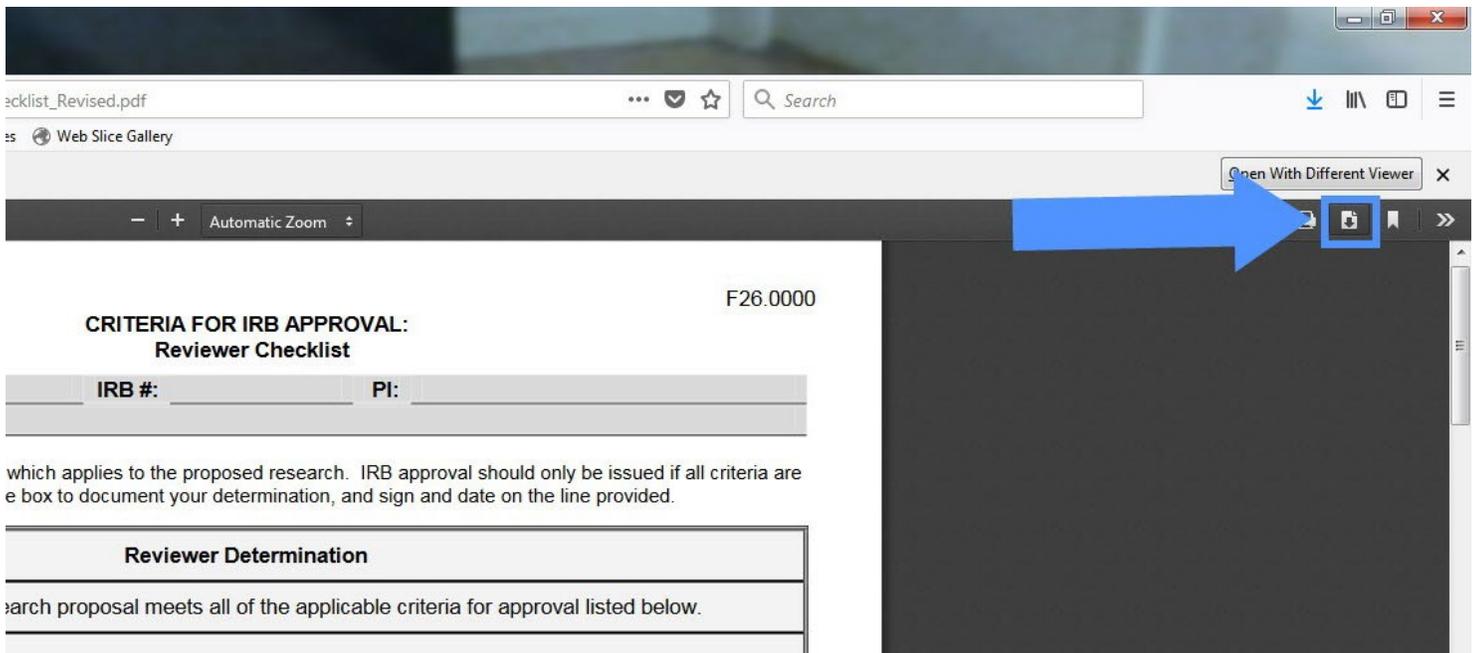
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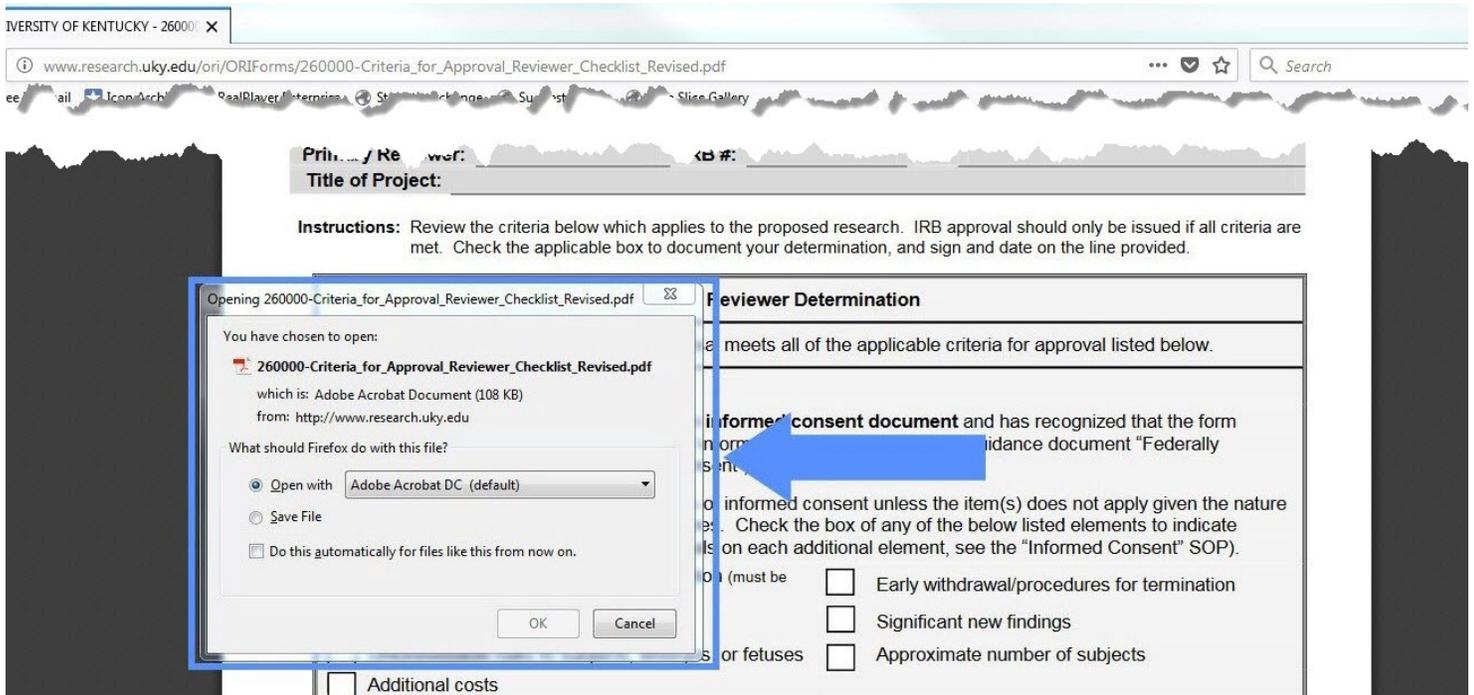
8. You may choose "Open with…".
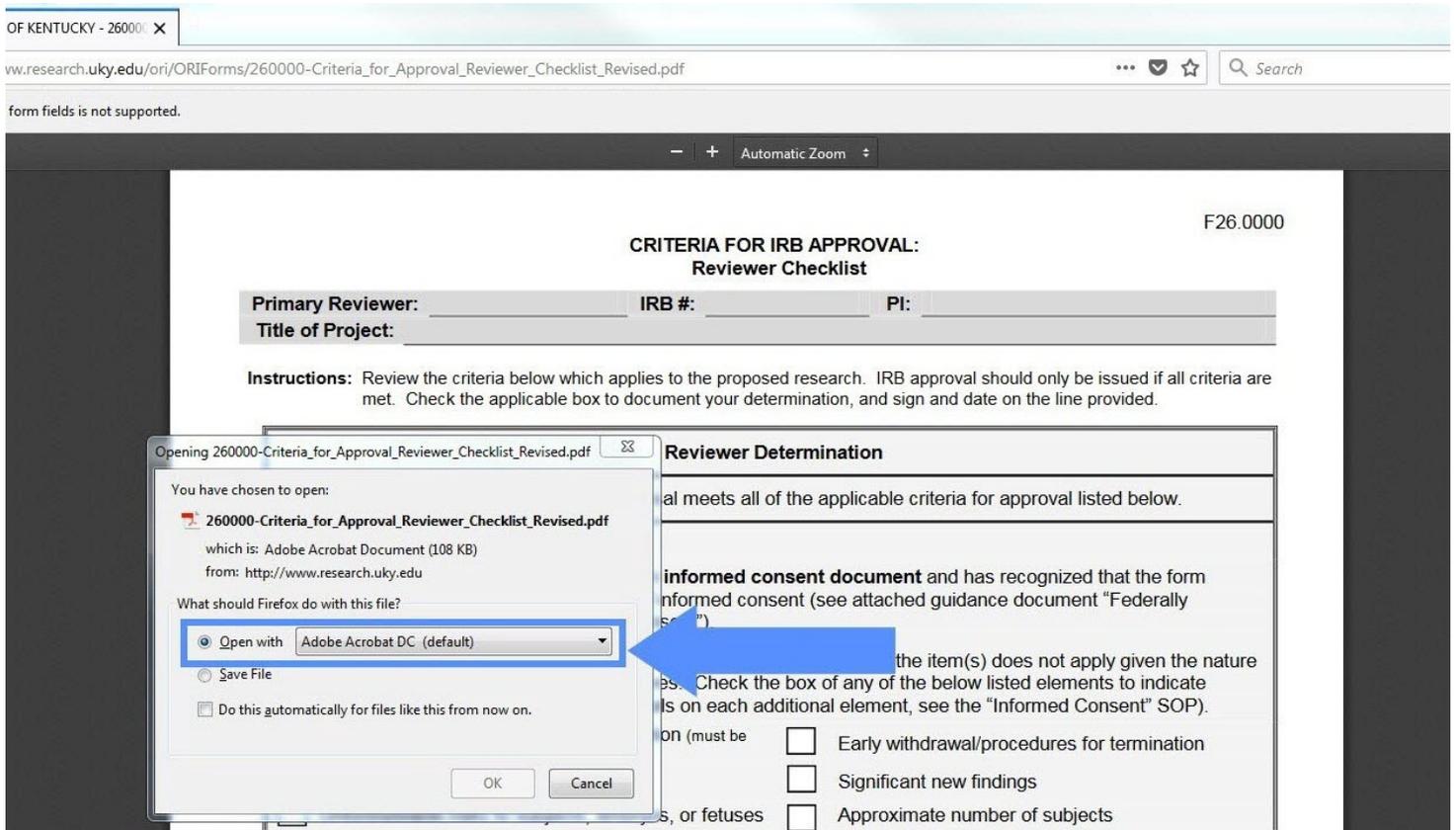
9. The document will open in the application according to the type of document. To save, you will click File in the upper left hand corner.

10. Then you will choose how you would like to save the document.

11. Or you may choose "Save File".


12. A window will appear for you to navigate to the folder in which you want to save the document, then you will click save.

Troubleshooting

System is slow

Possible Solution: Clear Cache

A cache is a collection of temporary Internet files that your browser stores in your computer. These files contain website data that lets your browser load websites faster when you visit them multiple times, but if these files become corrupt or if they begin to slow your computer down, you may decide to clear them.

Here is a resource on how to do this if you have Firefox as your default browser:

https://www.wikihow.com/Clear-the-Cache-in-Firefox

Here is a resource on how to do this if you have Chrome as your default browser.

https://www.wikihow.com/Clear-the-Cache-in-Chrome

Possible Solution: Clear cookies

Cookies save a user's browsing data (with their consent), and cache helps webpages load more quickly by remembering images, videos, and other parts of the webpage from the last visit instead of needing to rerender everything with each visit.

Here is a resource on how to do this if you have Firefox as your default browser:

https://www.howtogeek.com/678794/how-to-clear-cache-and-cookies-in-mozilla-firefox/

Here is a resource on how to do this if you have Chrome as your default browser.

https://www.howtogeek.com/661729/how-to-clear-cache-and-cookies-in-chrome/

Document Download Issues

Possible Solution: Clear document downloads

Whenever you download a file from the Internet, it is saved in your operating system's downloads folder. Additionally, there is a record of it in your web browser. When a file is in the downloads folder, it can take up unnecessary storage space. It also shows the things you've downloaded, which could be a security risk or a privacy issue.

The following instructions explain how to clear your downloads folder or your download history for Firefox.

1. In the upper-right corner of the screen, select the down-arrow icon for *Display the progress of ongoing downloads*.

Display the progress of ongoing downloads (Ctrl+J)

2. Select *Show All Downloads* from the menu that appears.
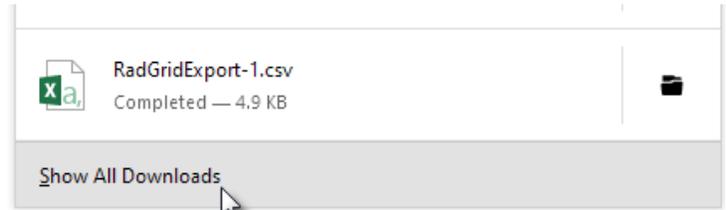
3. You may delete each item individually using the Delete key, or click *Clear Downloads* at the top of the window.
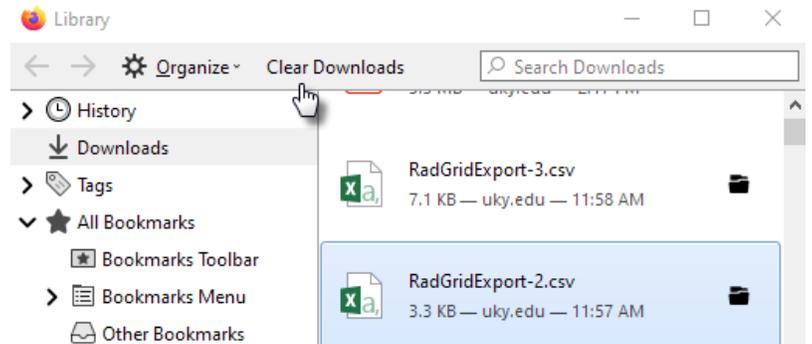
The following instructions explain how to clear your downloads folder or your download history for Chrome.

1. Click on the three vertical dots in the top right corner.

2. One of the menu choices is *downloads*. Select *downloads*.
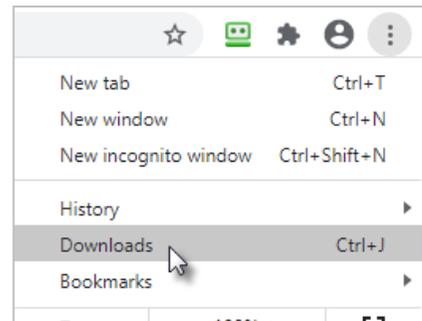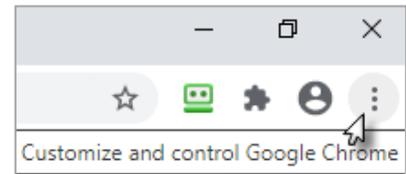
3. Click on the three vertical dots in the top right corner in blue bar.
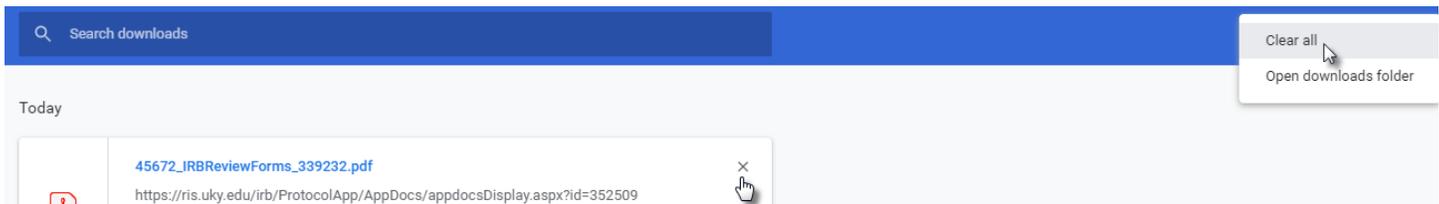
4. Select *Clear all*, or, select the specific download to remove by clicking the "x" by the document's listing.

J:\Master Internal Documents\Technical Help Downloading Documents from Web.doc