

EUROPEAN COMMISSION DIRECTORATE-GENERAL FOR HEALTH AND FOOD SAFETY

Health and food audits and analysis **F3-Plants and organics** 

## **INTERNET EXPLORER**

#### **PROCEDURE TO CHANGE SETTINGS FOR EUROPHYT V.5:**

Go to Internet Options in Internet Explorer

Click on the General tab

Go to Browsing History

Click on Settings

Click on "Every time I start Explorer"

Click Ok and Ok again

Restart IE browser and log into EUROPHYT again

See Screen Shot below:



- 1. If clear cache doesn't work, user should log out, close browser, open and login again
- 2. The user can try F5 to refresh their browser
- 3. If the above steps do not work, then the user must check the version of their browser to ensure it is not an old version, for example, IE 7 and 8 will always give problems.
- If users are using a new version of IE, as an example (say version 9) and are still having browsing refreshing problem, they should go into Settings and ensure Browser Mode is set the same as the version of browser, using the F12 Developer Tool sub-menu

## **FIREFOX**

### **PROCEDURE TO CHANGE SETTINGS FOR EUROPHYT V.5:**

Go To:

-Tools

-Options

-Click on Privacy

-Set history to "Never remember history"

0 General	Privacy
<b>Q</b> Search	
Content	Tracking
Applications	Tell sites that I do not want to be tracked
🗢 Privacy	Lean More
🗟 Security	History Firefox will: Never remember history
🔬 Advanced	Firefox will use the same settings as private browsing, and will not remember any history as you browse the Web.
	You may also want to clear all current history.
	Location Bar
	When using the location bar, suggest:
	✓ <u>H</u> istory
	Bookmarks
	✓ <u>O</u> pen tabs

Then restart browser and try EUROPHYT again.

If clear cache doesn't work, user should log out, close browser, open and login again

The user can try F5 to refresh their browser

# **CHROME BROWSER SETTINGS**

Using Chrome browser. You will need to clear the cache of your browser, restart the browser before attempting EUROPHYT again. You can get your PC helpdesk to help you or you can follow the following procedure, represented by the screen shot below:

- 1. Go to settings
- 2. Click on Tools
- 3. Click on Clear browsing data..
- 4. Choose 'the beginning of time
- 5. Tick "Empty the cache" box
- 6. The click on "Clear browsing data"
- 7. Close and open your Chrome browser
- 8. Try EUROPHYT Again

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• • •	New tab Ctrl+T New window Ctrl+N New incognito window Ctrl+Shift+N Bookmarks				
		Edit	Cut	Сору	Paste
		Zoom	- 1	.00% •	
		Save page as			Ctrl+S
		Find	1		Ctrl+F
		Print	4		Ctrl+P
Create application shortcut	Tools				
Extensions		History			Ctrl+H
Task manager	Shift+Esc	Downloads			Ctrl+J
Clear browsing data	Ctrl+Shift+Del	Sign in to Chrom	e		
Report an issue	Settings				
Encoding  View source  Ctrl+U		About Google Ch	rome		
		View background	pages (1	)	
Developer tools	Ctrl+Shift+I	Help			F1
	A 1 10 10 1				

Clear Browsing Data	
clear browsing bata	
Obliterate the following items from:	the beginning of time 💌
Clear browsing history	
Clear download history	
🕑 Empty the cache 🗜 🗕	
Delete cookies and other site	and plug-in data
Clear saved passwords	
Clear saved Auto-fill form data	E.
	Clear browsing data Cancel

- 1. If clear cache doesn't work, user should log out, close browser, open and login again
- 2. The user can try F5 to refresh their browser
- 3. If the above steps do not work, then the user must check the version of their browser to ensure it is not an old version, for example, IE 7 and 8 will always give problems.
- 4. If users are using a new version of IE, as an example (say version 9) and are still having browsing refreshing problem, they should go into Settings and ensure Browser Mode is set the same as the version of browser, using the F12 Developer Tool sub-menu

### LOGGING IN ISSUES FOR FOR ALL BROWSERS



Or



• Solution: User should type from scratch (not copy and paste and not clicking on link) the URL of EUROPHYT into a new tab of your browser. The URL is <a href="https://webgate.ec.europa.eu/europhyt/">https://webgate.ec.europa.eu/europhyt/</a>

#### If users experience the following problems whilst trying to log in: