

2016 Users' Conference - Getting to Know the Supported Web Browsers

Web browsers are constantly changing; the Web Department currently offers application support for eStatus Connect[®], eStatus Connect Administrator[®], LPOne[®], LPOne Administrator[®], Xcluso[®] and Xcluso Administrator[®] on the following browsers:

Internet Explorer[®]



Versions 9, 10 & 11

Firefox Mozilla[®]



11.0+

Google Chrome[™]



Auto Updates

Safari[®] (MAC)



6.2+

Web Browser Requirements for eStatus Connect[®] and eStatus Connect Administrator[®]

The end user's web browser must meet the following requirements:

- Must support 128-bit encryption
- Must accept cookies
- Must have a medium security setting (Internet Explorer[®])
- Must be JavaScript enabled
- Must allow pop ups
- eStatus Connect[®] is best viewed using Microsoft[®] Internet Explorer[®] version 10 and version 11, Mozilla[®] Firefox[®] 11+, Google Chrome[™] or Safari[®] 6.2+.

Web Browser Requirements for LPOne[®] and LPOne Administrator[®]

The end user's web browser must meet the following requirements:

- Must support 128-bit encryption
- Must accept cookies
- Must have a medium security setting (Internet Explorer[®])
- Must be JavaScript enabled
- Must allow pop ups
- LPOne[®] is best viewed using Microsoft[®] Internet Explorer[®] versions 9, 10 and 11, Mozilla[®] Firefox[®] 11+, Google Chrome[™] or Safari[®] 6.2+.

Web Browser Requirements for Xcluso[®] and Xcluso Administrator[®]


The loan officer's web browser must meet the following requirements:

- Must support 128-bit encryption
- Must accept cookies
- Must have a medium security setting (Internet Explorer[®])
- Must be JavaScript enabled
- Must allow pop ups
- Xcluso[®] is best viewed using Microsoft[®] Internet Explorer[®] versions 9, 10 and 11, Mozilla[®] Firefox[®] 11+, Google Chrome[™] or Safari[®] 6.2+.
- Mozilla Firefox[®] browser is a supported browser for Android[™] tablets.



Please note that you must install a PDF reader app on your Apple[®] iPad[®] in order to have the ability to attach documents to online applications.

Locating Your Web Browser's Version


Internet Explorer®

- Select “Help” in the main menu and then select “About Internet Explorer.”
- Click the gear icon  in the upper right corner of the screen and select “About Internet Explorer”.


Firefox Mozilla® -

- Select “Help” in the main menu and then select “About Firefox”. or select the hamburger icon in the upper right corner of the screen and then select the question.
- Select the hamburger icon  in the upper right corner of the screen, then select the question mark icon  and then select “About Firefox”.

Google Chrome™


- Select the hamburger icon  in the upper right corner of the screen, select “Help” and then select “About Google Chrome”.


Safari®


- Select the gear icon  in the upper right corner and then select “About Safari”.

Clearing Temporary Internet Files and Cookies

All browsers tend to collect temporary internet files and cookies which can cause problems with logging in and or bring up a website.

Internet Explorer® – Select “Tools” from the main menu or the gear icon  in the upper right corner of the screen and then select “Internet Options”. On the General tab, look for the Browsing History section and select the “Delete” button. On the new window displayed, check the “Temporary Internet Files and website files” and “Cookies and Website Data” boxes and then select the “Delete” button. A message will appear letting the user know the files were deleted.

Firefox Mozilla® – Select “Tools” from the main menu or the hamburger icon  in the upper right corner of the screen and then select “Options”. On the left pane of the screen select the “Privacy” option and then locate the History section in the middle of the screen. From the Firefox will field dropdown list, select “Use custom settings for history: and check the box for Clear history when Firefox closes. You may also use the Settings button to verify the Browsing & Download History and Cookies boxes are checked.

Google Chrome™ – Select the hamburger icon  in the upper right corner of the screen and then select “Settings”. On the left side of the screen select “History” and then select the Clear browsing data button. A new window will be displayed where you can choose how far back you want to clear the items checked. You will then need to make sure that the Browsing history and Cookies and other site and plugin data boxes are checked prior to selecting the Clear browsing data button.

Safari® – Select “History” from the main menu. A new window will appear allowing you to select the timeframe for clearing the history. Select the timeframe from the dropdown list and then select the Clear History button.

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