Browser Settings for Optimal Use of the System for Award Management (SAM)

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The following is information that will help you in optimizing your browser settings for the most effective use of the System for Award Management (SAM).

1 Browsers

SAM can be used with the following browsers:

- Firefox v3+
- Chrome
- Opera v9.64+
- Safari v3.2+
- Internet Explorer v7+

2 Browser Settings

The following are browser settings that are required for use of SAM:

- Enable TLS encryption (See Appendix A for instructions)
- Enable JavaScript (See Appendix B for instructions)
- Enable Cookies (See Appendix C for instructions)
- Disable Pop-up Blockers (See Appendix D for instructions)

3 Browser Optimization

Clear your cache if (See Appendix E for instructions)

- You are getting the "SAM Is Down for Maintenance" page
- You run search query #1 and view the results. You then run search query #2 and the displayed results are the same as search query #1.

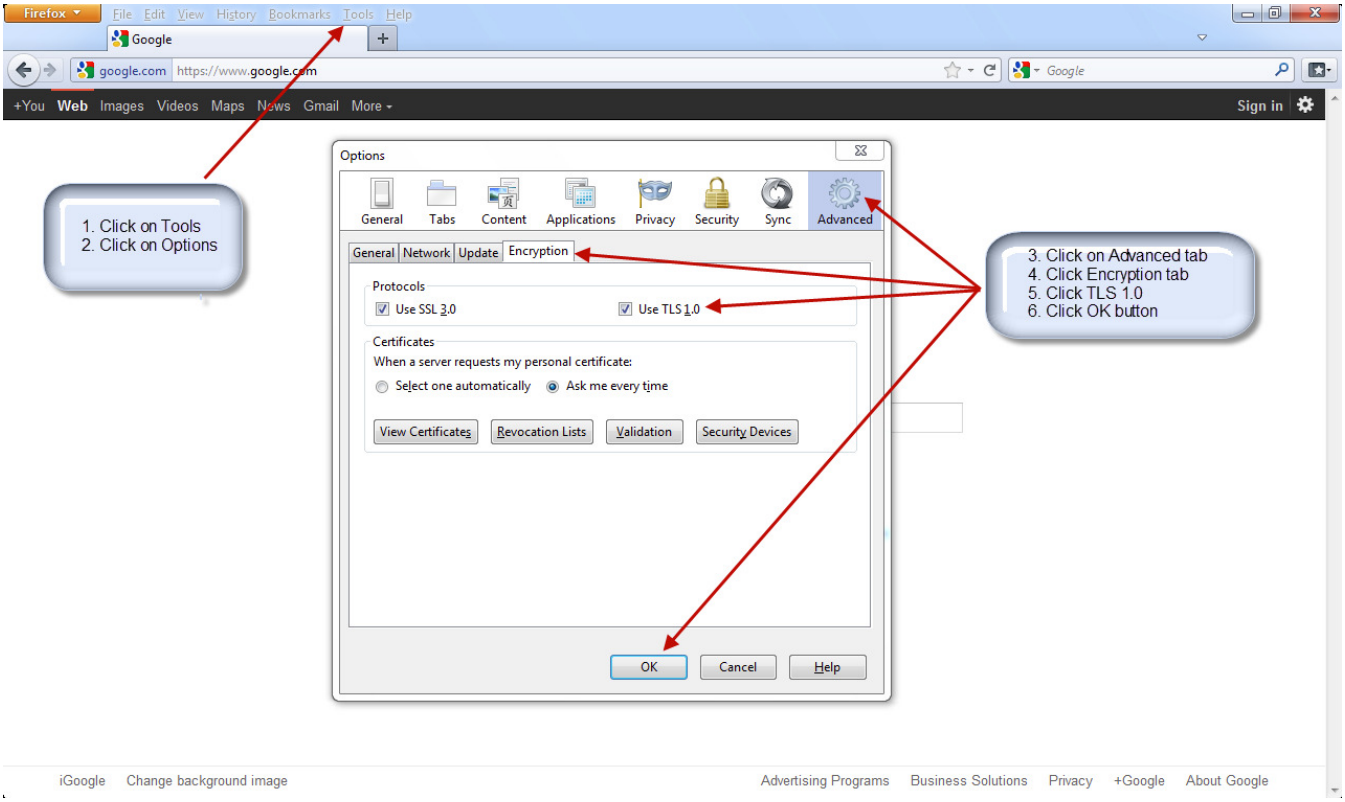
Appendix A – Instructions for Enabling TLS 1.0

The following provides instructions for enabling TLS in various browser types.

1 Firefox

Open a Firefox browser window and follow the steps below:

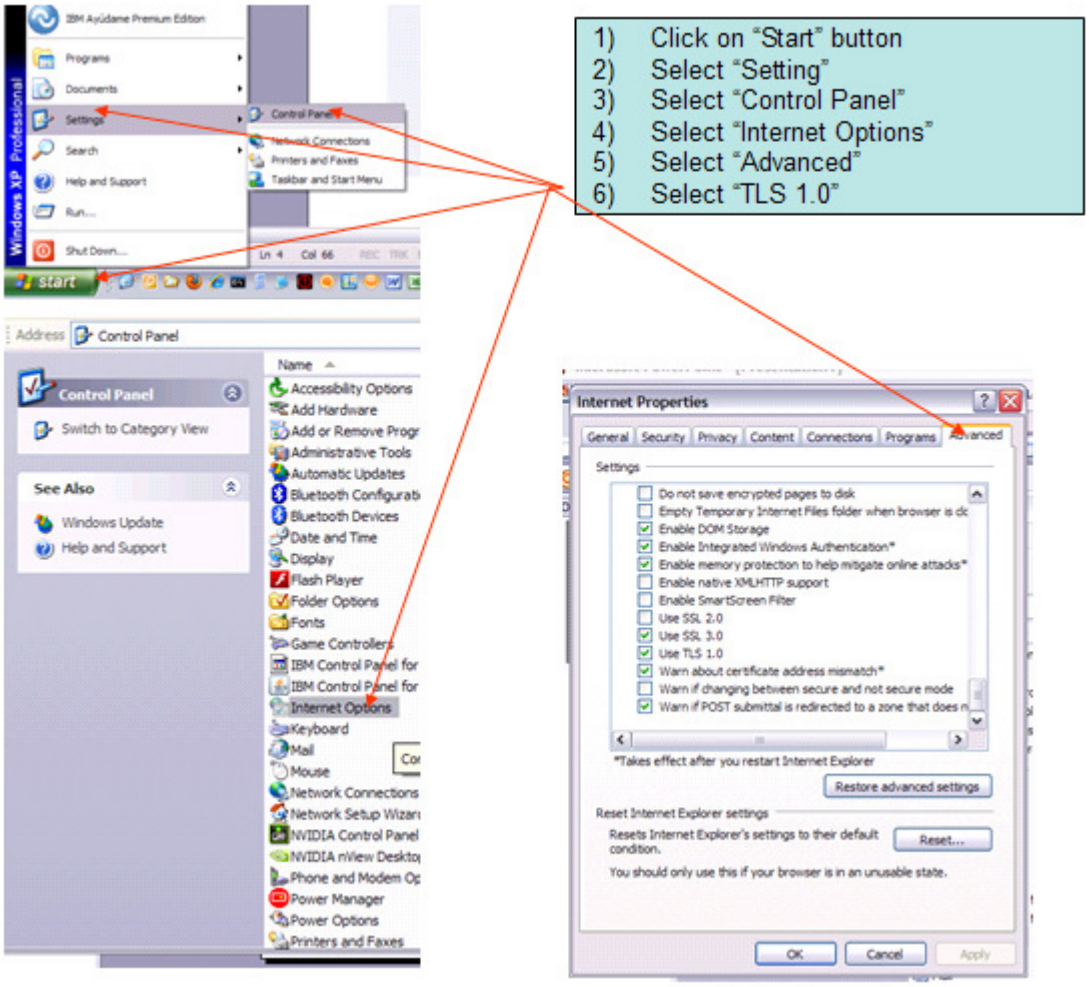
- Click on **Tools** in the top menu bar of the Firefox browser
- Click on **Options**
- Click on the **Advanced** icon within the Options window
- Click on the **Encryption** tab
- Select the **TLS 1.0** checkbox
- Click the **OK** button



2 Chrome

For Chrome browsers, TLS can be enabled from your computer's "Control Panel."

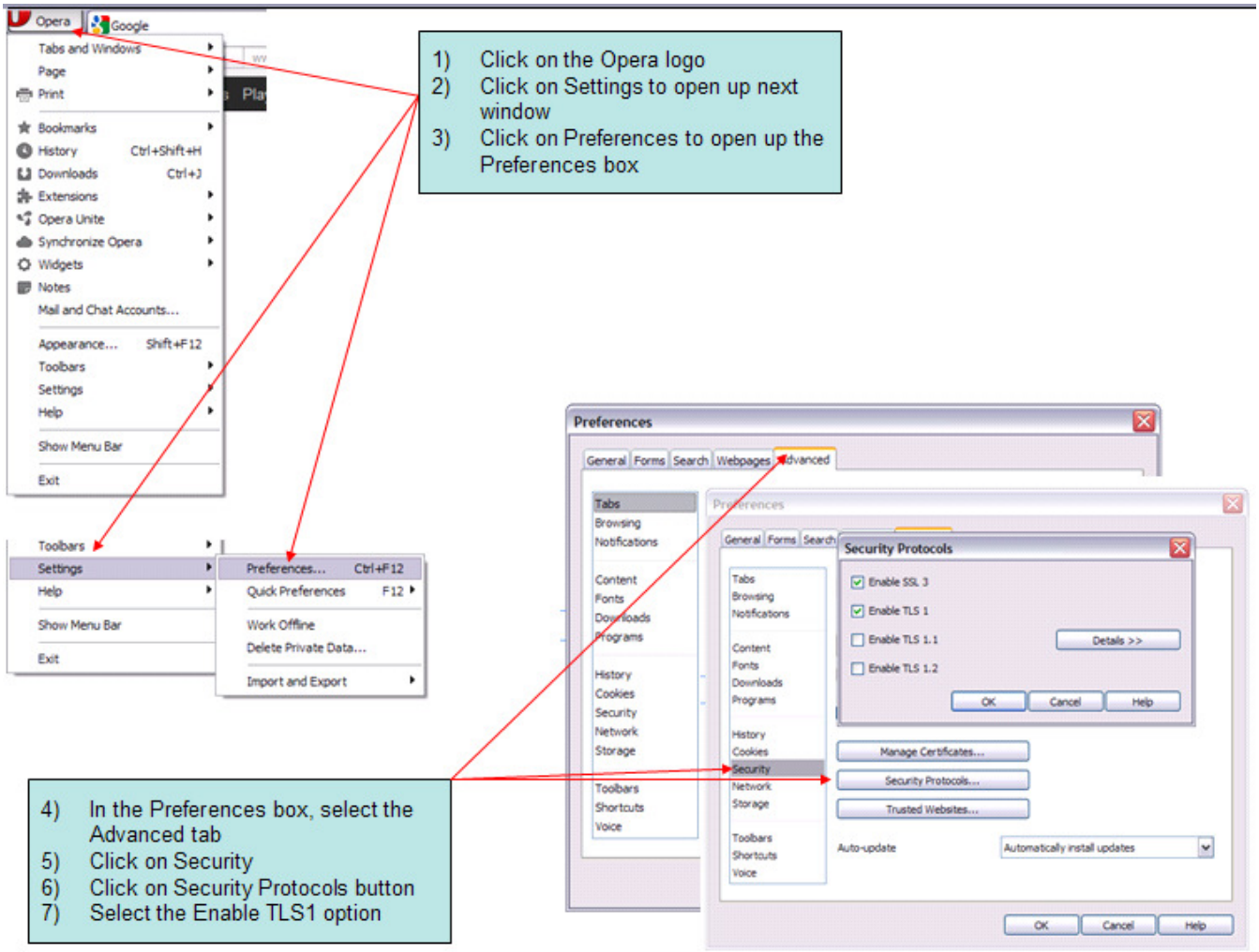
- Click on **Start** on the lower left hand section of your screen
- Select **Setting**
- Select **Control Panel**
- Click on the **Advanced** tab icon within the Internet Properties window
- Scroll down in the **Settings** section and select the **TLS 1.0** checkbox
- Click the **OK** button



3 Opera

Open an Opera browser window and follow the steps below:

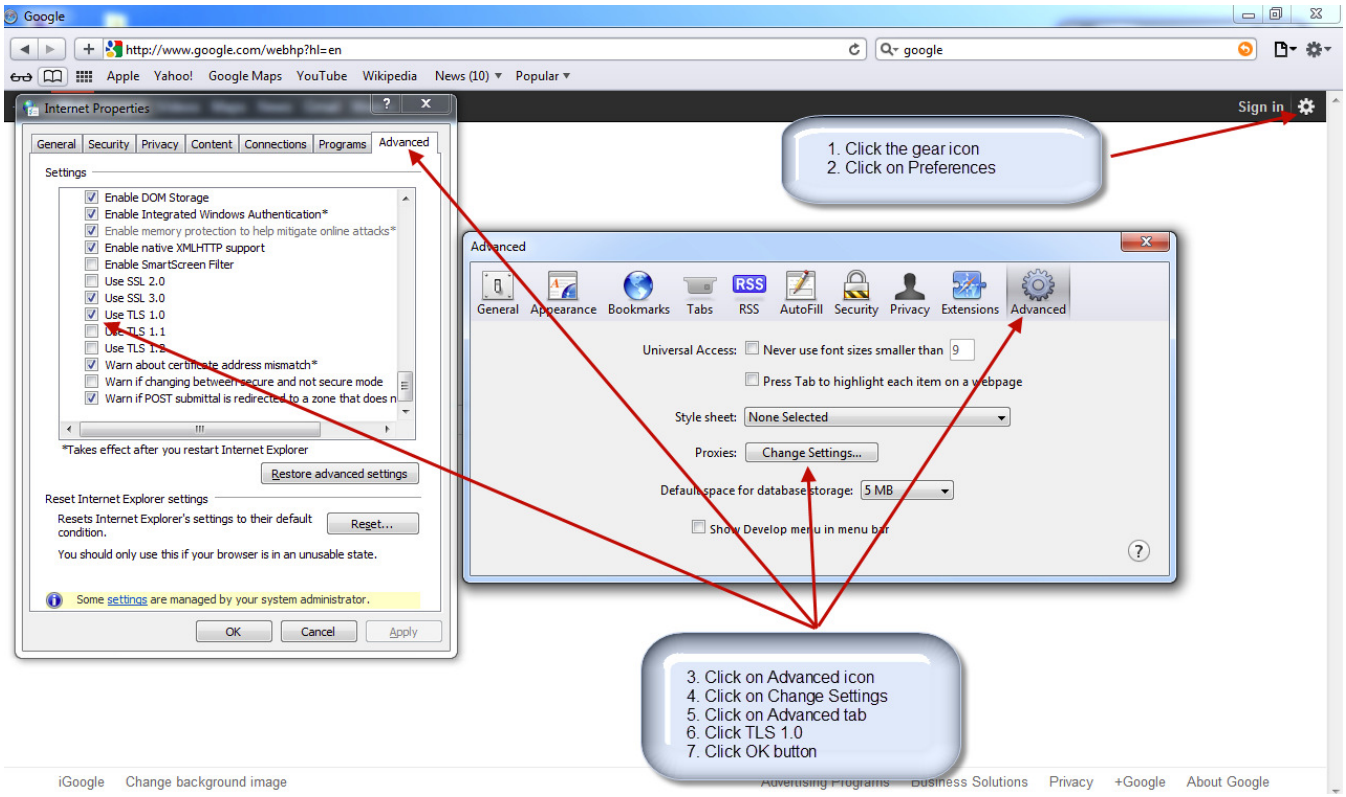
- Click on the Opera logo on the left-hand side of the address bar in the browser
- Click on **Settings**
- Click on **Preferences**
- Select the **Advanced** tab on the Preferences pop-up
- Click on the **Security**
- Click on the **Security Protocol…** button
- Select the **TLS 1.0** checkbox
- Click the **OK** button



4 Safari

Open a Safari browser window and follow the steps below:

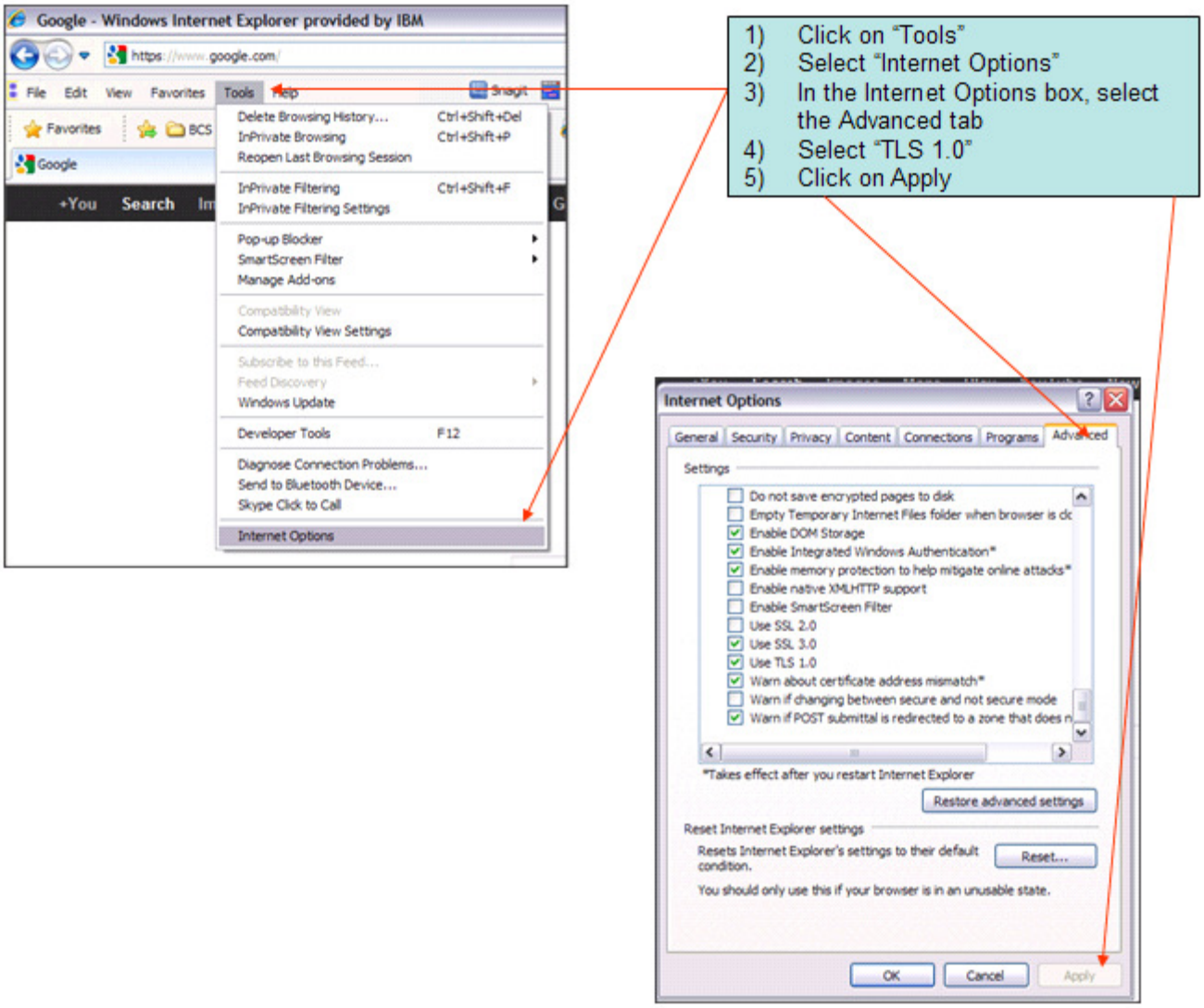
- Click on the gear icon on the right-hand side of the address bar in the Safari browser
- Click on **Preferences**
- Click on the **Advanced** icon within the Advanced window
- Click the **Change Settings…** button
- Click on the **Advanced** tab within the Internet Properties window
- Scroll down in the **Settings** section and select the **TLS 1.0** checkbox
- Click the **OK** button



5 Internet Explorer 7, 8, 9

Open an Internet Explorer (IE) browser window and follow the steps below:

- Click on **Tools** in the top menu bar of the IE browser
- Click on **Internet Options**
- Click on the **Advanced** tab within the Internet Options window
- Scroll down in the **Advanced** tab and select the **TLS 1.0** checkbox
- Click **Apply** in the Internet Options tab



Appendix B – Instructions for Enabling JavaScript

1. Internet Explorer

1. From the "Tools" menu of IE, select **Internet Options**.
2. Click on the "Security" tab and make sure the "Internet globe icon" is highlighted.
3. Click on the **Custom Level...** button to bring up the security options for your browser.
4. Search through the menu for the "Active Scripting" option, and make sure **Enable** is selected.
5. Click the **OK** button.
6. Close this window and click the **Refresh** (**F5**) button of the page requiring Javascript.

6 Firefox

1. In the **Tools** drop-down menu, select **Options**.
2. Next, select the **Content** icon/tab at the top on the window.
3. Then, check the **Enable JavaScript** checkbox under the **Web Content** category.
4. Hit **OK** to close the Options window and save your changes.
5. Finally, **Refresh** your browser.

7 Safari

1. From the pull down menu that looks like a gear, select the **Preferences...** option.
2. Click on the **Security** icon in the top row of preference options.
3. Under the "Web Content:" category, make sure the **Enable JavaScript** box is checked. Close this window and click the **Reload** button of the page requiring Javascript.

8 Opera

1. In the **Tools** drop-down menu at the top of the window, select **Preferences...**
2. Select the **Advanced** tab at the top on the Preferences window.
3. Find the **Content** item in the list on the left-side of the window and select it.
4. Then, check the **Enable JavaScript** checkbox.
5. Click **OK** to save your changes and close the Preferences window.
6. Finally, **Refresh** your browser.

9 Chrome

1. Select **Customize and control Google Chrome** (wrench Icon) to the right of the address bar
2. From the drop-down menu, select **Options**
3. Select the **Under the Hood** tab at the top of the window
4. Under the Privacy heading, select the **Content settings** button
5. On the left, under the features heading, select **JavaScript**
6. Select the **Allow all sites to run JavaScript** radio button
7. Finally, close both preference windows, and refresh the browser

Appendix C – Instructions for Enabling Cookies

1 Firefox

1. Click **Tools > Options**.
2. Click **Privacy** in the top panel.
3. Set "Firefox will:" to **Use custom settings for history**.
4. Check the box next to "Accept cookies from sites" to enable cookies.
5. Click **OK**.

2 Chrome

1. Click the wrench icon.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. Click **Content settings** in the "Privacy" section.
5. Select **Allow local data to be set** to allow both first-party and third-party cookies. If you only want to accept first-party cookies, check the box next to "Block all third-party cookies without exception."

3 Opera

Open the **Tools** menu

Select **Preferences**

Open the **Advanced** tab

Select **Cookies**

Select **Accept Cookies** or **Accept Cookies only from the website I visit** option depending on your requirements

Click **OK** to save the settings

4 Safari

1. Go to the **Safari** drop-down menu.
2. Select **Preferences**.
3. Click **Security** in the top panel.
4. Under "Accept Cookies" select **Only from sites you navigate to**.

5 Internet Explorer

1. Click **Start > Control Panel**. (With Windows XP Classic View, click the Windows **Start** button > **Settings > Control Panel**).

2. Double-click the **Internet Options** icon.
3. Select the **Privacy** tab.
4. Click **Advanced**.
5. Select **Override automatic cookie handling** under the "Cookies" section in the Advanced Privacy Settings window.
6. Select the **Accept** or **Prompt** option under "First-party Cookies."
7. Select the **Accept** or **Prompt** option under "Third-party Cookies." (If you select the **Prompt** option, you'll be asked for approval every time a website attempts to send you a cookie.)
8. In the Internet Options window, click **OK** to exit.

Appendix D – Disabling Pop-up Blockers

Listed below are some of the most popular pop-up blocking software packages, and instructions to enable pop-up windows with them. Pop-up windows must be enabled to use many online services. There are dozens of pop-up blocking software packages and we are unable to list each here, but we have chosen the most popular. Generally, most pop-up blockers will install themselves either within the browser toolbar, or within the Windows Taskbar along the bottom right corner of your screen.

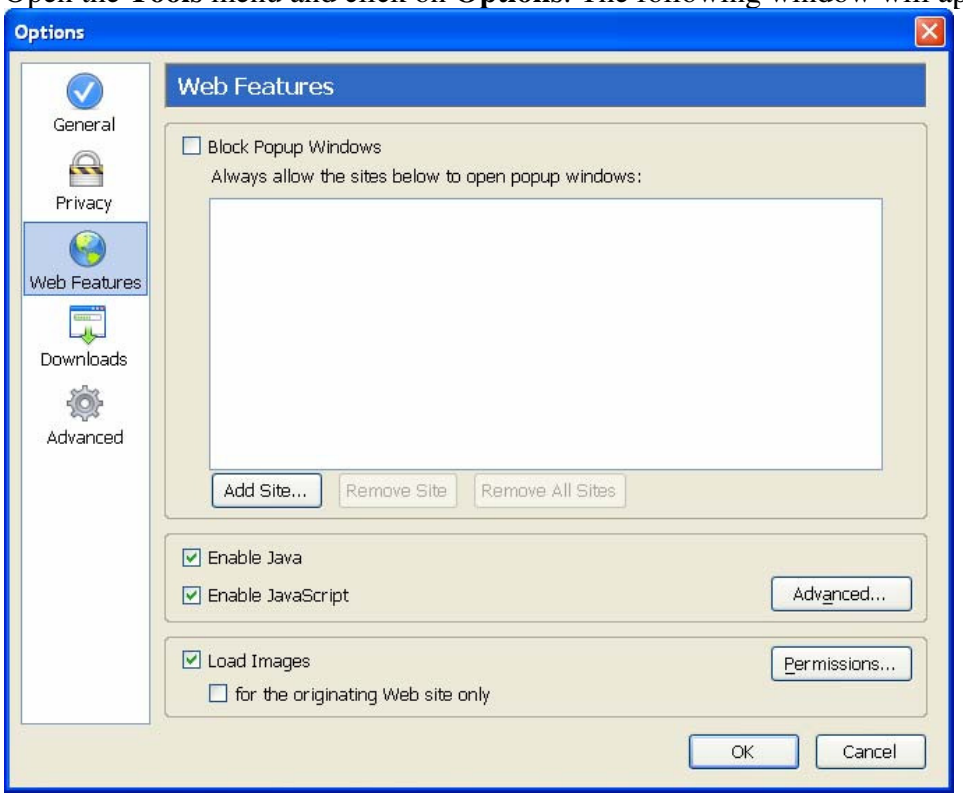
Depending upon what is installed on your computer, it is possible that you may have more than one pop-up blocker running. You will have to disable all of them for this site to work properly.

Once you have reviewed these instructions and have disabled the pop-up blockers in your system, click the **back** button in your browser to return to the online system you were previously viewing.

1 Firefox

Mozilla's pop-up blocker is integrated into the Firefox browser. To disable the pop-up blocker:

1. Open the **Tools** menu and click on **Options**. The following window will appear:



2. Click on the **Web Features** icon in the list on the left.
3. Remove the checkmark from beside the **Block Popup Windows** option.
4. Click **OK** to close the window.

2 Chrome

See pop-ups for a specific site

To see blocked pop-ups for a site, follow the steps listed below:

1. If pop-ups have been blocked, you'll see the icon in the address bar. Click the icon to see a list of the blocked pop-ups.
2. Click the link for the pop-up window that you'd like to see.
3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialog.

To manually allow pop-ups from a site, follow the steps below:

1. Click the wrench icon on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. In the "Privacy" section, click the **Content settings** button.
5. In the "Pop-ups" section, click **Manage exceptions**.

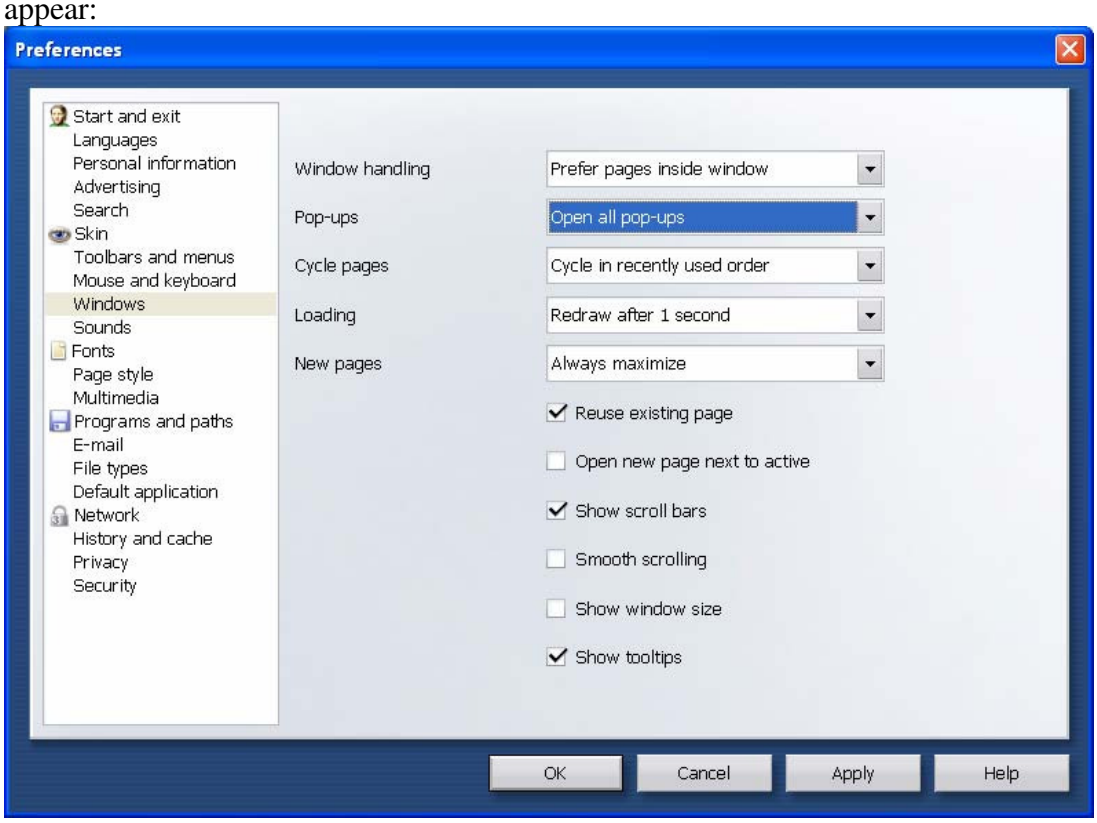
Allow all pop-ups

You can allow all pop-ups by disabling the pop-up blocker. Follow these steps:

1. Click the wrench icon on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. In the “Privacy” section, click the **Content settings** button.
5. In the “Pop-ups” section, select “Allow all sites to show pop-ups.” Customize permissions for specific websites by clicking **Manage exceptions**.

3 Opera

1. From the **Tools** menu, select the **Preferences** option. The following window will appear:



2. Click on the **Windows** option in the left-hand list in the window.
3. Select the **Open all pop-ups** option in the **Pop-ups** list.
4. Click the OK button to close the window.

4 Safari

1. Open the **Safari** menu and select the **Preferences** option
2. In the window that displays, click on the **Security** option
3. Remove the checkmark from the **Block pop-up windows** option
4. Close the window

5 Internet Explorer v7 or 8

1. Click the **Tools** button
2. Point to **Pop-up Blocker**
3. Click **Turn Off Pop-up Blocker**

6 Internet Explorer v9

1. Click the **Tools** button
2. Click **Internet Options**
3. On the **Privacy** tab, select the **Turn on Pop-up Blocker** check box
4. Click **OK**

Appendix E – Instructions for Clearing Your Cache

The following provides instructions for clearing your cache in various browser types.

1 Firefox 3.5 and above

1. From the **Tools** menu, select **Clear Recent History...** . Alternatively, in Firefox 4 and above, you can also click the orange **Firefox** button, and then select **Clear Recent History** from the **History** menu.
2. From the **Time range to clear:** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Click the down arrow next to "Details" to choose what history elements to clear (e.g., check **Cookies** to clear cookies). Click **Clear Now**.

2 Firefox 3

1. From the **Tools** menu, select **Clear Recent History...** , and then select the items you want to delete (e.g., **Browsing & Download History**, **Cache**, **Cookies**).
2. Click **Clear Recent History...** .

3 Chrome

1. In the browser bar, enter: chrome://settings/clearBrowserData
2. Select the items you want to clear (e.g., **Clear browsing history**, **Clear download history**, **Empty the cache**, **Delete cookies and other site and plug-in data**).

   From the **Obliterate the following items from:** drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select **the beginning of time**.
3. Click **Clear browsing data**.

4 Opera

1. From the Tools menu, select **Delete Private Data**.
2. Choose which items you wish to delete and click **Delete**.

5 Safari

1. From the **Safari** menu, select **Reset Safari...** .
2. From the menu, select the items you want to reset, and then click **Reset**. As of Safari 5.1, **Remove all website data** covers both cookies and cache.

6 Internet Explorer v8 and 9

1. In Internet Explorer 9, click **Tools** (or press Alt-x), and then proceed to step 2. In Internet Explorer 8, proceed to step 2.
2. From the **Safety** menu in the upper right, click **Delete Browsing History...** .

3. Deselect **Preserve Favorites website data**, and select **Temporary Internet files**, **Cookies**, and **History**.
4. Click **Delete**.

7 Internet Explorer v7

1. From the **Tools** menu in the upper right, select **Internet Options**.
2. Under "Browsing history", click **Delete...** .
3. To delete your cache, click **Delete files...** .

   To delete your cookies, click **Delete cookies...** .

   To delete your history, click **Delete history...** .
4. Click **Close**, and then click **OK** to exit.