

# Trouble Shooting Tips

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For the best NYS License Center experience, follow these steps to ensure your internet browser is compatible and working properly.

## Compatible Browser

-  Internet Explorer 8, 9, 10 and 11
-  Mozilla Firefox

To help recognize which browser you are using, view images of the browser icons here ([link to browser icons page](#)).

Window 10 users to change your default browser from Windows Edge to Internet Explorer follow the steps below:

1. Right-click the Windows icon (lower-left corner of your screen, on the task bar), and select **Search** from the drop menu:
2. Enter control panel in the **Search the web and Windows** field. The system returns **Best match** results. Click **Control Panel** to see the available settings.
3. On **Control Panel**, click **Network and Internet** to see more options.
4. From the left-hand options list, click **Programs** to display program options, and then click **Set your default programs** for a list of programs.
5. Within the list of programs, locate and click **Internet Explorer** to display IE specifications and settings. Choose **Set this program as default** and click **OK** to change your browser default from Edge to Internet Explorer.
6. Close the **Control Panel**.

If you are using a compatible browser and are still having issues, follow the steps below for turning off Auto-fill or Auto-Complete Settings and for clearing browsing history, cookies, and cache:

## How to turn off Auto-fill or Auto-Complete settings

-  Internet Explorer
  - Tool > Internet Options > Content Tab > AutoComplete Settings button > Uncheck "User names and passwords on forms" > Select OK. AutoComplete Settings button > Uncheck "User names and passwords on forms" > Select OK.
-  Mozilla Firefox
  - Menu > History > Clear recent History... > Set time range to "Everything" > Click on Details > check "Form and Search History" > Select "Clear Now".

## How to clear browsing history, cookies, cache

### for Windows operating system:

 **Microsoft Internet Explorer:** Open the "Tools" menu, by clicking "Tools" from the menu bar at the top of the web browser window. From the "Tools" menu, select "Internet Options." From the "Internet options" splash screen, place checks in the first four boxes: "Preserve Favorites website data," "Temporary Internet Files," "Cookies," and "History," click "Delete."

 **Mozilla Firefox:** Select "Tools" at the top of the page from the browser toolbar. From this list, select "Clear Recent History." A splash screen will appear, requiring a time range to be selected, select "Everything." Next, expand "Details" by clicking the downward pointing arrow. Now select which items to delete. Make sure checkmarks are in the boxes next to "Cookies" and "Cache." Click "Clear Now."

**Note:** Windows users running up-to-date versions of Microsoft Internet Explorer or Mozilla Firefox can also use the keyboard combination shortcut: Ctrl + Shift + Delete to call the splash screen to empty the cache, remove cookies, and delete browsing history.

### for Macintosh Operating System:

 **Mozilla Firefox:** Select "Tools" from the menu at the top of the browser window. From the list that appears, select "Clear Recent History." From the splash screen that appears, select "Everything" for "Time range to clear," then click the arrow next to "Details" and place checkmarks in the boxes next to "Cookies" and "Cache." Click "Clear Now."