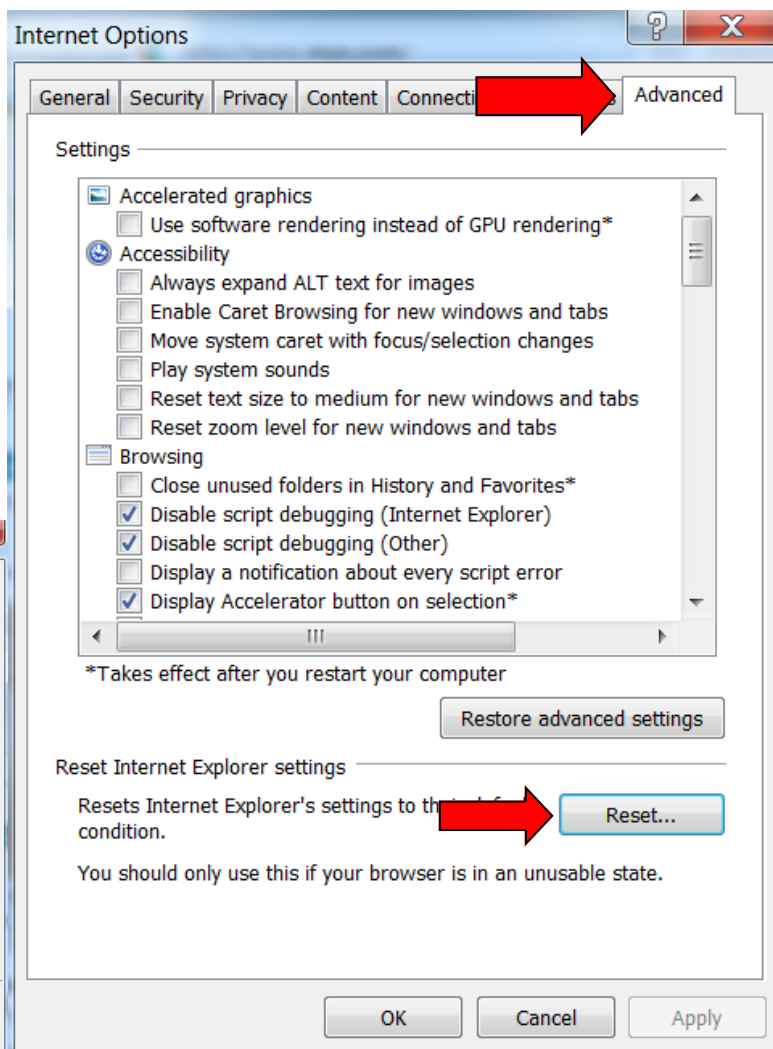
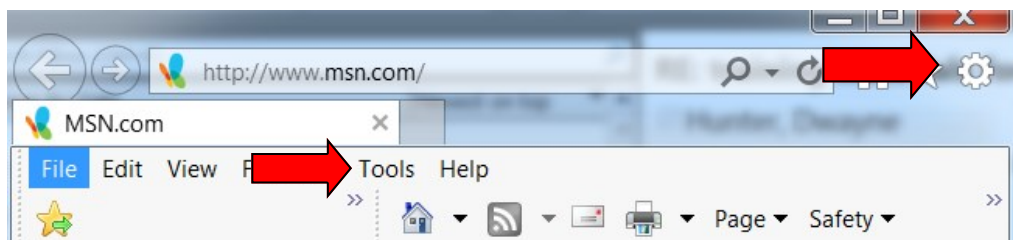


How to reset your internet browser: Google Chrome, Mozilla Firefox, or Internet Explorer

Everyone at one time or another has had issues with their internet browsers. Whether it is annoying pop-ups or your homepage being reset to something else, it can be really annoying when they do not work correctly. One way that you can usually fix this problem is by resetting your browser. Complete the following directions to reset your Internet Explorer, Mozilla Firefox, or Google Chrome. If this does not fix the problem you might have malware on your computer, in this case please contact your DASNR IT Support Specialist.

Internet Explorer (IE)

1. In Internet Explorer, click the tools icon or the Tools menu, then click internet options.
2. Then in the Internet Options menu, Click the Advanced tab at the top of the window.
3. Click the Reset button at the bottom of the window.
4. In the new window that opens, check the Delete personal settings check box then hit Reset at the bottom. (This will not delete your favorites; however, you will have set your homepage again.)
5. When the reset finishes, close out of IE, wait a few seconds, then restart IE.



Google Chrome.

1. In Chrome, click the tools menu button at the top right of the screen.
2. Click the Settings button in the drop down list.
3. Scroll to the bottom of the page and click the Show advanced settings button.
4. Scroll to the bottom of the page and click the Reset Browser settings button.
5. In the new window that opens, click Reset.
6. After it finishes, restart Chrome.

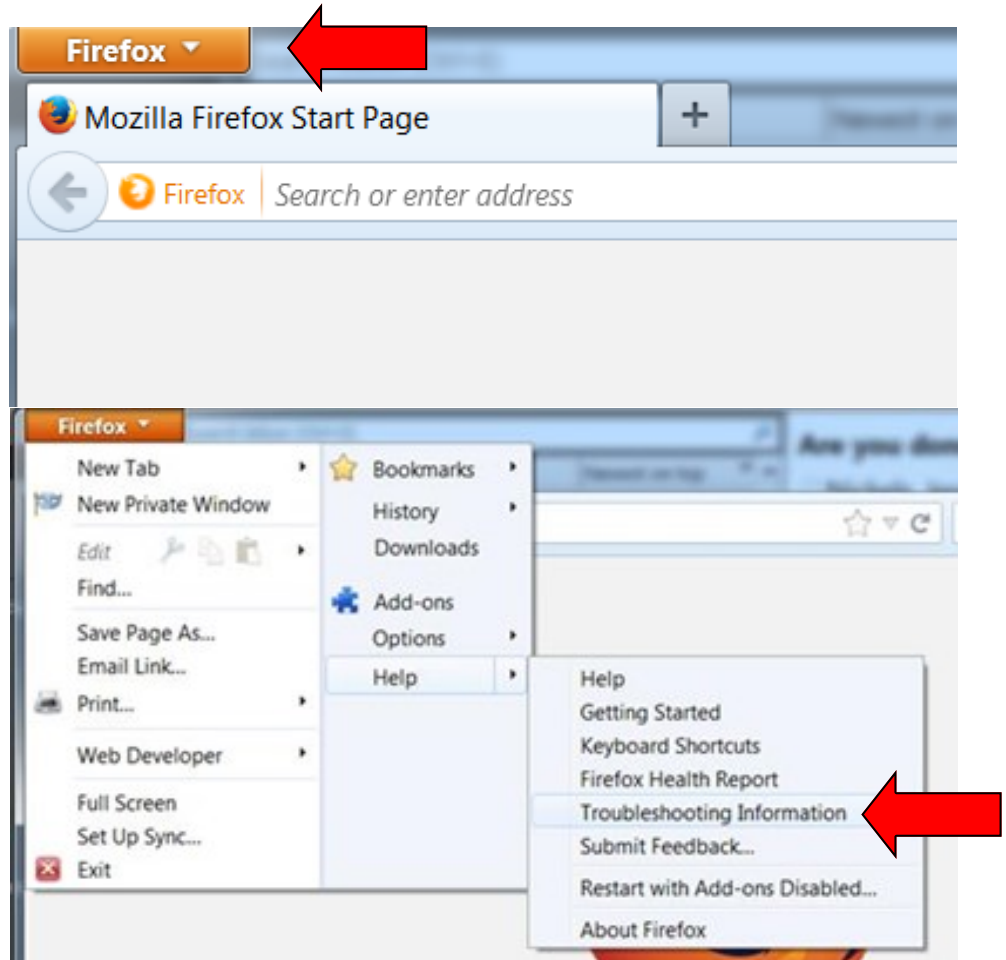
Your Chrome should now be reset. If you have any questions or concerns, please contact your DASNR IT support Specialist.

The screenshot shows a Google Chrome browser window with a 'New Tab' open. The address bar contains 'Suggested Sites' and 'Web Slice Gallery'. The 'Tools' menu is open, showing options like 'New tab', 'New window', 'Bookmarks', and 'Settings'. A red arrow points to the 'Settings' option. Below the browser window, the 'Settings' page is shown. The 'Users' section indicates the user is 'levi.arnold@gmail.com...'. The 'Default browser' section shows 'Make Google Chrome my default browser' button. The 'Show advanced settings...' link is highlighted with a red arrow. The 'Reset browser settings' section shows the 'Reset browser settings' button, also highlighted with a red arrow. A dialog box titled 'Reset browser settings' is open, showing a warning message: 'Your browser settings will be restored to their original defaults. This will reset your homepage, new tab page and search engine, disable your extensions and unpin all tabs. It will also clear other temporary and cached data, such as cookies, content and site data.' The 'Reset' button is highlighted with a red arrow. At the bottom, there is a checkbox for 'Help make Google Chrome better by reporting the current settings'.

Mozilla Firefox

1. In Firefox, click the orange Firefox button at the top left of the page.
2. Click the arrow next to the Help button, then click the Troubleshooting information button.
3. Click the Reset Firefox button on the top right of the page.
4. Click Reset Firefox in the new window that opens.
5. After it finishes, close and reopen Firefox.

Firefox will now be reset. You will need to setup your homepage again. If you have questions or concerns, please contact your DASNR IT Support Specialist.



Troubleshooting Information

This page contains technical information that might be useful when you're trying to solve a problem. If you are looking for answers to common questions about Firefox, check out our [support website](#).

Copy raw data to clipboard

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Reset Firefox to its default state

If you're having major problems which you can't resolve, start fresh with only your essential information.

Reset Firefox...

