Internet Explorer

To add app.sycamoreeducation.com as a trusted site:

1. Go to Tools > Internet Options and selecting 'Security'.
2. Select the 'Trusted Sites' icon and then click on the [Sites] button.
3. This will bring up a window that will allow you to manage your list of websites for this zone.
4. Add https://app.sycamoreeducation.com/ to the zone.

To allow pop-ups:

1. Go to Tools > Internet Options > Privacy > Pop-up Blocker
2. If it is enabled, select 'Settings' and add https://app.sycamoreeducation.com/ to your Allowed Sites list.

If you have installed a pop-up blocker, you will need to add "app.sycamoreeducation.com" as an allowed site to display pop-ups. If you have more than one pop-up blocker installed on your browser, you will need to configure each one separately.

To allow downloads (e.g., PDF and CSV files):

1. Go to Tools > Internet Options and select 'Security'.
2. Select 'Trusted Sites'.
2. Click on the [Custom level] button.
3. Scroll down to find the heading 'Downloads'. This is not the Active X section, Downloads is it's own section: Make sure all radio buttons are marked 'Enable'.
4. Click OK

To verify and update your Java version (if needed):
Mac Users: Use the Software Update feature (available on the Apple menu) to check that you have the most up-to-date version of Java for your Mac.
Windows Users: visit http://www.java.com/en/download/installed.jsp and click "Verify Java Version"
   If you do not have the latest Java version installed, follow the instructions to download and install the latest Java version.

Sycamore Education uses Java applets, so you may receive a prompting about a signed applet. Allow or accept these applets. This means that you allow Sycamore Education to use an applet that was signed by Sycamore.

Mozilla Firefox

To allow pop-ups:
1. Go to Firefox > Options and select 'Content'.
2. If 'Block pop-up windows' is checked, click on the [Exceptions] button.
3. Type " https://app.sycamoreeducation.com " in the 'Address of web site' field and click 'Allow'.
4. Click on 'Close' and then 'Ok'.

If you have installed a pop-up blocker, you will need to add "app.sycamoreeducation.com" as an allowed site to display pop-ups. If you have more than one pop-up blocker installed on your browser, you will need to configure each one separately.

To allow Javascript:
1. Go to Firefox > Options and select 'Content'.
2. Make sure there is a check in the box next to 'Enable JavaScript'.
3. Click on the [Advanced] button across from 'Enable JavaScript'. Make sure all 3 boxes are checked.
4. Type about:config into the navigation bar and press Enter (take heed to the warning, but continue)
5. Type "dom.disable_window_open_feature.location" (without the quotes) into the filter box. A single entry should remain.
6. Change the value field to false (by double clicking it).
7. Close the about:config window. Pop-ups can now hide the navigation bar like in previous versions of Firefox. To restore default settings, simply change the value back to 'true'.

To verify and update your Java version (if needed):
Mac Users: Use the Software Update feature (available on the Apple menu) to check that you have the most up-to-date version of Java for your Mac.
Windows Users: visit http://www.java.com/en/download/installed.jsp and click "Verify Java Version"
   If you do not have the latest Java version installed follow the instructions to download and install the latest Java version.

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Apple Safari

To allow pop-ups:
1. Enable pop-ups, login and accept the unsigned applet. Safari doesn't allow for pop-up exceptions as of the time of this publication and needs to be handled by a 3rd party application.

To allow Javascript and Java:
1. Under Preferences | security: Make sure there is a check in the box next to 'Enable JavaScript'.
2. Under preference | security: Make sure there is a check in the box next to 'Enable Java'.

to verify and update your Java version (if needed):
Mac Users: Use the Software Update feature (available on the Apple menu) to check that you have the most up-to-date version of Java for your Mac.
Windows Users: visit http://www.java.com/en/download/installed.jsp and click "Verify Java Version"
   If you do not have the latest Java version installed follow the instructions to download and install the latest Java version.

Sycamore Education uses Java applets, so you may receive a prompting about a signed applet. Allow or accept these applets. This means that you allow Sycamore Education to use an applet that was signed by Sycamore.

Google Chrome

To allow JavaScript and Pop-ups

1. Click the button with three horizontal lines or the gray wrench icon (depending on version) at the top right of the main Chrome window.
2. Choose 'Settings'
3. Choose Show advanced settings... (blue link at the bottom)
4. Under Privacy, click on the Content settings button
5. Under Javascript section
>If "Allow all sites to run JavaScript (recommended)" is already chosen, then you should be fine.
>> If not, Click the [Manage exceptions...] button
>>> Enter " https://app.sycamoreeducation.com " in the "Hostname pattern" field and Click OK.

6. Under Pop-ups section -Scroll down from the Java section.
>If "Allow all sites to show pop-ups" is already chosen, then pop-ups will work with Sycamore Education.
>> If not, Click the [Manage exceptions...] button
>>> Enter " https://app.sycamoreeducation.com " in the "Hostname pattern" field and Click OK.

7.Close any open windows and return to Sycamore Education.

To verify and update your Java version (if needed):

Note: For MAC Users, the instructions above work with the newest versions of the MAC OS and Chrome, for older versions, you will have options that refer to preferences instead of settings and "Under the Hood" instead of Advanced Settings, otherwise the instructions are pretty much the same.

Mac Users: Use the Software Update feature (available on the Apple menu) to check that you have the most up-to-date version of Java for your Mac.
Windows Users: visit http://www.java.com/en/download/installed.jsp and click "Verify Java Version"
If you do not have the latest Java version installed, follow the instructions to download and install the latest Java version.

Sycamore Education uses Java applets, so you may receive a prompting about a signed applet. Allow or accept these applets. This means that you allow Sycamore Education to use an applet that was signed by Sycamore.

Opera

To allow pop-ups:
1. Select Settings > General > Pop-ups
> If "Open all pop-ups" or "Open pop-ups in background" are selecting, Pop-ups in Sycamore Education will work.
2.If not, login to Sycamore Education and access Settings > Quick Preferences > Edit Site Preferences. Under Pop-Ups, choose one of the two options listed above.
3. Select the [OK] button and return to Sycamore Education.

If you have installed a pop-up blocker, you will need to add "app.sycamoreeducation.com" as an allowed site to display pop-ups. If you have more than one pop-up blocker installed on your browser, you will need to configure each one separately.

To allow Javascript:
1. Select Settings > Advanced > Content
2. Make sure there is a check in the box next to 'Enable JavaScript'.
3. Click on the [JavaScript Options...] button across from 'Enable JavaScript'. Make sure all boxes except the last one are checked.
4. Select OK and return to Sycamore Education
To verify and update your Java version (if needed):
Mac Users: Use the Software Update feature (available on the Apple menu) to check that you have the most up-to-date version of Java for your Mac.
Windows Users: visit http://www.java.com/en/download/installed.jsp and click "Verify Java Version"
   If you do not have the latest Java version installed follow the instructions to download and install the latest Java version.

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