

# eProcurement Browsers

## Introduction

eProcurement works best with Mozilla Firefox and Chrome. Known issues with Internet Explorer and Safari include the attachment of documents, changing information and submitting a Requisition.

There are 2 common browser issues which include;

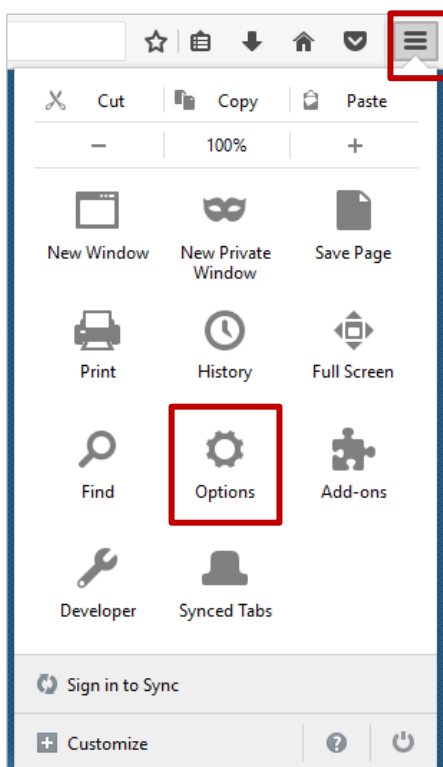
- Allowing the pop-up windows. This allows pop-up windows to ensure you can see all relevant information in relation to the finance system
- Clearing your cache. Clearing the cache clears the browser history and aims to improve the performance of your machine.

If you continue to experience browser issues with the Finance System, contact the Finance and Procurement Support Team.

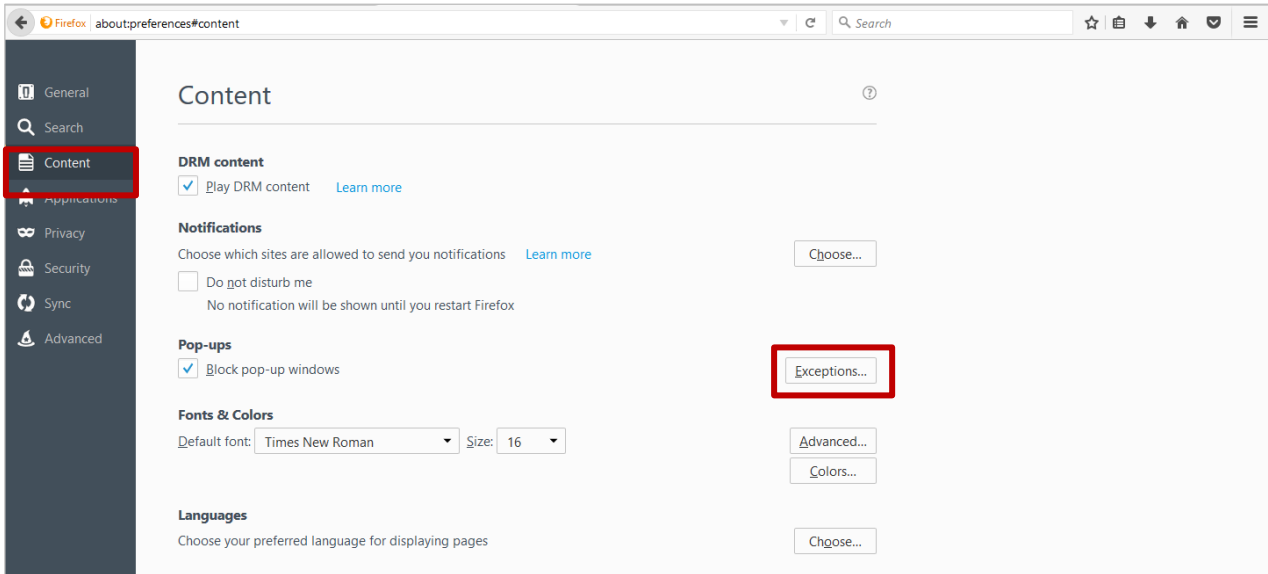
## Procedure

### Allow Pop-up in Firefox

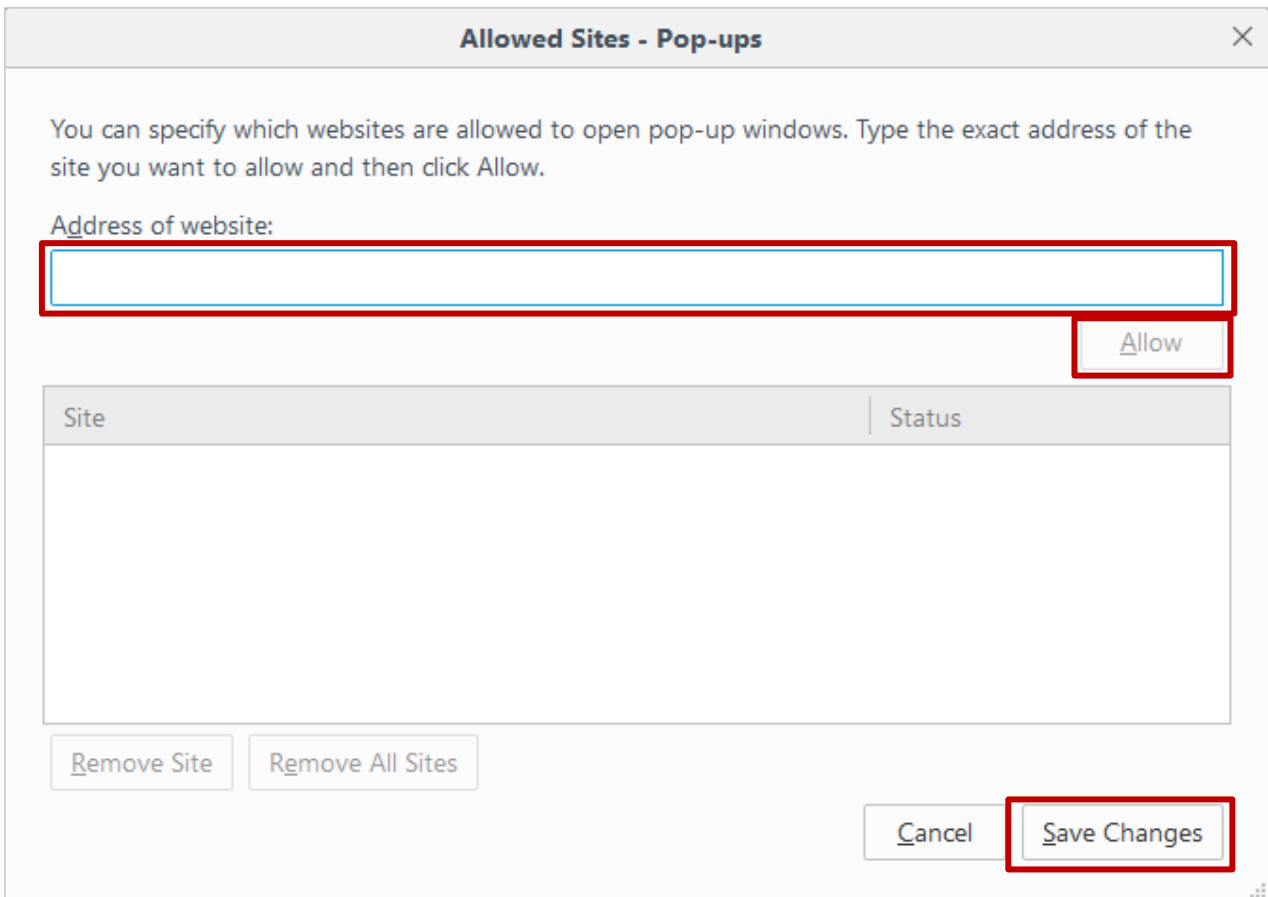
1. Click **open menu**. Then **Options**



2. Select Content and click **exceptions**

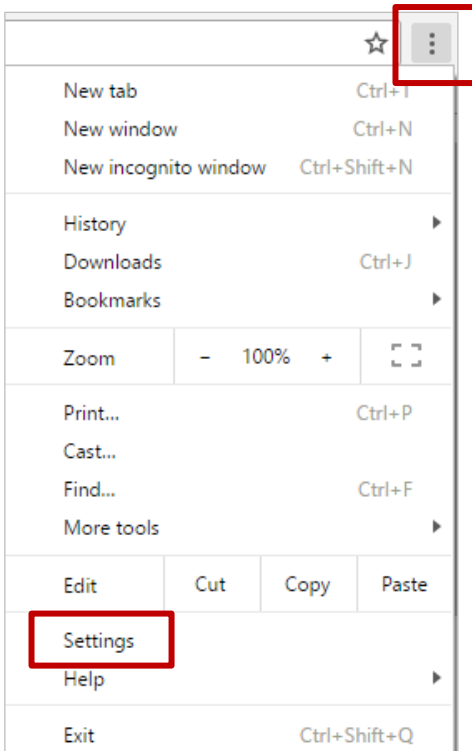


3. Enter the URL (address for the finance system) click **Allow** and **Save Changes**

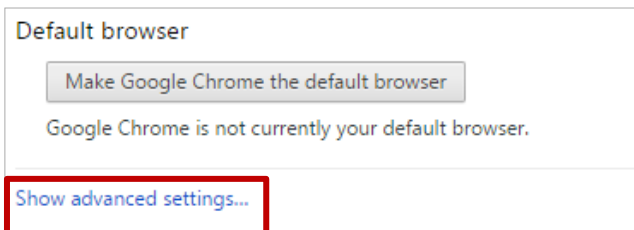


## Allow Pop-up in Chrome

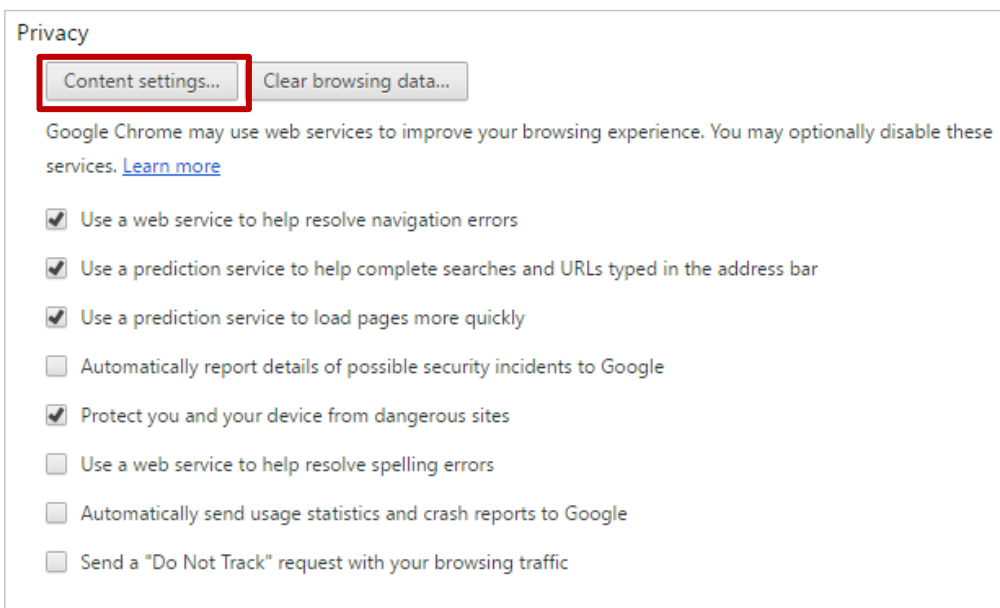
1. Click the **Customise and Control** icon and click **Settings**



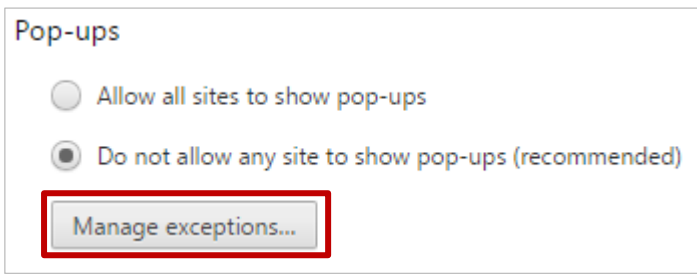
2. Scroll down the window and click **Show advanced settings**



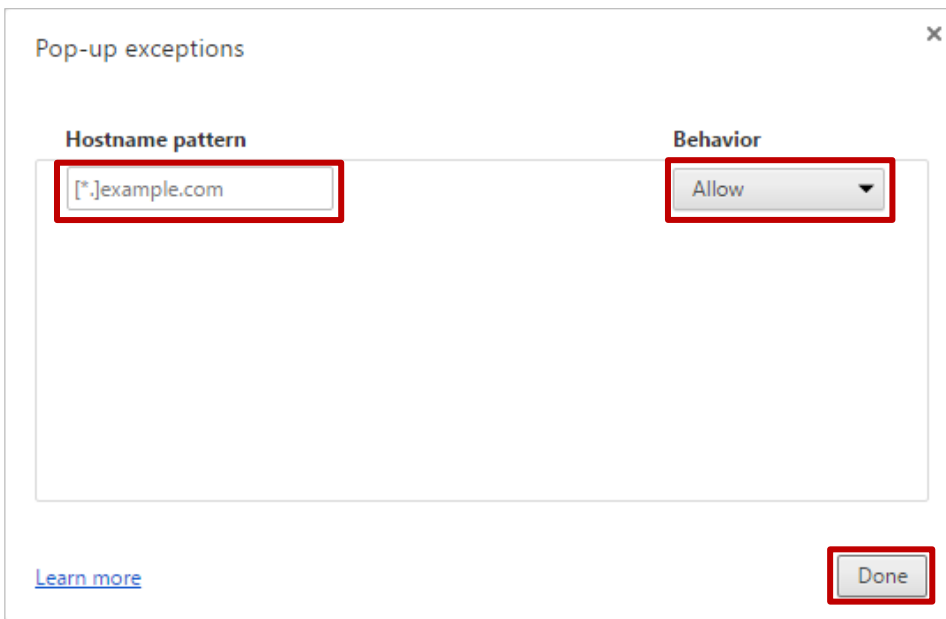
3. In Privacy click **Content Settings**



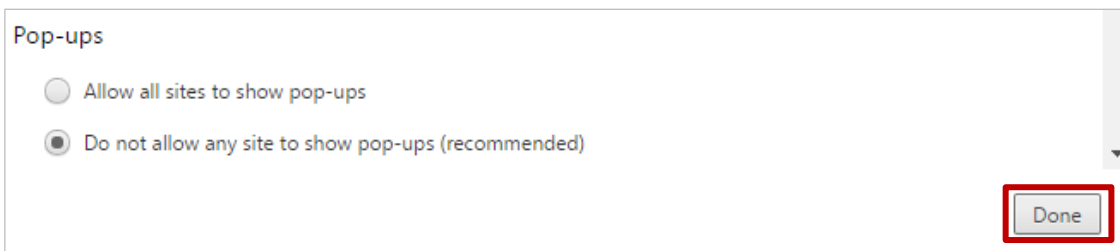
4. Scroll down to Pop-ups and click **Manage exceptions**



5. Insert the **URL** for the finance system, ensure **Allow** is selected and click Done

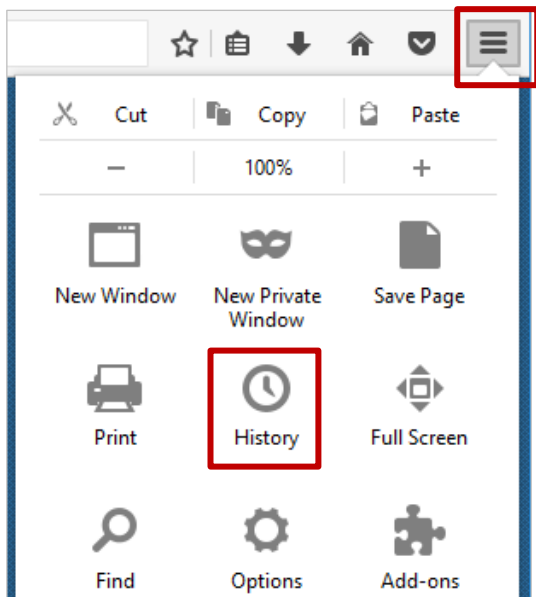


6. Click Done

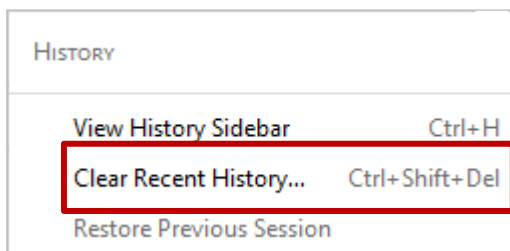


## Clear Cache in Firefox

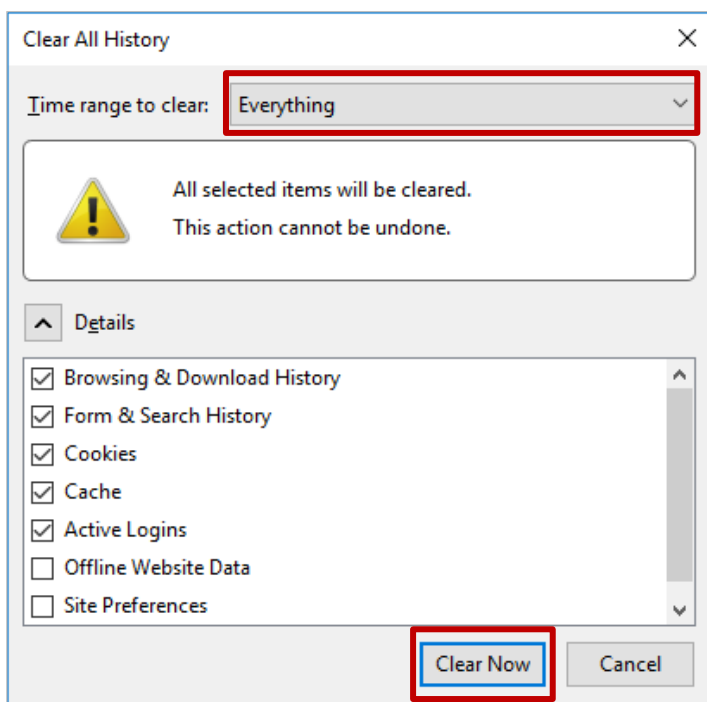
1. Click **open menu**, then **History**



2. Click on **Clear Recent History**

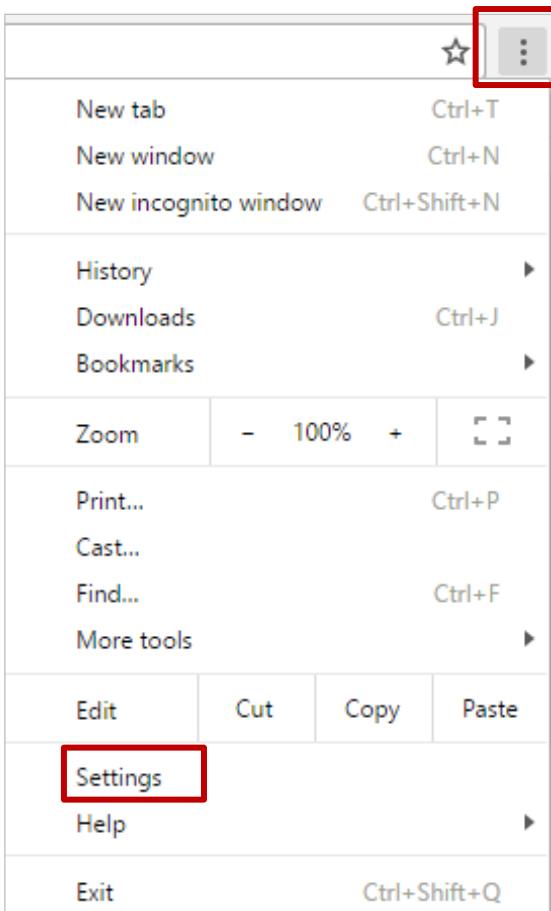


3. Select **Everything** and click **Clear Now**

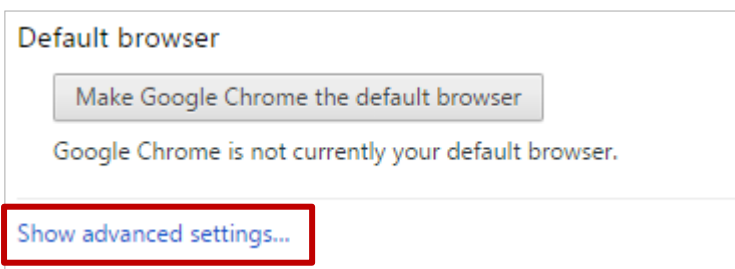


## Clear Cache in Chrome

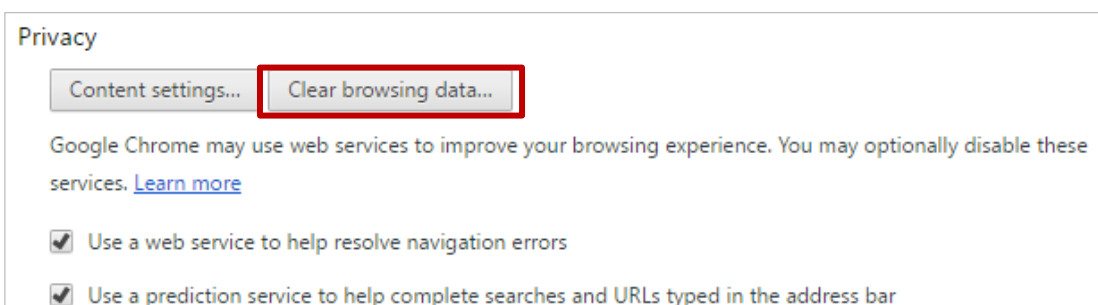
1. Click the **Customise and Control** icon and click **Settings**



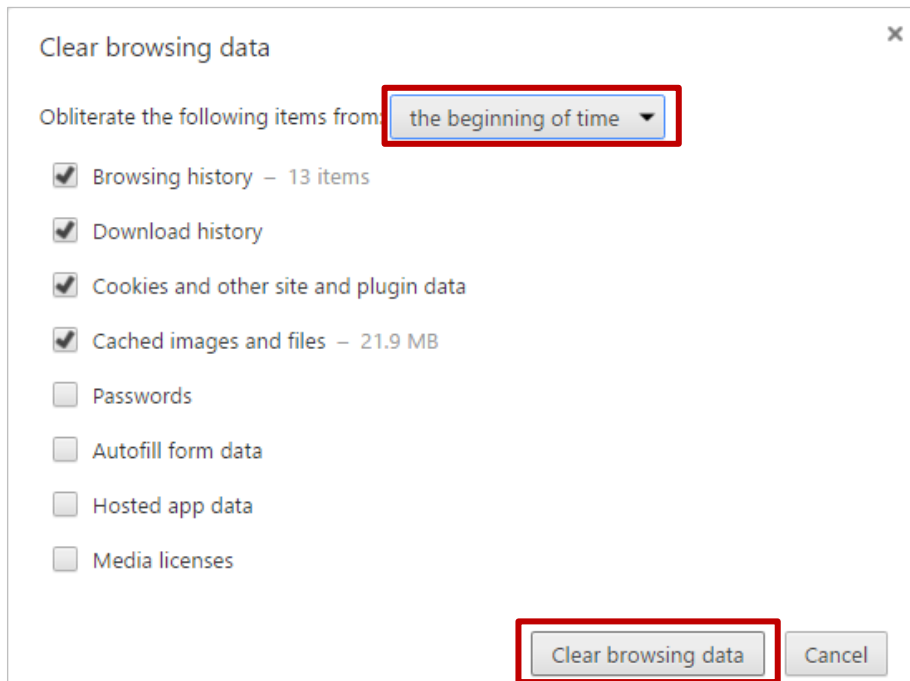
2. Scroll down the window and click **Show advanced settings**



3. In Privacy click **Clear browsing data**



4. Select the beginning of time. Click **Clear browsing data**



## Contact Us

For further support or questions, please contact the Finance and Procurement Support Team.  
Telephone: +61 8 8313 3414 Email [finprosupport@adelaide.edu.au](mailto:finprosupport@adelaide.edu.au)