

## COMPUTER AND MAC FAQS

### Browser compatibility – What browser should I be using?

The NUT web site is designed to be compatible with the following platforms and browsers which support accessibility.

For Windows PCs, versions 2000 and later  
Internet Explorer 6 and above  
Firefox 2 and above

For Macintosh OS 9 and later  
Safari 3 and above  
Firefox 2 and above

Other popular contemporary browsers include Opera and Chrome.

Where possible, it is important to keep these updated. Older machines may be capable of all the work required but restricted as to memory and hard drive size, so be aware of what you can fit on the computer you are using.

Where the only internet access is via institutional networks, it may not be possible to use the latest versions, though requesting updates from the network managers may help. Most browsers either have an update selection in their menus, or will prompt you automatically when updates are available.

### How do resize text on the NUT website?

You can change the text size on the NUT website by using the 'change font' icon on the header menu on the homepage. Alternatively, most popular browsers feature a text resizing tool in the toolbar.

This tool is also available in the menu of various browsers as follows:

- Internet Explorer 5, 5.5, 6, 7 (PC): View > Text Size
- Firefox 2, Netscape 8: View > Text Size
- Firefox 3 > View > Zoom > Zoom Text Only > Zoom In
- Opera: View > Zoom
- Netscape 6, 7, Mozilla: View > Text Zoom
- Safari (Mac): View > Make Text Bigger
- Internet Explorer 5 (Mac): View > Text Zoom

Using most browsers' built-in options you can adjust the size of text throughout this site (and any other sites which are built to allow resizing). See below for information on how to do this in specific web browsers.

### **How do I delete browsing history? How do I clear my temp/cookies/browsing history/etc?**

When viewing web pages, your browser will normally store the history of your browsing, and store major elements in the memory cache. This can sometimes lead to issues with pages that update frequently, or where web access is temporarily lost. The browser may then display what seems to be a webpage that seems not to work as it should, or is out of date. In fact all that is displayed is a snapshot of the page when you last viewed it. The website is not broken, but the working or latest parts are not present.

This can be solved by clearing the cache - this can be done manually or automatically.

#### How can I clear my cache in Internet Explorer 6:

On the Internet Explorer 6 Tools menu, click Internet Options. The Internet Options box should open to the General tab

On the General tab, in the Temporary Internet Files section, click the Delete Files button. This will delete all the files that are currently stored in your cache.

Click OK, and then click OK again.

Tip: Explorer 6. Go to the Tools menu, and click Internet Options. Click the Advanced tab. In the "Settings" box, scroll down to the section labelled "Security," and click to check the box next to the "Empty Temporary Internet Files folder when browser is closed" option. Click OK to finish. This option does not delete cookies, but it will clear your cache of other files when you close your browser.

#### How can I clear my cache in Firefox:

On the menu bar, click on the Firefox menu, and select Preferences....

Select the Advanced panel.

Click on the Network tab.

In the Offline Storage section, click Clear Now.

Close the Preferences window

You can set Firefox to automatically clear the cache when Firefox closes:

On the menu bar, click on the Firefox menu, and select Preferences....

Select the Privacy panel.

In the History section, set Firefox will: to Use custom settings for history.

Select the check box for Clear history when Firefox closes.

Beside Clear history when Firefox closes, click the Settings... button. The Settings for Clearing History window will open.

In the Settings for Clearing History window, click the check mark box next to Cache.

Click OK to close the Settings for Clearing History window.

Close the Preferences window

If your only internet access is institutional, this may not be an option. However, most well managed networks will periodically clear all the caches, which will achieve the same results.

### **Internet Explorer is telling me that it cannot display the webpage. What do I do now?**

There are many reasons that Internet Explorer could be encountering this issue. Some examples are connectivity to your ISP, a firewall blocking your connection, or your networking device not functioning properly.

Please visit [www.microsoft.com](http://www.microsoft.com) for instructions on how to troubleshoot this issue.

### **How do I make teachers or Hearth my homepage?**

Navigate to the Web site you'd like to use for your homepage. Then, click the down arrow next to the Home icon on Internet Explorer toolbar and select Add or Change Home Page. Now you can select whether you want to Use this webpage as your only home page, or Add this webpage to your homepage tabs. Click Yes to save your changes. Alternatively click on Favourites in the menu, then click on Add to favourites.

In Firefox click on Bookmarks, then select Bookmark This Page. Click Done to save changes.

### **How do I get my browser to remember my Hearth login details?**

These instructions are for Internet Explorer

Click the Tools button , then select Internet Options. Click the Content tab.

Under Autocomplete, click the Settings button. Click the checkboxes to set the types of information you want Internet Explorer to remember. Then click ok to save changes.

Firefox prompts you to save your passwords but if not, click on Tools, then select Options. Under Passwords, click Remember passwords for sites. Then click ok to save changes.

### **How do I use the search on the website?**

Use these tips to make the most of our search and get better results.

Where is the search?

The search box is on the top horizontal menu at the top-right of the homepage. There is also an advanced search option accessible immediately below which allows you to search the whole site or specific areas within it.

How do I get better results?

Searching for a single word may not give good results. The more information you provide, the more refined your results will be. For example searching for 'trust schools' will return better results than searching for 'trust'. In addition, making your search more specific by using the advanced search will enhance your results.

More information on this option is available at <http://www.teachers.org.uk/search/tips>.

Is the search case sensitive?

No. Entering the keywords teacher, TEACHER, Teacher or tEACHER will produce the same results.

### **How do I contact the web team when I am experiencing problems?**

To provide feedback, click on “feedback” at the horizontal menu on the bottom of Hearth or teachers homepage. You can provide feedback on the editorial content of a document or on a technical issue relating to the website. When you have typed your message, click on the send feedback button. A member of the web team will respond to your email as soon as possible.