Before you can access your student email account on your e-mail client, you must first enable POP/IMAP features on your student email account and set a special POP/IMAP password for your account.

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Clearing Cookies and Cache

**Internet Explorer**

1. Click on the **Settings** icon (🔧) on the far right. Select **Internet Options** from the drop-down menu.

2. Under the **General** tab click on the **Delete** button under the Browsing history section.
3 Make sure at least ‘Temporary Internet files and website files’ and ‘Cookies and website data’ are checked. We recommend also unchecking Preserve Favorites website data to efficiently clear all cookies and cache. Once you are finished, click Delete. Click OK to finish.
Google Chrome

1. In the browser bar, enter: chrome://settings/clearBrowserData

2. Make sure the following boxes are checked:
   - Browsing history
   - Download history
   - Cookies and other site and plug-in data
   - Cached images and files

Make sure the beginning of time is selected under Obliterate the following items from: drop-down menu.

Click Clear browsing data.
Mozilla Firefox

1. Click on the Menu button on the far right and select History.

2. Select Clear Recent History.

3. Make sure the time range is set to Everything and that Cookies and Cache are checked. Click on Clear Now.
Safari

OS X Yosemite (and above)

1. Open Safari. Click on Safari and select Clear History and Website Data.

2. Make sure it is set to clear all history. Click Clear History.
**OS X Mavericks (and below)**

1. Open **Safari**. Click on **Safari** and select **Reset Safari**.

![Safari interface screenshot showing Reset Safari option]

2. Make sure all boxes are checked and click **Reset**.

![Reset Safari dialog box with options selected and Reset button highlighted]

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Disabling Pop-up Blockers

**Internet Explorer**

1. Click on the tools button and select **Internet Options**.

![Internet Options](image1)

2. Under the **Privacy** tab, uncheck **Turn on Pop-up Blocker** in the **Pop-up Blocker** section.

![Privacy Tab](image2)
Google Chrome

1. In the browser bar, enter: `chrome://settings/content`

2. Under Pop-ups, select Do not allow any site to show pop-ups (recommended). Click Done when finished.
Mozilla Firefox

1. Click on the **Menu** button and select **Options**.

2. Select the **Content** panel and then uncheck the **Block pop-up windows option**.
Safari

1. Open Safari. Click on Safari and select Preferences.

2. Under the Security tab, uncheck the Block pop-up windows option.
Java

Do I have Java?

1. You can check if you have Java installed by visiting the following link:


   **NOTE:** If you do not have Java, you will be prompted to download Java. You may also download Java by visiting the following link: http://www.java.com/en/download.

Enabling Java on Web Browsers

*Internet Explorer*

1. Click on the **tools** icon, and click on **Internet Options**.

   ![Internet Options](image)

2. Under the **Security** tab click on the **Custom level** button.

   ![Internet Options](image)
3 Under the **Scripting of Java applets** section, make sure that the radio button is set to **Enable**. Click **OK** when finished.
Google Chrome

1. In the browser bar, enter: **chrome://settings/content**

   ![Chrome Settings](image1)

2. Under the **Plugins** section, make sure **Run all plugin content (recommended)** is checked. Click **Done** when finished.

   ![Chrome Plugins Settings](image2)
Mozilla Firefox

1. Click on the **Menu** button, and select **Add-ons**.

2. Under the **Plugins** section, navigate to the **Java(TM) Platform SE** plugin (may appear as **Java Applet Plug-in** for Macs). Set the option on the **drop-down menu** to **Ask to activate**.

**NOTE:** Your Java version may be different than what is shown above.
**Safari**

1. Open Safari. Click **Safari** and select **Preferences**.

2. Under the **Security** tab in the **Internet plug-ins** section, make sure **Allow plugins** is checked. Then, click on **Website Settings**.

3. Click on **Java** on the left panel. Make sure the setting is set to **Ask**. Click **Done** when you are finished.
Need more help?

Visit the Student Genius Corner located on the first floor of Pollak Library North. View their website for their hours: [http://sts.fullerton.edu/sgc](http://sts.fullerton.edu/sgc).

Contact the Student IT Help Desk at 657-278-8888 or [StudentITHelpDesk@fullerton.edu](mailto:StudentITHelpDesk@fullerton.edu).