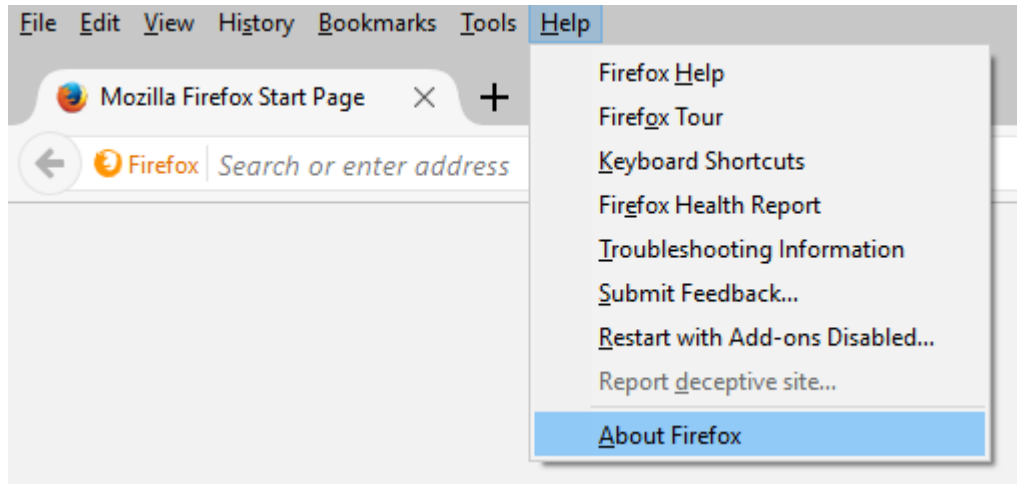


Firefox configuration & troubleshooting

Check the version you are currently using:

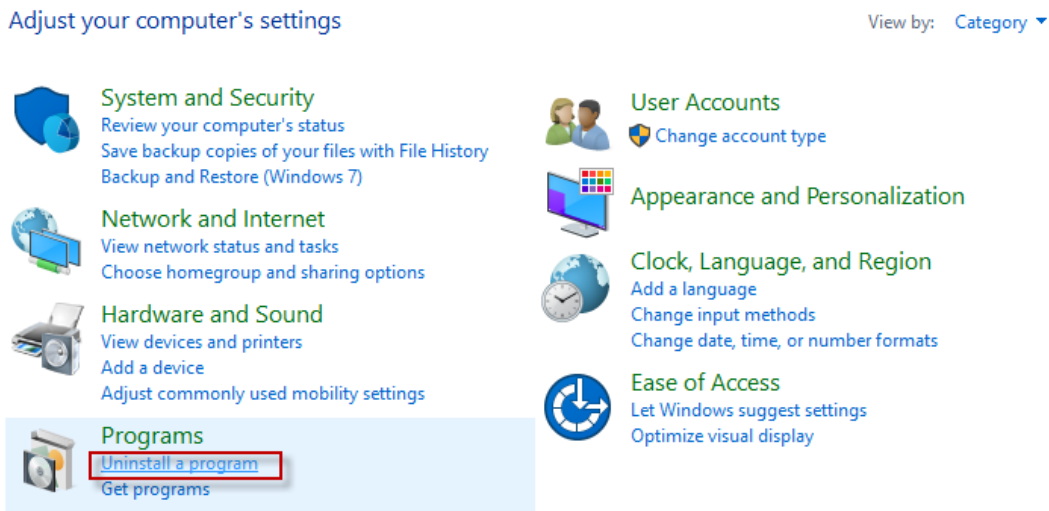
Open up Firefox and click the ALT key, select Help followed by About Firefox



Firefox versions 52 and latter do not support Silverlight plugins.

Therefore, if you wish to use Firefox for StaffScheduleCare.com, uninstall the version currently residing on your computer.

Go to the control panel and select uninstall programs:

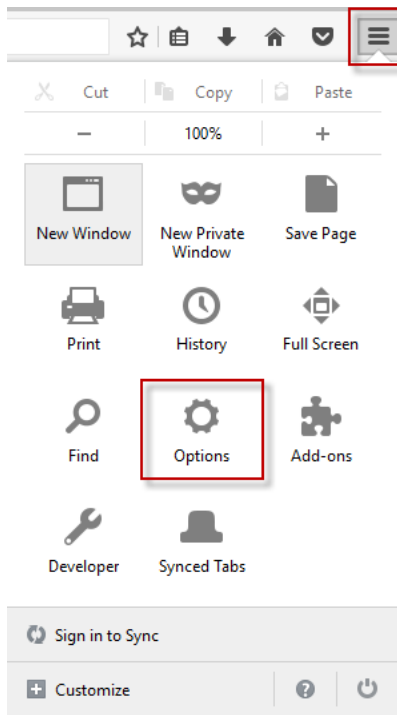


Select Firefox from amongst the list, right click, select Uninstall and follow the Uninstall Wizard.

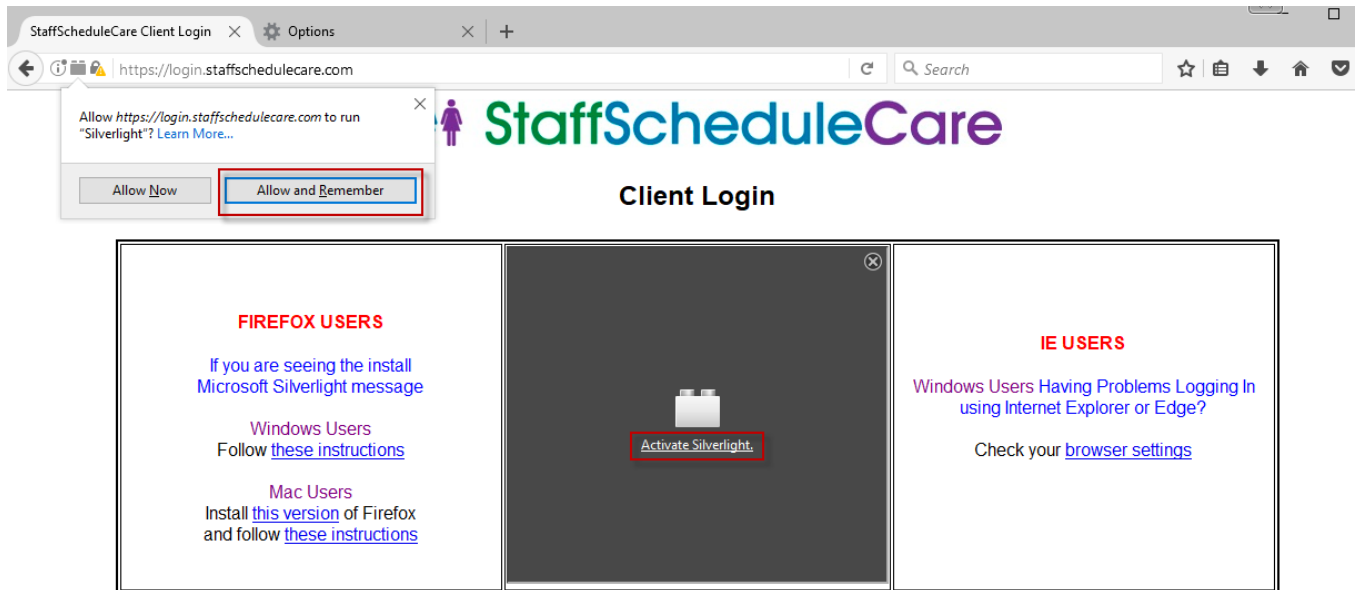
From the StaffScheduleCare.com login page, click the Firefox version 51.0 link and install.

Once Firefox has been launched, ensure automatic updates is disabled:

Click the Open Menu icon located at the top right of your browser and select Options:



Go to the StaffScheduleCare.com login page and you should find the following:



Click the Activate Silverlight followed by the Allow and Remember button.

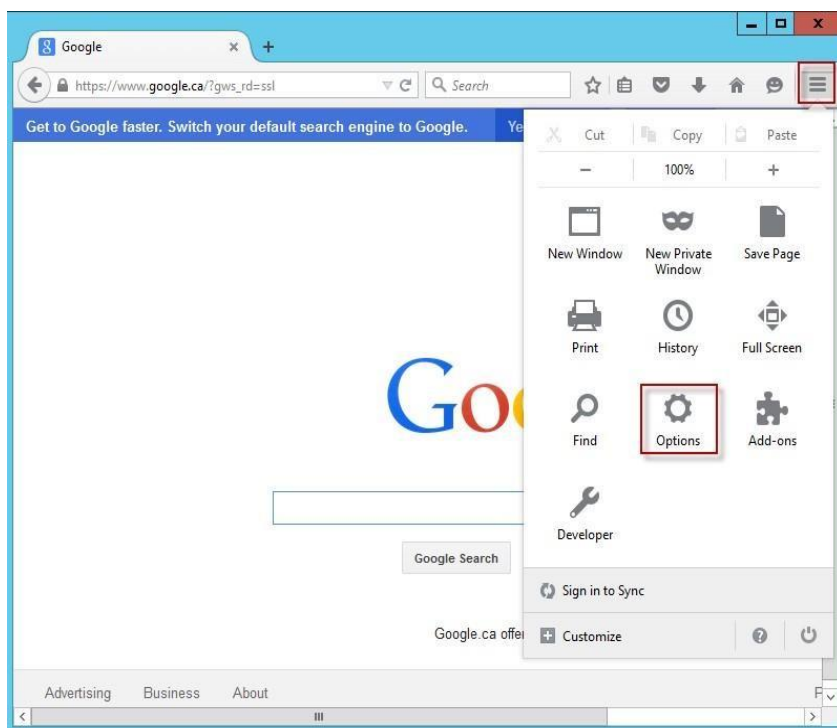
You should then see the login option:



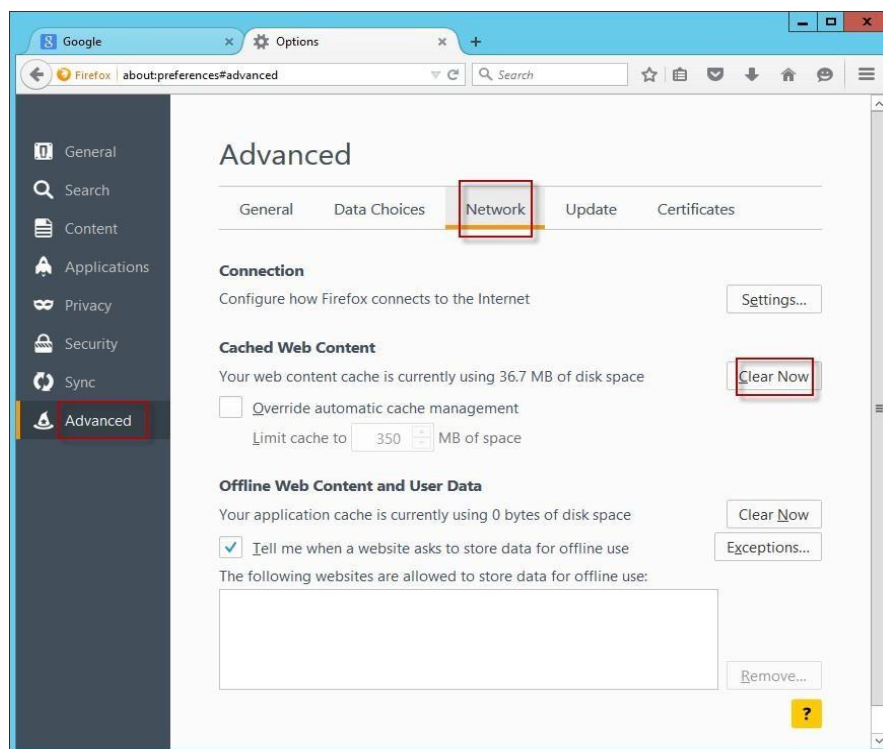
If not, you might have to refresh the page.

If you are now able to login, but are still having issues with the site please continue with the following steps.

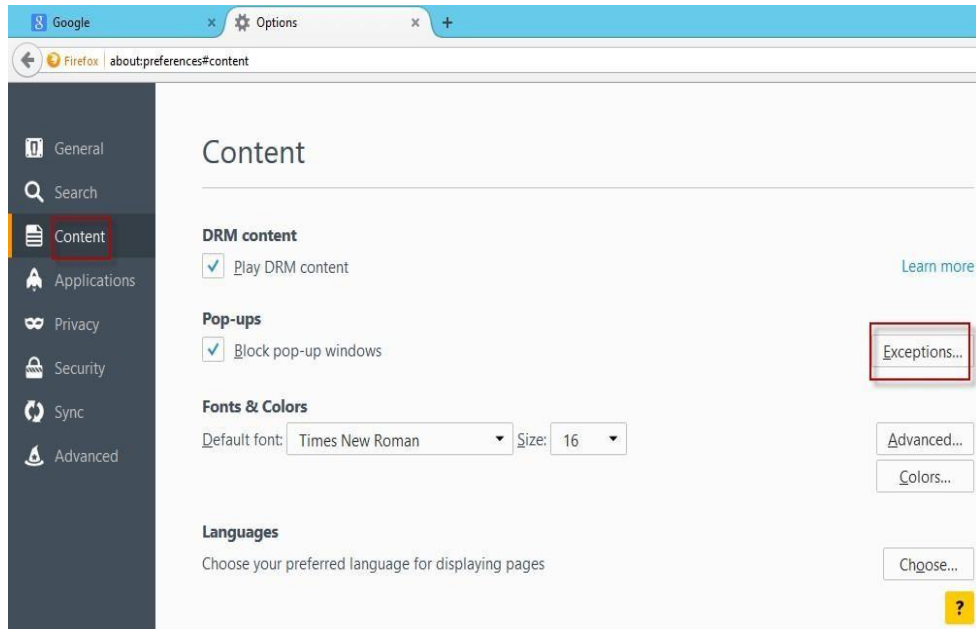
Clear the cache: click the 3 lines on the top right and go to **options**.



- Go to **Advanced**, then **Network**, and click **clear now** under **Cached Web Content**.



- To add SSC to the **pop up blocker** exception list, from options click on **Content** and then **Exceptions**



- For SSC clients add *.staffschedulecare.com to the allow list. For IDT clients add *.idttime.com

