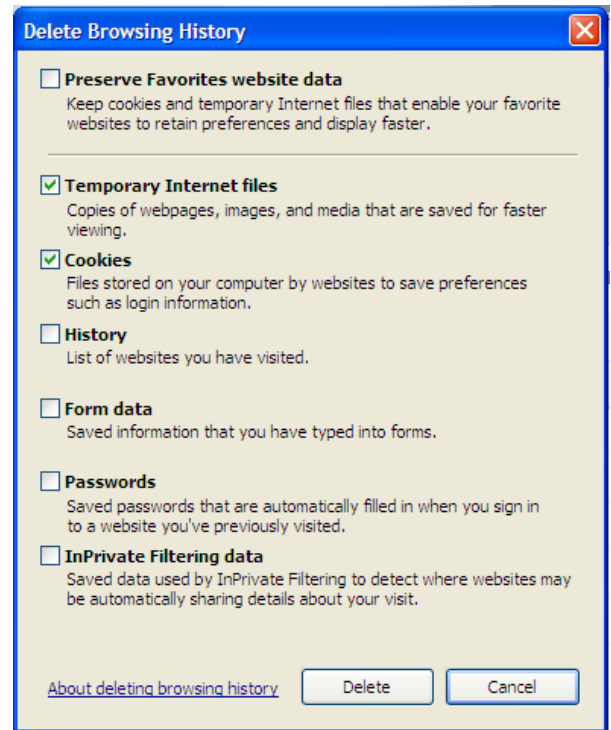


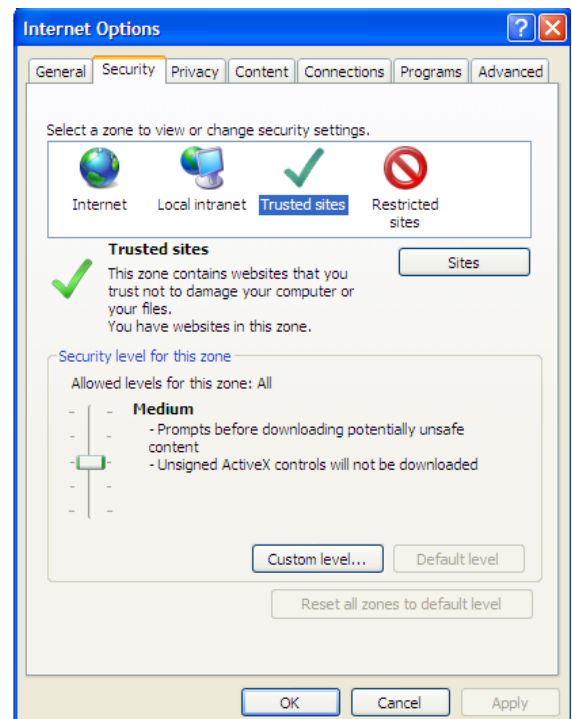
INTERNET EXPLORER 8.0

If you have added the TJU Blackboard (Pulse) server as a bookmark in your favorites, please first delete that bookmark before proceeding with any of the actions below. If you do not have the site bookmarked, please follow each of these steps in their **entirety**.

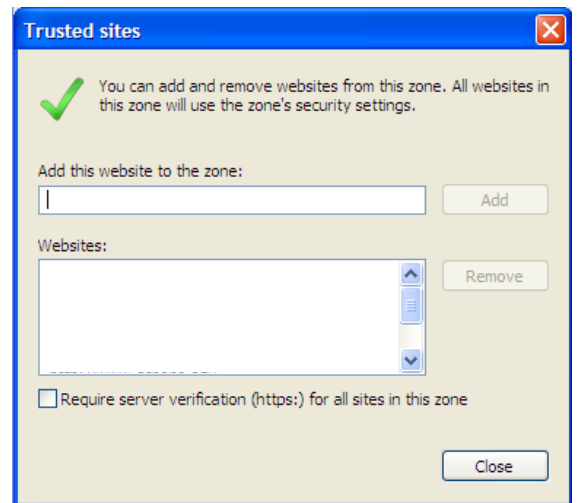
1. Open Internet Explorer
2. Click "Tools"
3. Select "Delete Browsing History"
4. Uncheck "Preserve Favorites website data"
5. Check "Temporary Internet Files"
6. Check "Cookies"
7. Uncheck "History", "Form Data", "Passwords", and "InPrivate Filtering Data"
8. Click "Delete"



9. Select "Tools" menu
10. Select "Internet Options"
11. Select "Security" tab
12. Click "Trusted Sites" icon (green check mark)
13. Click "Sites" button
14. If "**pulse.jefferson.edu**" is not already in the list of trusted websites, type it (without quotes) in the "Add this website to the zone" field, make sure the "Require Server Verification..." check box is unchecked, and click the Add button



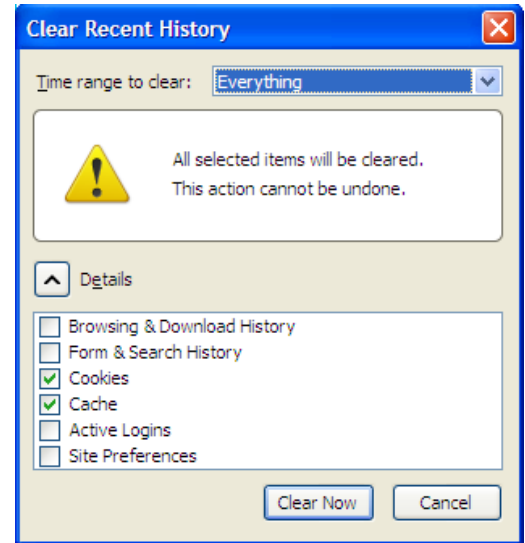
15. Click "Close" button
16. Select "Trusted Sites" icon (green check mark)
17. Click the "Default level" button if it is available in the "Security level for this zone" area of the dialog box
18. Click "OK"
19. Close Internet Explorer
20. Restart your computer



FIREFOX 3.6

If you have added the TJU Blackboard (Pulse) server as a bookmark in your favorites, please first delete that bookmark before proceeding with any of the actions below. If you do not have the site bookmarked, please follow each of these steps in their **entirety**.

1. Open Firefox
2. Select "Tools" menu
3. Select "Clear Recent History"
4. Set "Time range to clear" to Everything
5. Check only "Cookies" and "Cache"
6. Click "Clear Now" button



7. Select "Tools" menu
8. Click "Options"
9. Click "Content" icon
10. Click "Exceptions" button to the right of "Block pop-up windows windows"
11. If "**pulse.jefferson.edu**" is not already in the list of allowed web sites, type it (without quotes) in the "Address of web site" field and click the Allow button
12. Click the "Close" button
13. Close Firefox
14. Restart your computer

