

Osprey Approach: Configure your Browser

This help guide was last updated on
Oct 7th, 2024

The latest version is always online at
<https://support.ospreyapproach.com/?p=57489>

[Click here for a printer-friendly version](#)



This guide advises you on how to configure your browser to be compatible with Osprey and its features.

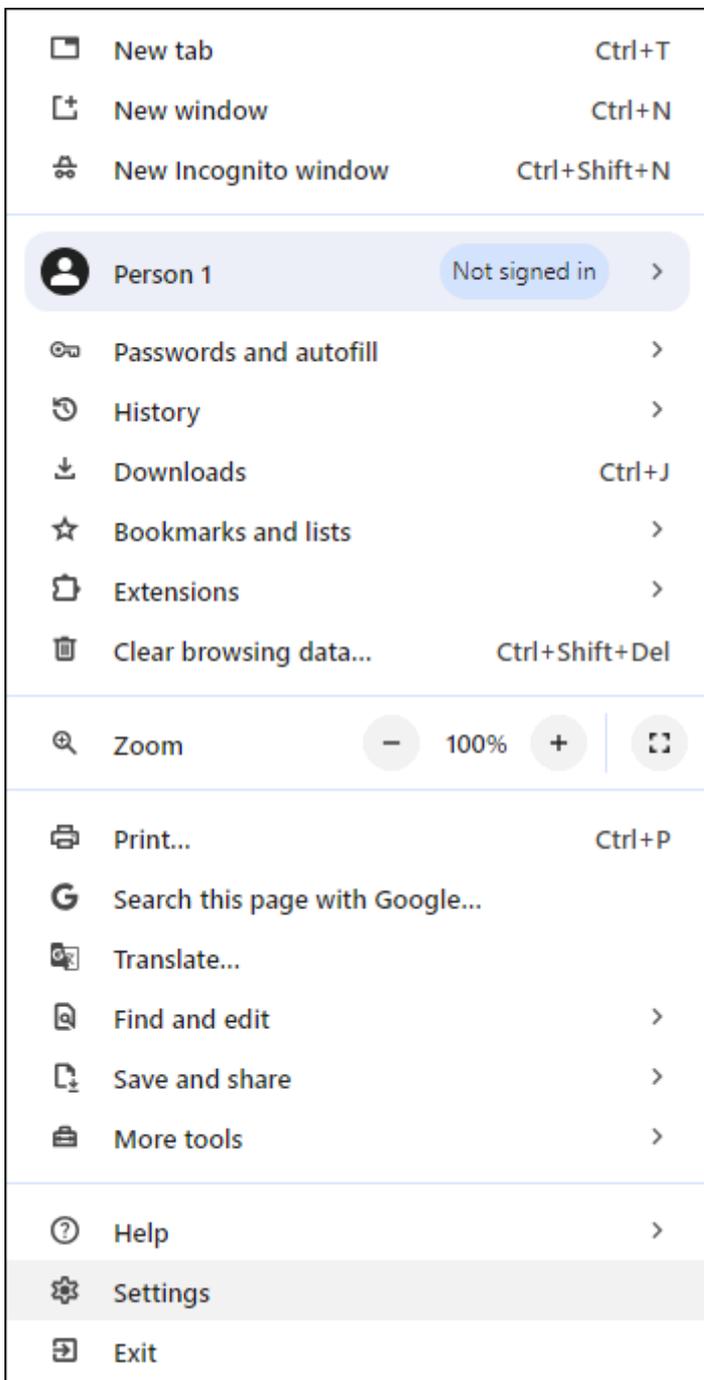
To ensure Osprey runs smoothly when accessing via a browser, we recommend the below settings to be applied to your browser.

Google Chrome

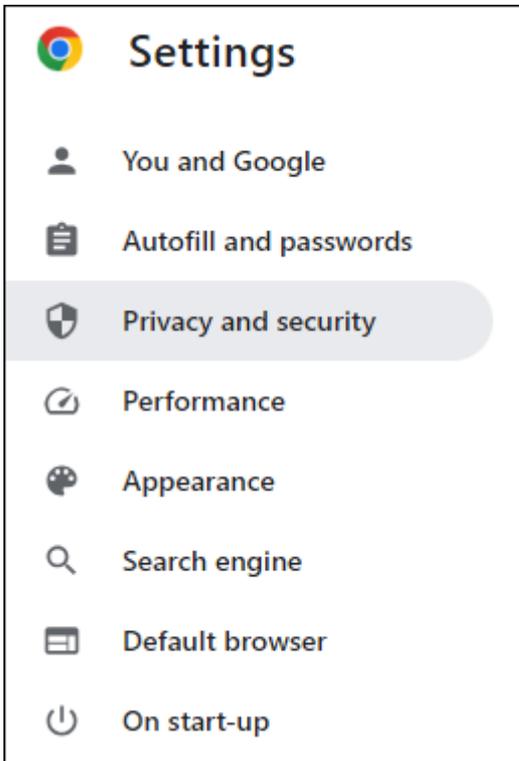
At the top right of your browser window, select the 'Tools' button, which should appear as three vertical dots in the top right.



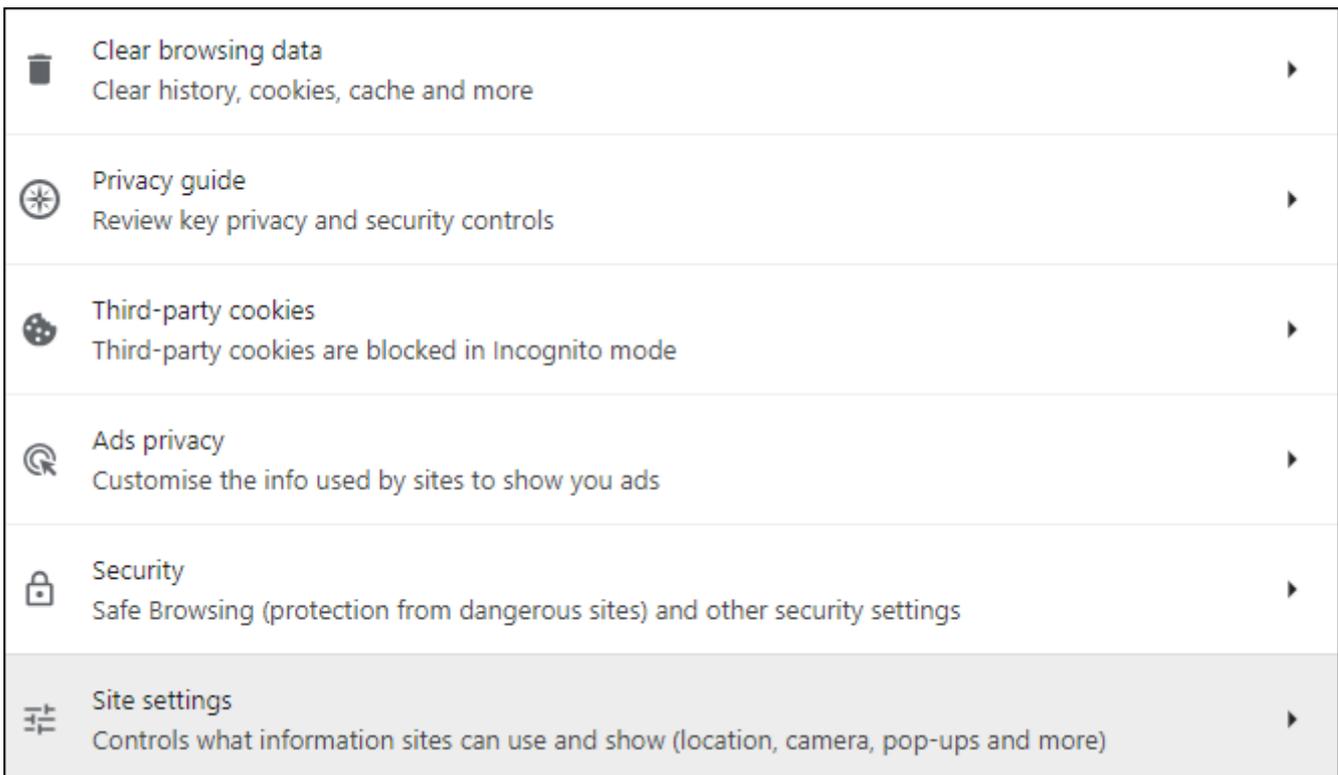
Now, select the 'Settings' option towards the bottom of the resulting drop-down list.



In the list of tabs which will now appear on the left hand side of your screen, select the 'Privacy & Security' option.



This will bring up a new menu, as shown here. Select 'Site Settings'.



At the bottom of the resulting options, there will be an area headed 'Pop-ups and Redirects'.

Content

-  **Third-party cookies**
Third-party cookies are blocked in Incognito mode
-  **JavaScript**
Sites can use JavaScript
-  **Images**
Sites can show images
-  **Pop-ups and redirects**
Don't allow sites to send pop-ups or use redirects

At the bottom of this page is a setting for 'Allowed to send pop-ups and use redirects' - Click the 'Add' button next to this.

Customised behaviours

Sites listed below follow a custom setting instead of the default

Not allowed to send pop-ups or use redirects Add

No sites added

Allowed to send pop-ups and use redirects Add

No sites added

A pop-up will appear.

Add a site

Site

Cancel Add

In the text box, enter **[*.]ospreyapproach.com** and click 'Add'. Then do the same with **[*.]ospreyapproachbackup.com** and click 'Add'. The screen should now show as below:

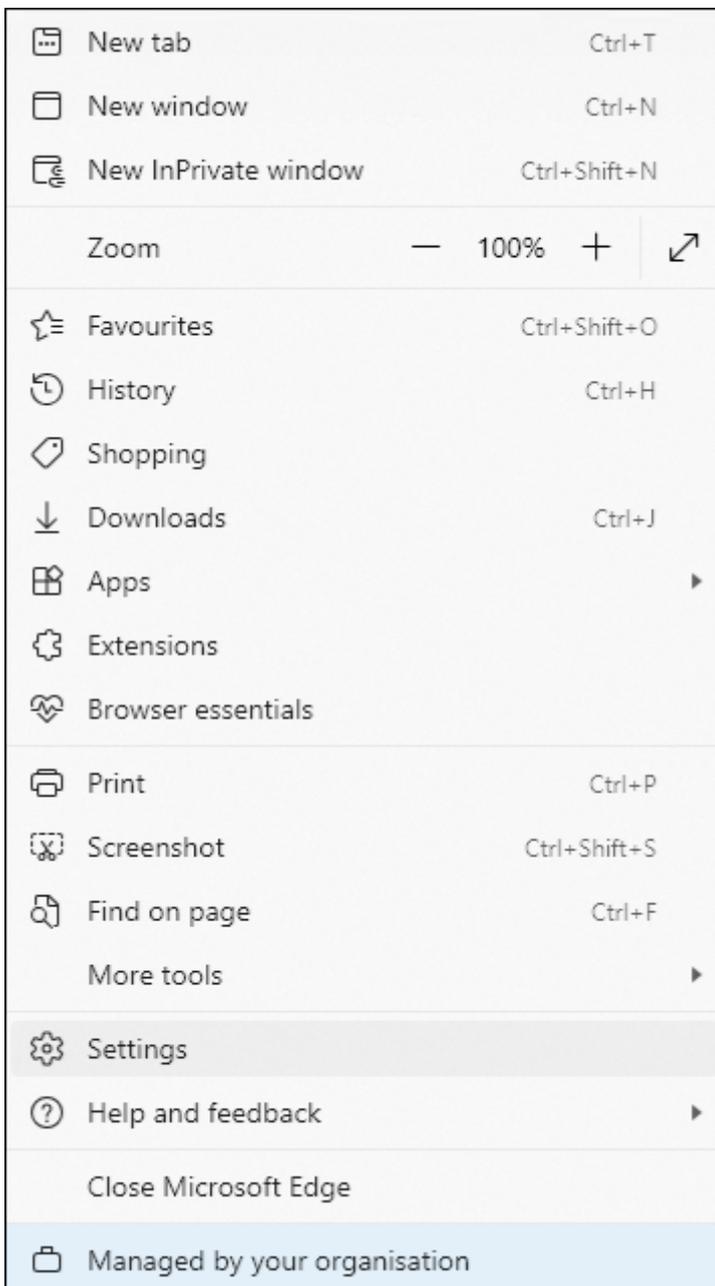


Microsoft Edge

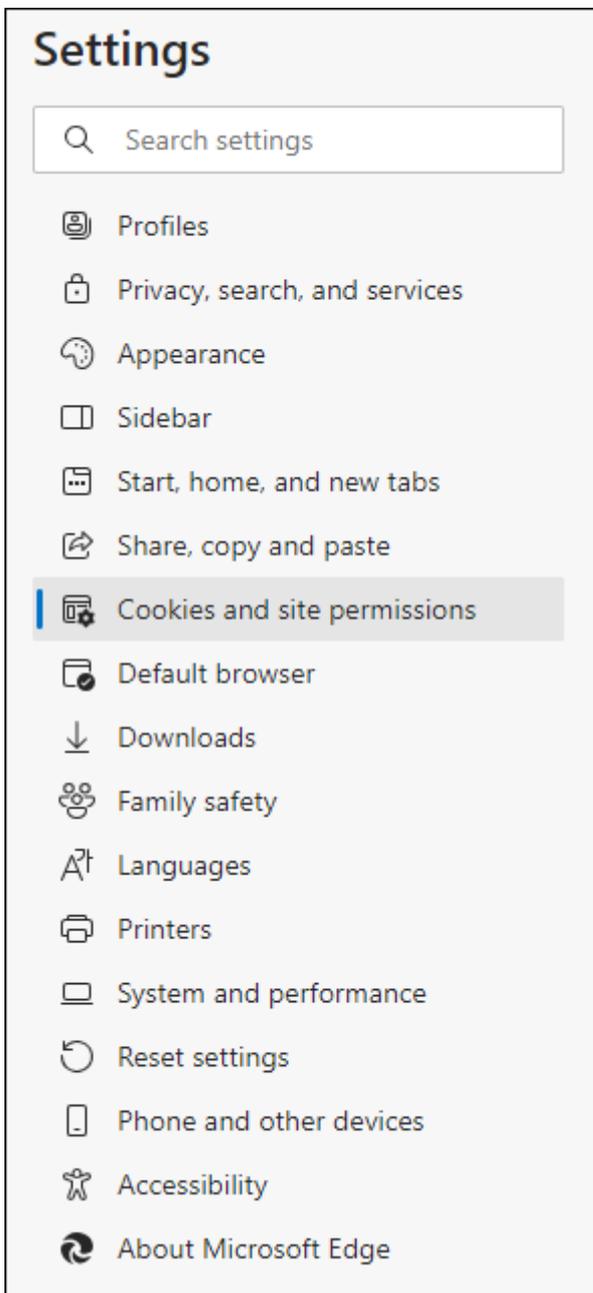
At the top right of your browser window, select the 'Settings and More' button, as highlighted below:



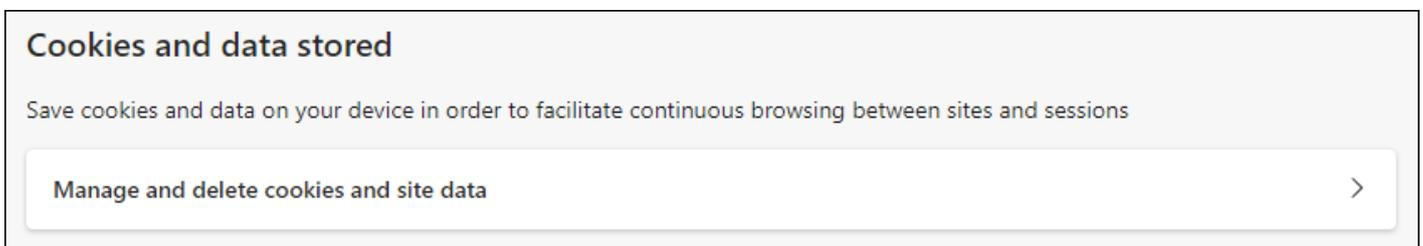
Next, click 'Settings' from the drop-down list.



A new tab will open. Select 'Cookies and site permissions' on the left hand navigation bar.

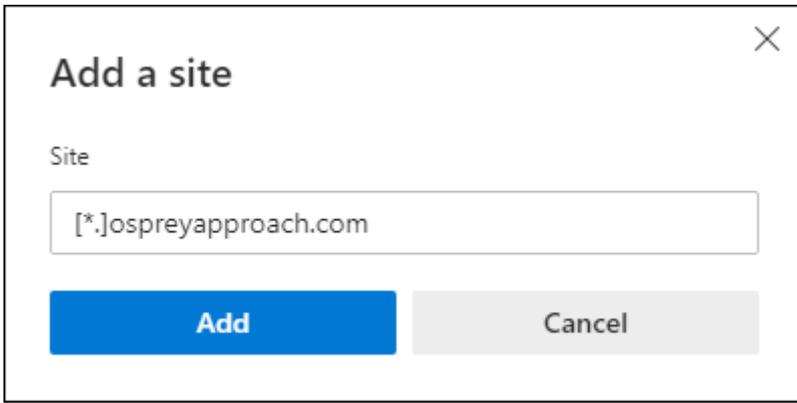


Select 'Manage and delete cookies and site data'.



Click 'Add' under the section titled 'Allow' and a pop-up text box will appear.

In the text box, enter **[*.]ospreyapproach.com** and click 'Add'. Then do the same with **[*.]ospreyapproachbackup.com** and click 'Add'.



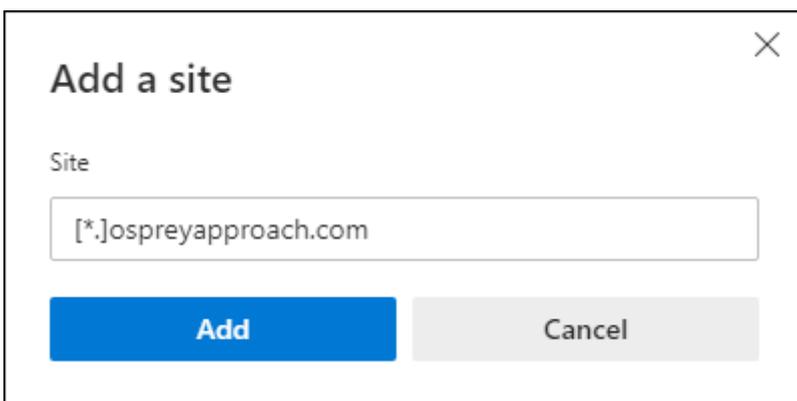
Next, click the 'Back' arrow at the top of the screen to navigate to the previous page.



Locate a section titled 'Pop-ups and redirects' and click the > symbol.



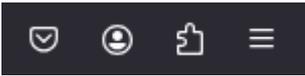
As previously, there is an area titled 'Allow'. Select the 'Add' button and add **[*].ospreyapproach.com** and **[*].ospreyapproachbackup.com** in the same way.



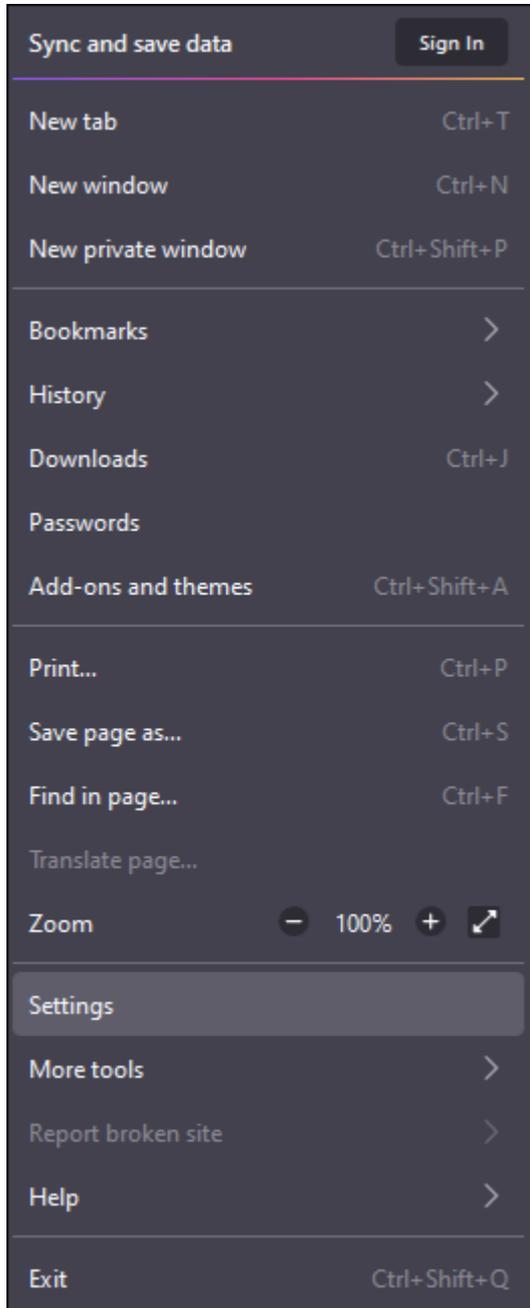
Once complete, you can close the settings tab.

Mozilla Firefox

At the top right of your Firefox screen, you have a series of icons. Select the 'Open Menu' option (three lines), to open up a further list of options which will allow you to configure the browser.



Select the 'Settings' tab.



From the left hand panel which appears, select 'Privacy & Security'.



This will open a list of website options on the main part of the page. Scroll down the list until you come to a section headed Cookies & Site Data.



Select the 'Manage Exceptions' button.

This will open a pop-up allowing you to add *.ospreyapproach.com into the Address box, as below. Once added, click on Allow.

Exceptions - Cookies and Site Data ✕

You can specify which web sites are always or never allowed to use cookies and site data. Type the exact address of the site you want to manage and then click Block, Allow for Session, or Allow.

Address of web site

Block Allow for Session Allow

| Web Site | Status ▲ |
|----------|---|
| | |

Remove Web Site Remove All Web Sites

Save Changes Cancel

Remember to add both your main Osprey URL and your backup Osprey URL (***.ospreyapproachbackup.com**). Click Save Changes once done to return to the main Privacy page.

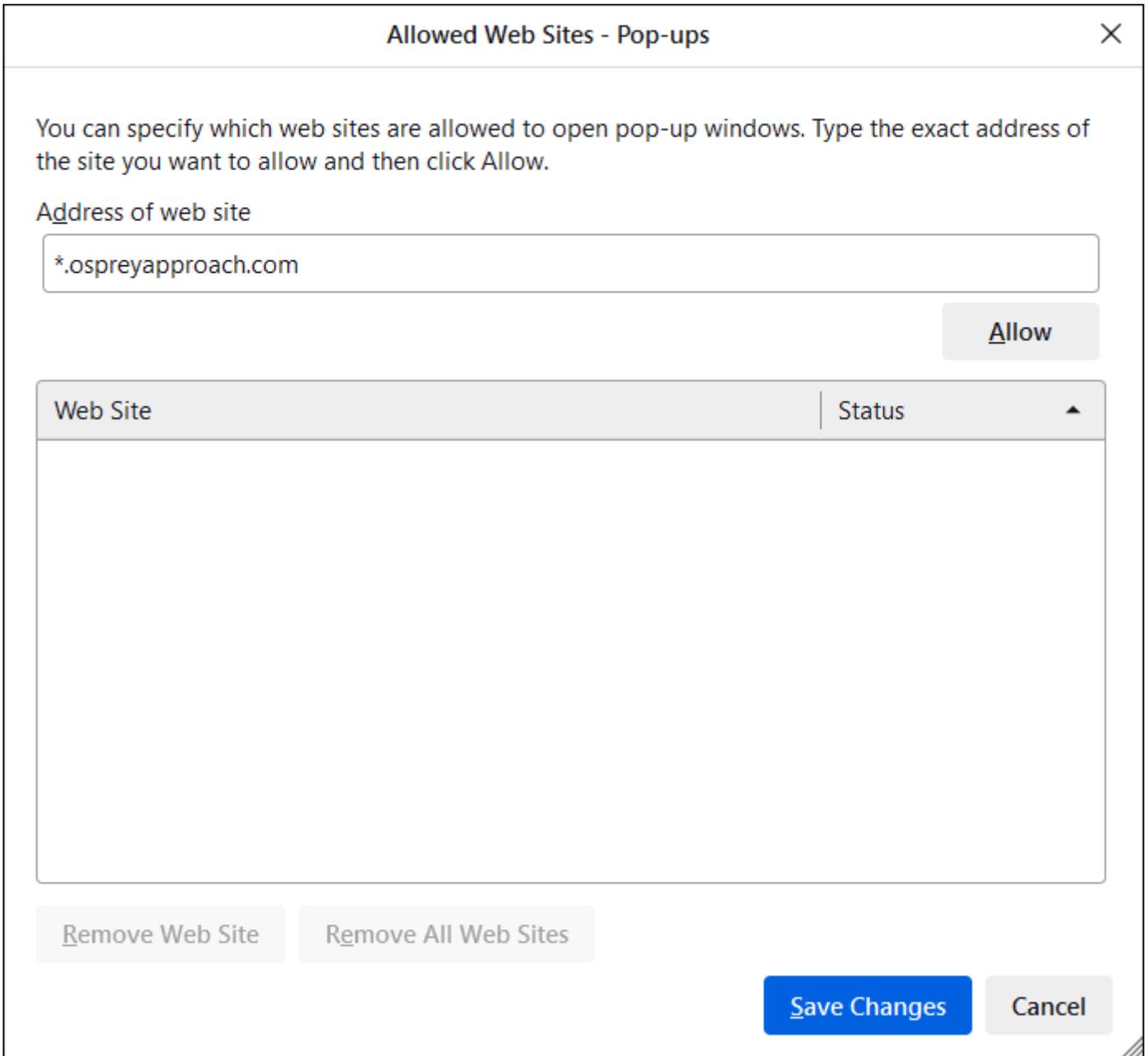
Continue to scroll until you reach a section headed Permissions.

Permissions

| | |
|--|---------------|
|  Location | Settings... |
|  Camera | Settings... |
|  Microphone | Settings... |
|  Speaker Selection | Settings... |
|  Notifications Learn more | Settings... |
|  Autoplay | Settings... |
|  Virtual Reality | Settings... |
| <input checked="" type="checkbox"/> Block pop-up windows | Exceptions... |
| <input checked="" type="checkbox"/> Warn you when web sites try to install add-ons | Exceptions... |

Click the Exceptions button next to the Block Pop-Up Windows check box.

Once again, add ***.ospreyapproach.com** and ***.ospreyapproachbackup.com** into the Address box, clicking Allow for each one.



Click Save Changes when finished. This will complete the setup of Firefox and you can now close the Settings page.