Osprey Approach: Configure your Browser

This help guide was last updated on
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The latest version is always online at
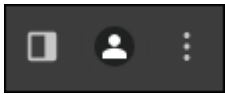https://support.ospreyapproach.com/?p=57489

Osprey
Approach

This is a guide to advise you on how to configure your browser to be compatible with Osprey and its features.
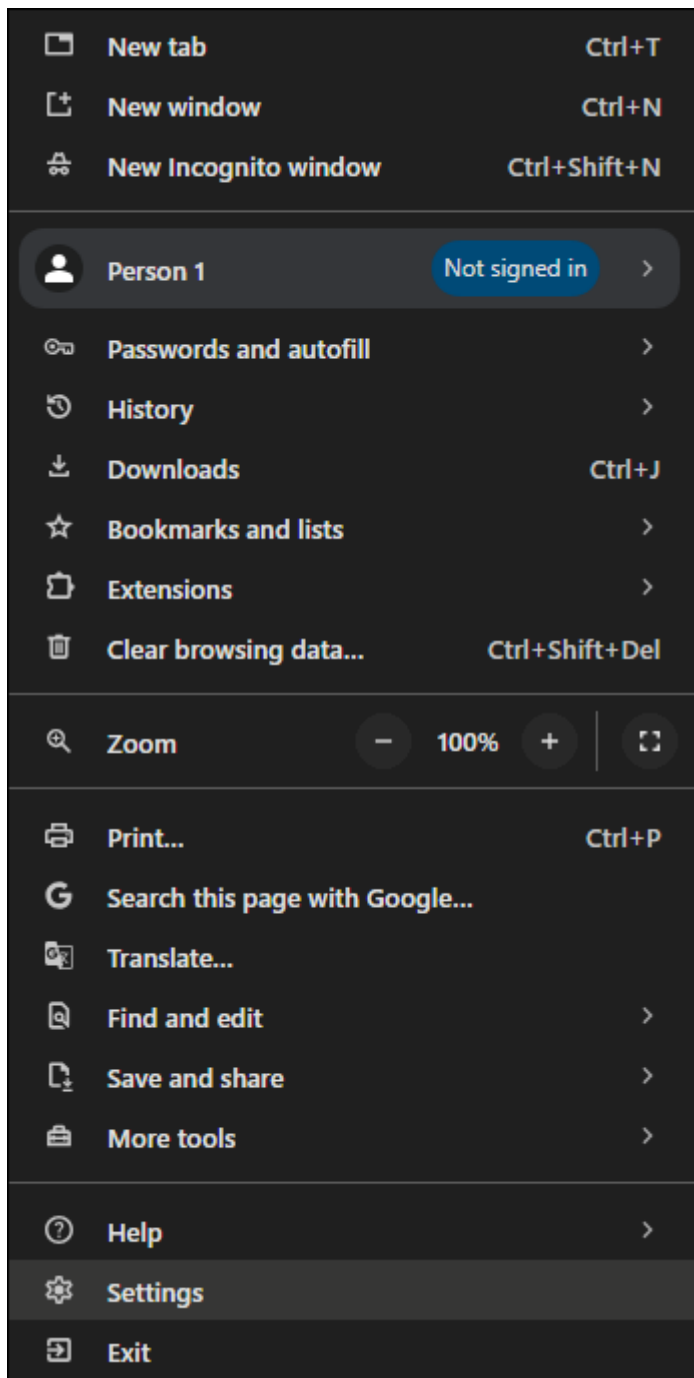
To ensure Osprey runs smoothly when accessing via a browser, we recommend the below settings to be applied to your browser.
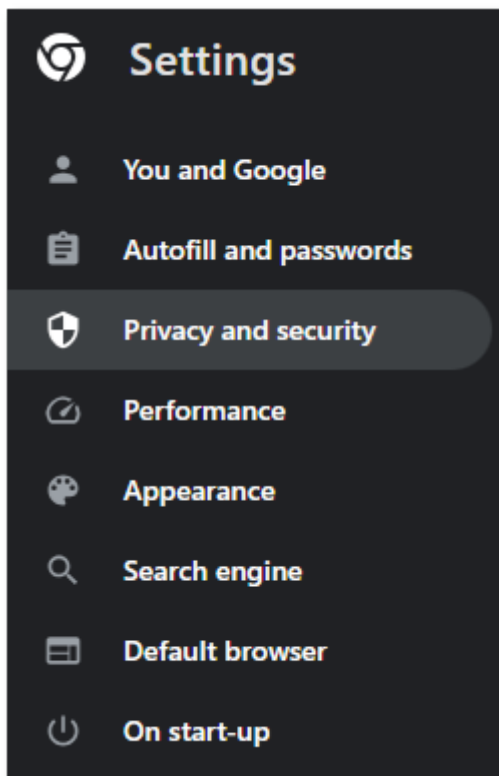
Google Chrome

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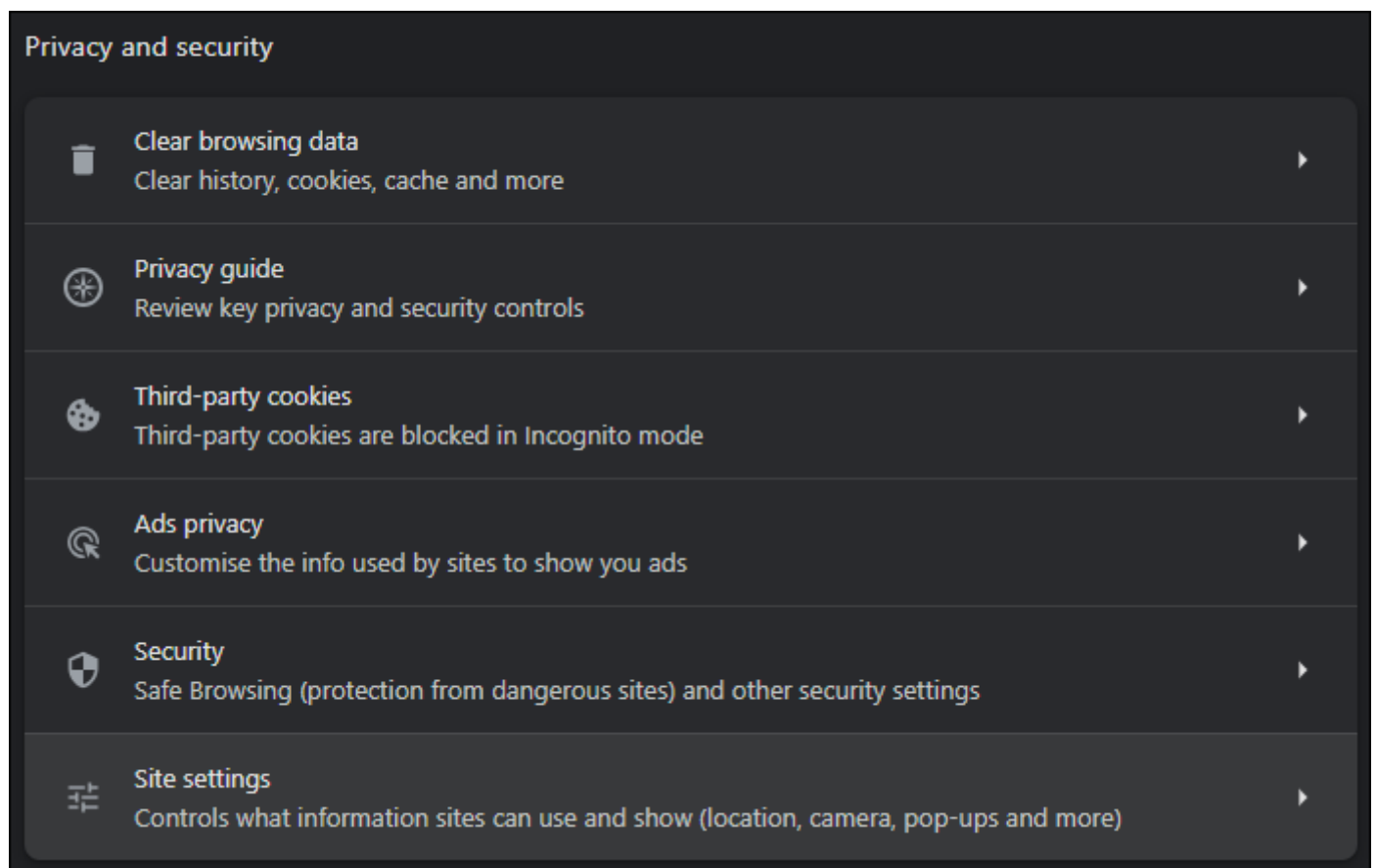

Now, select the 'Settings' option towards the bottom of the resulting drop-down list.
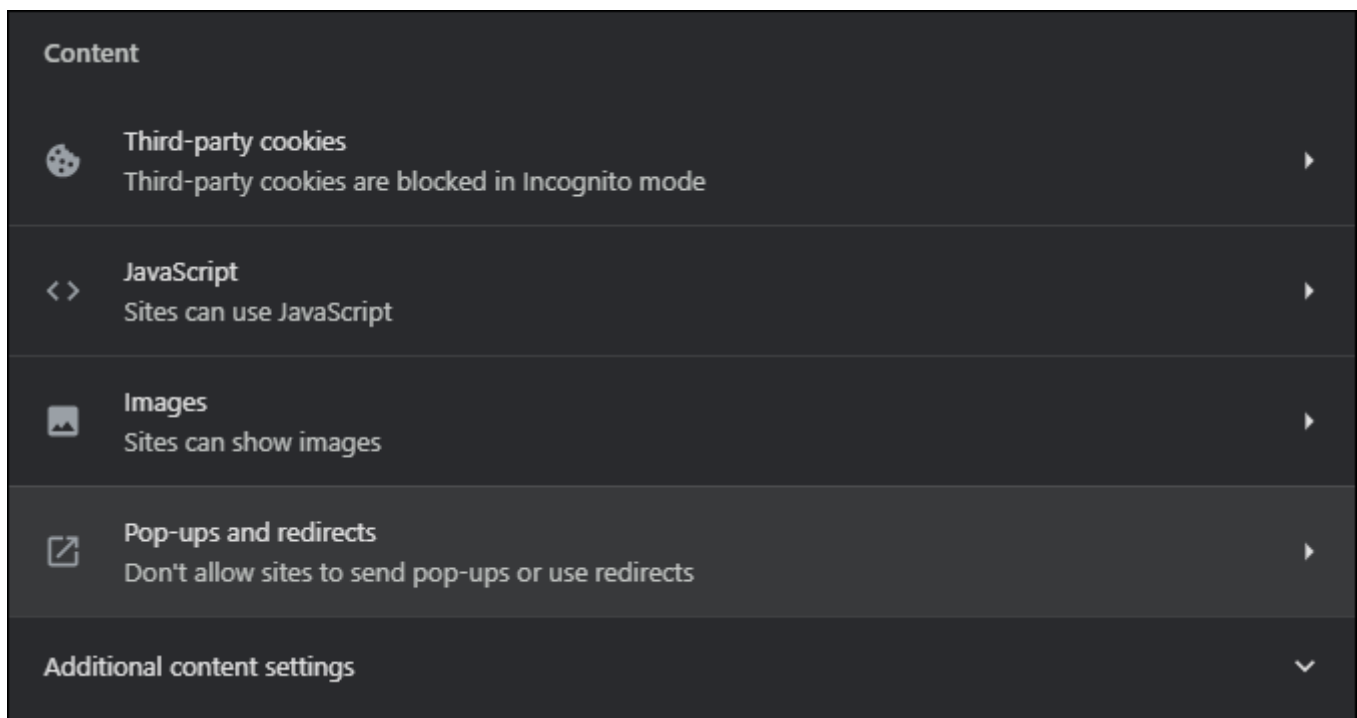
In the list of tabs which will now appear on the left hand side of your screen, select the 'Privacy & Security' option.
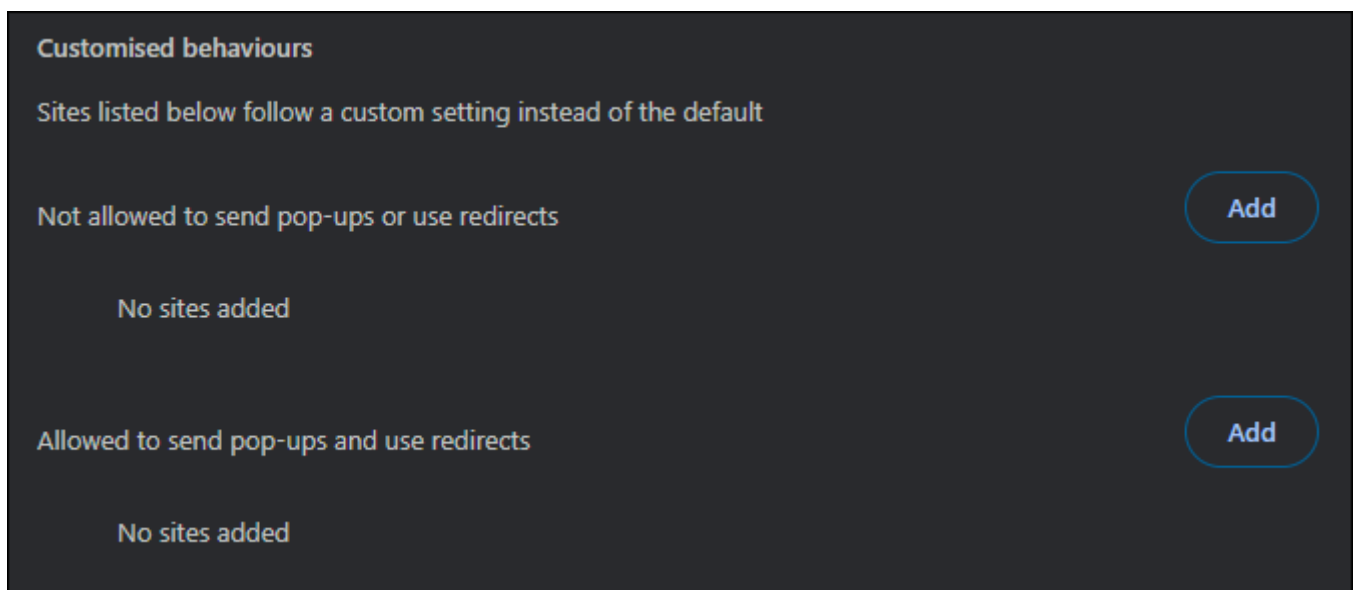
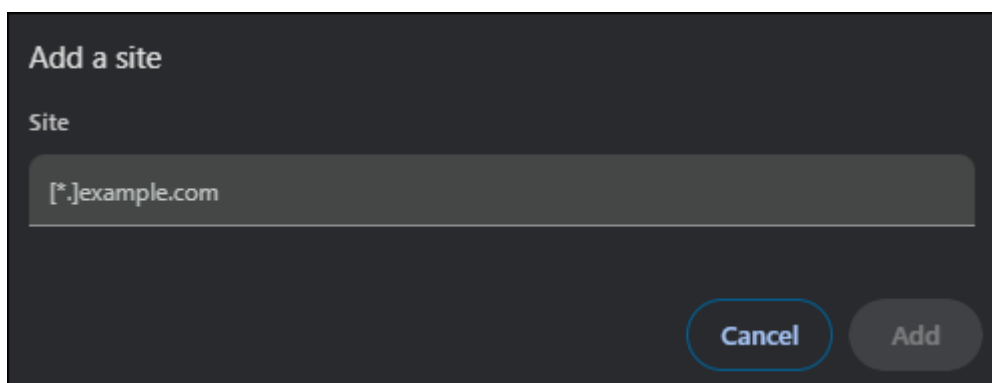This will bring up a new menu, as shown here.

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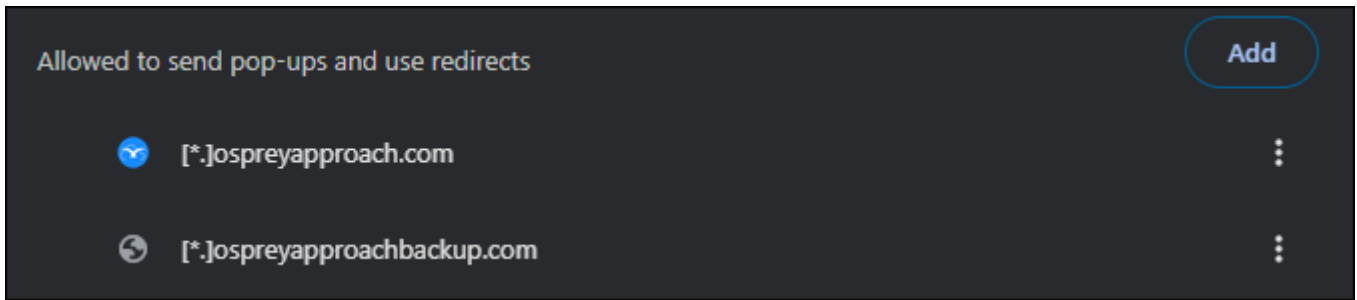
Content

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

Additional content settings

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.
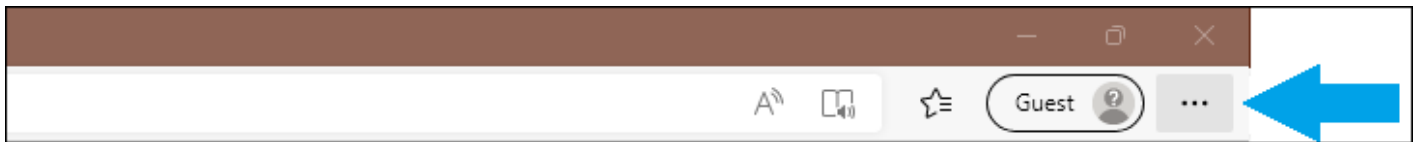

Add a site

Site

[*.]example.com

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:
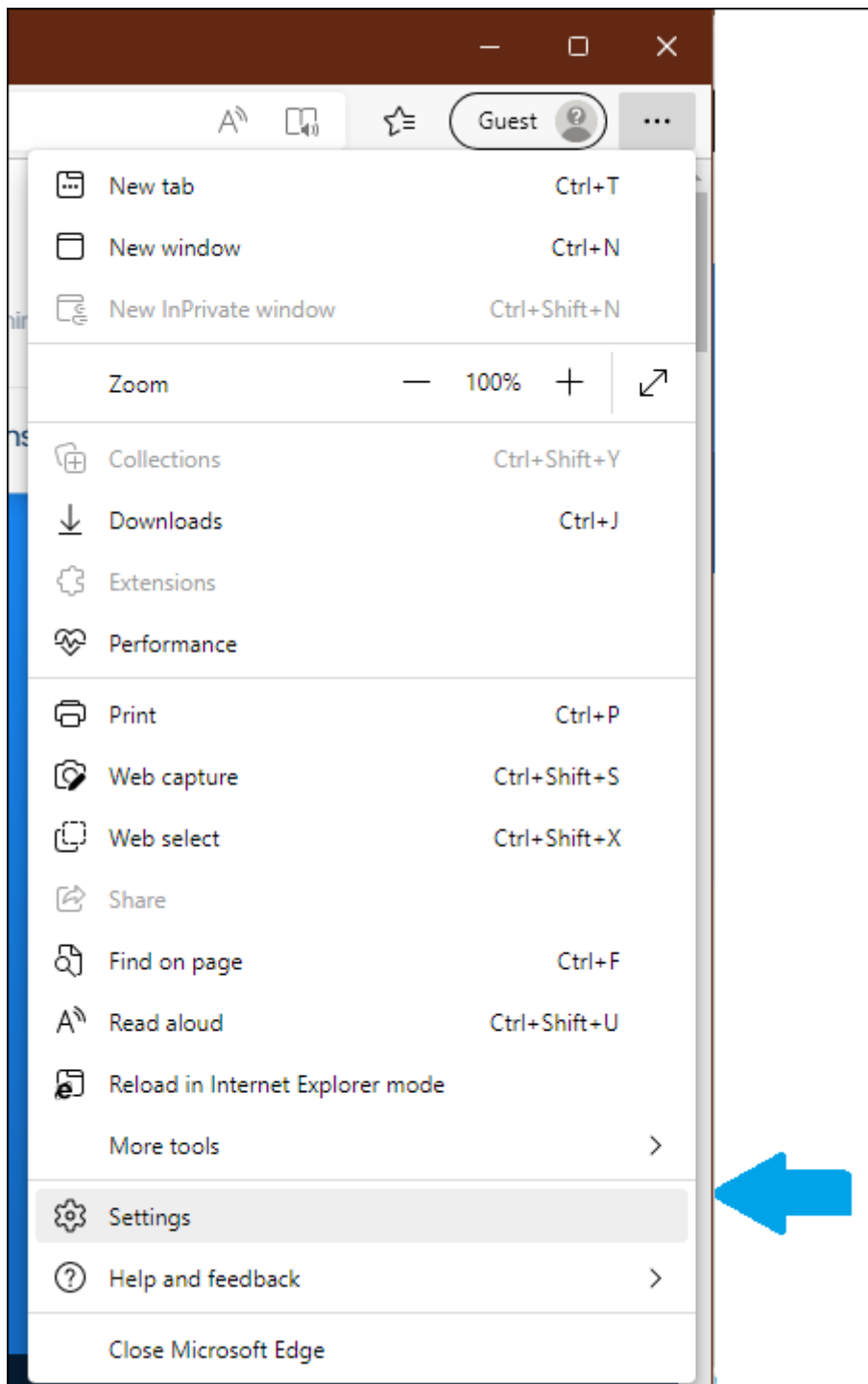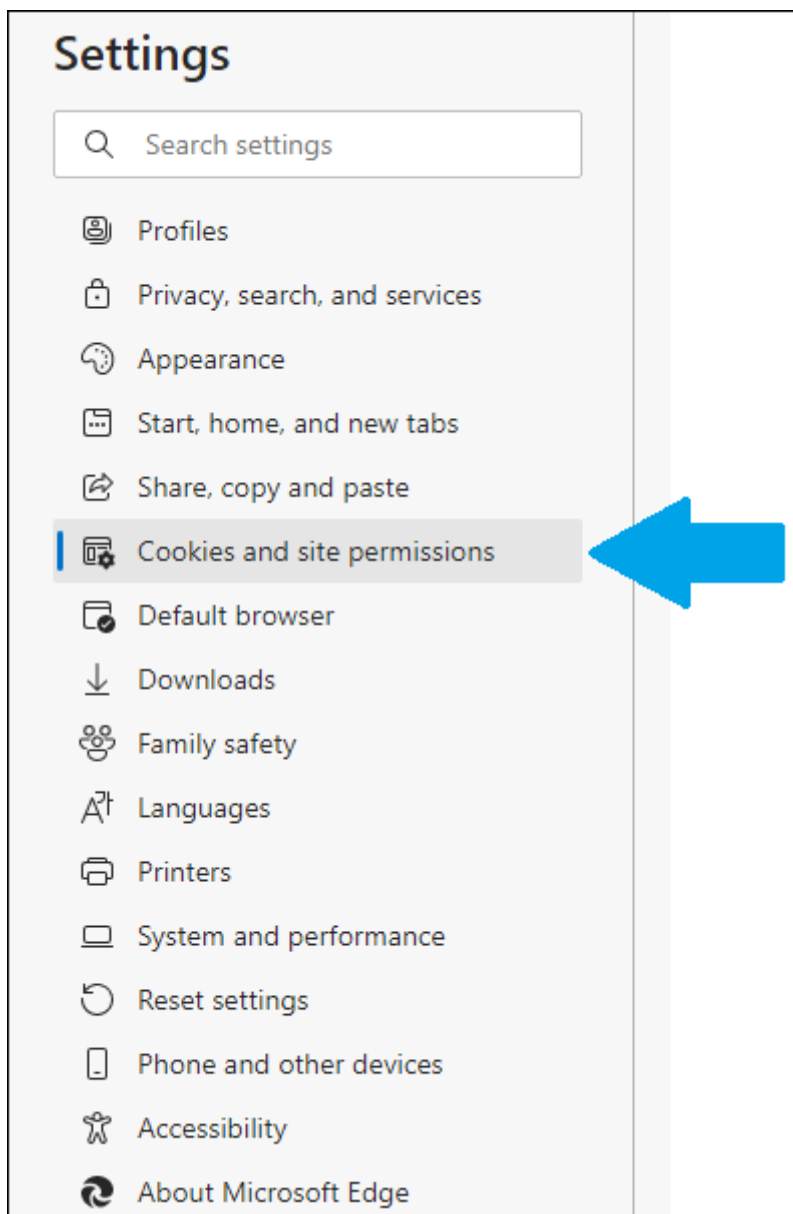

Google Chrome

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

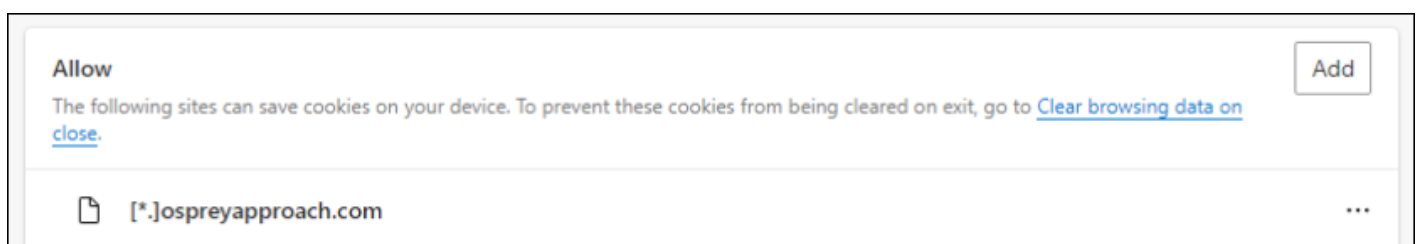Next, click 'Settings' from the drop-down list.

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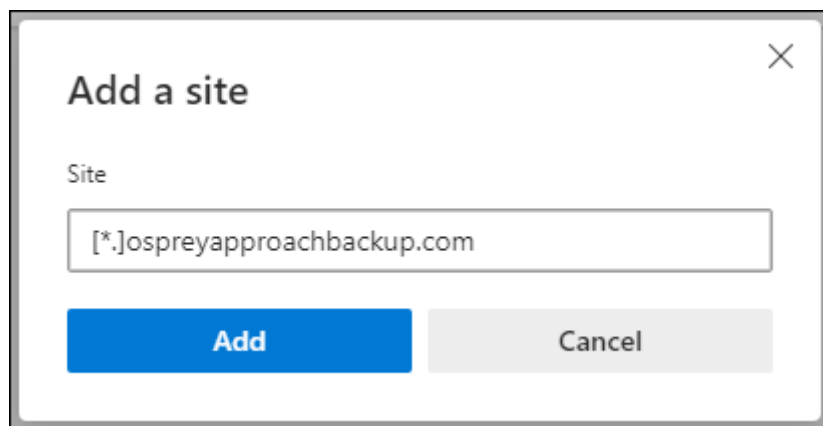
Select 'Manage and delete cookies and site data.'

Click 'Add' under the section titled 'Allow'

A pop-up will appear. In the text box, enter **[*.]ospreyapproach.com** and click 'Add'. Then do the same with **[*.]ospreyapproachbackup.com** and click 'Add'.
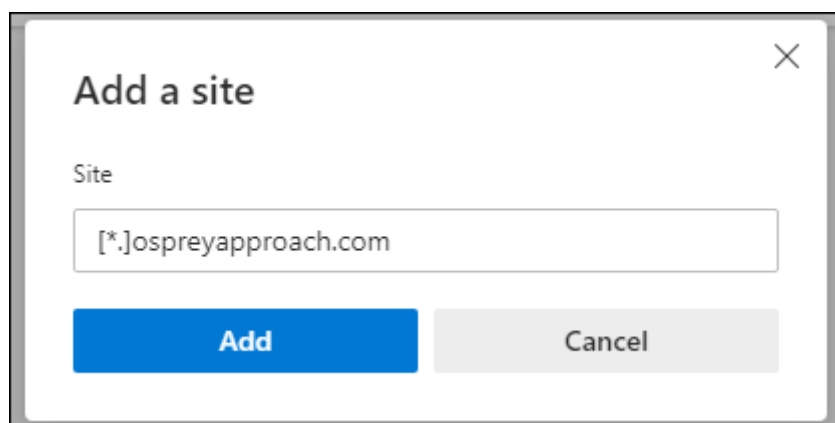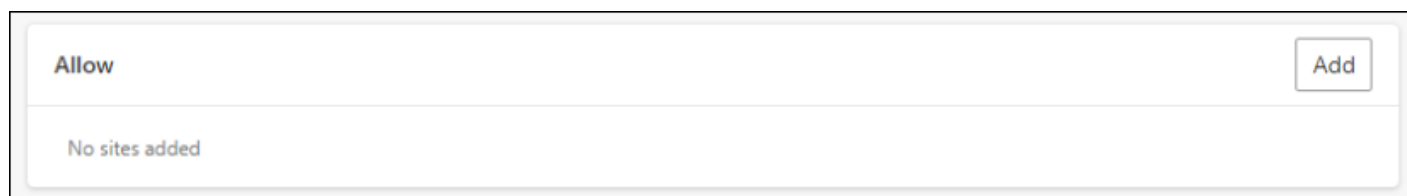

Next, click the 'Back' arrow at the top of the screen to navigate to the previous page.

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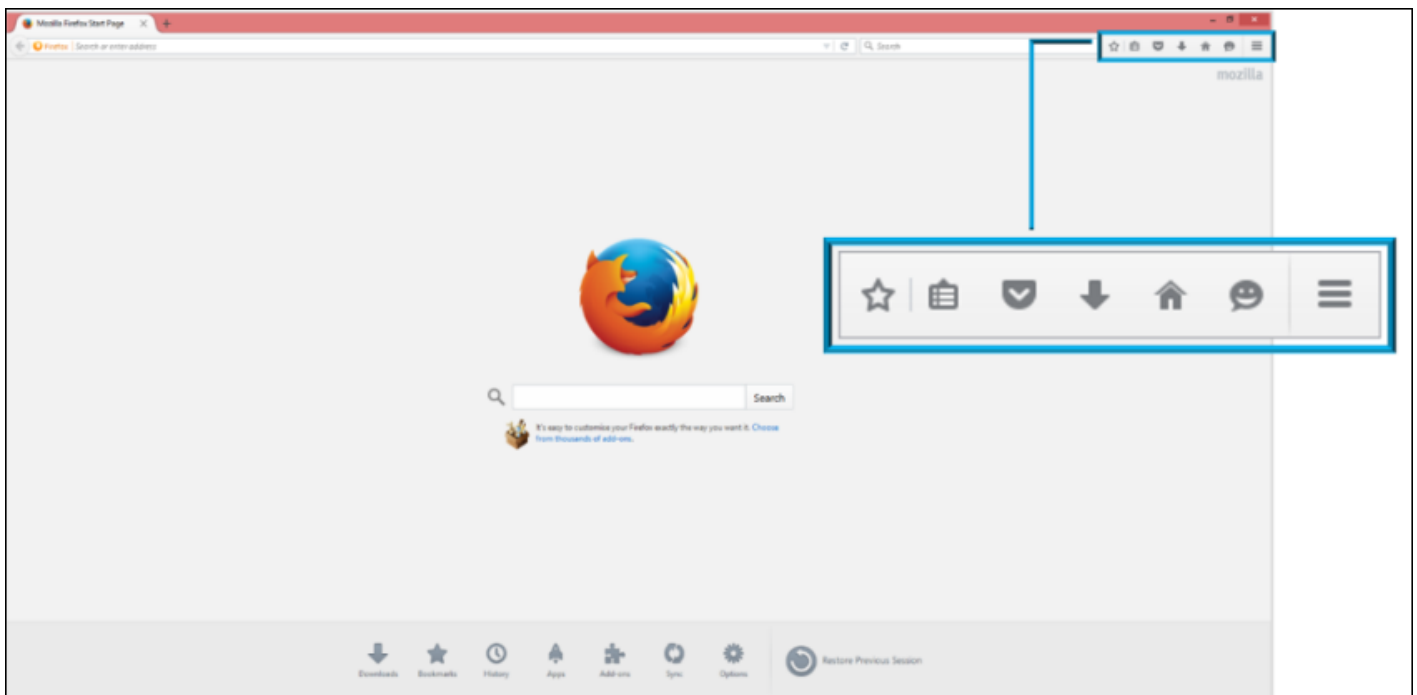

As previously, there is an area titled 'Allow'. Select the 'Add' button and add **[*.]ospreyapproach.com** and **[*.]ospreyapproachbackup.com** in the same way.
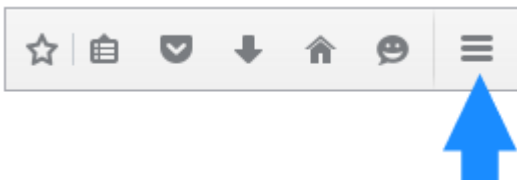

Once complete, you can close the settings tab.
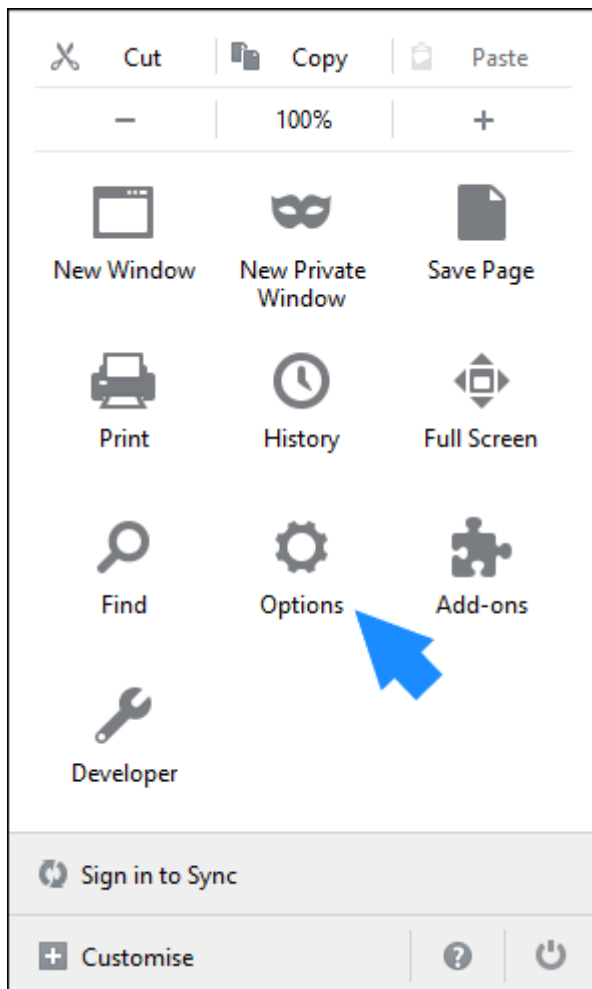
Mozilla Firefox

At the top right of your Firefox screen, you have a series of icons, as displayed here:
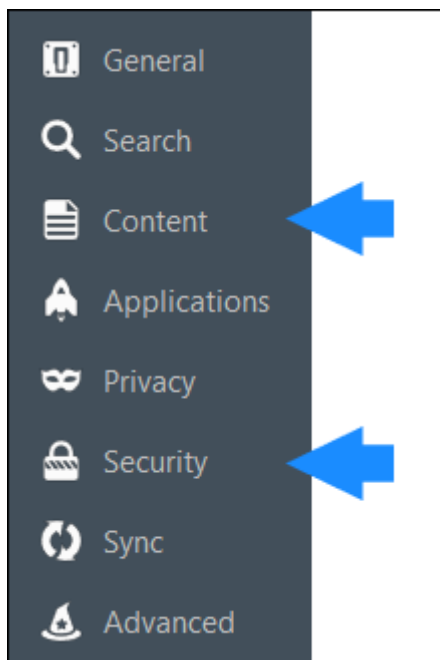

Select the 'Open Menu' option, highlighted below, to open up a further list of options which will allow you to configure the browser.
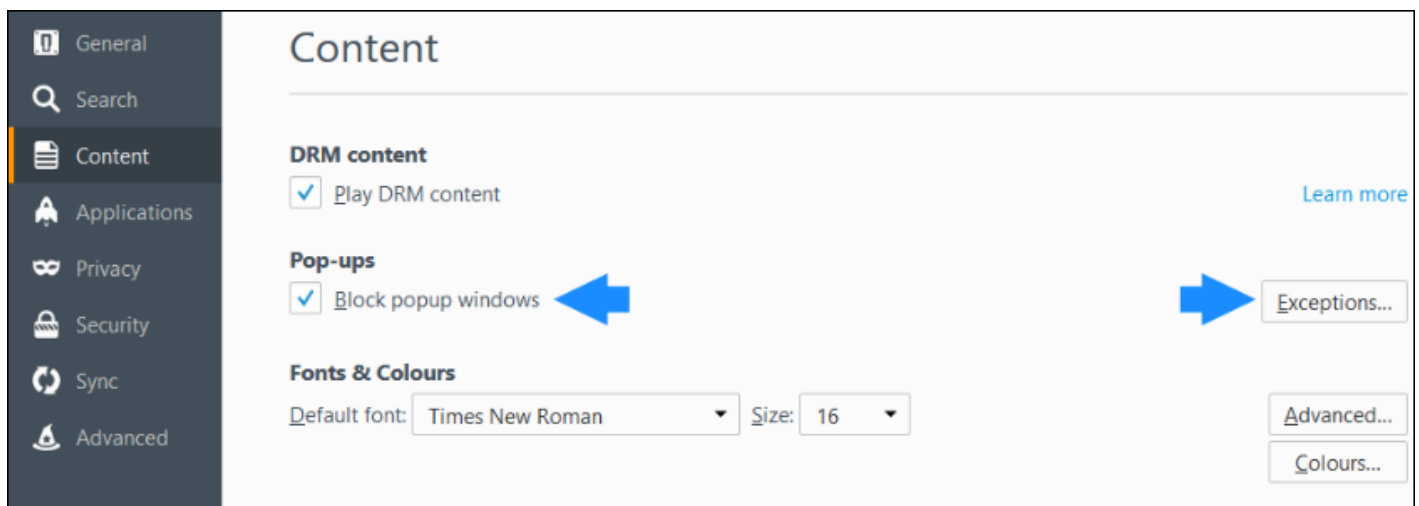

There will be an 'Options' icon available in this list, as highlighted here. Select this to open a new Firefox window displaying your available options.

To ensure that Osprey is fully compatible, we will only need to edit the Content and Security options available in the side bar.
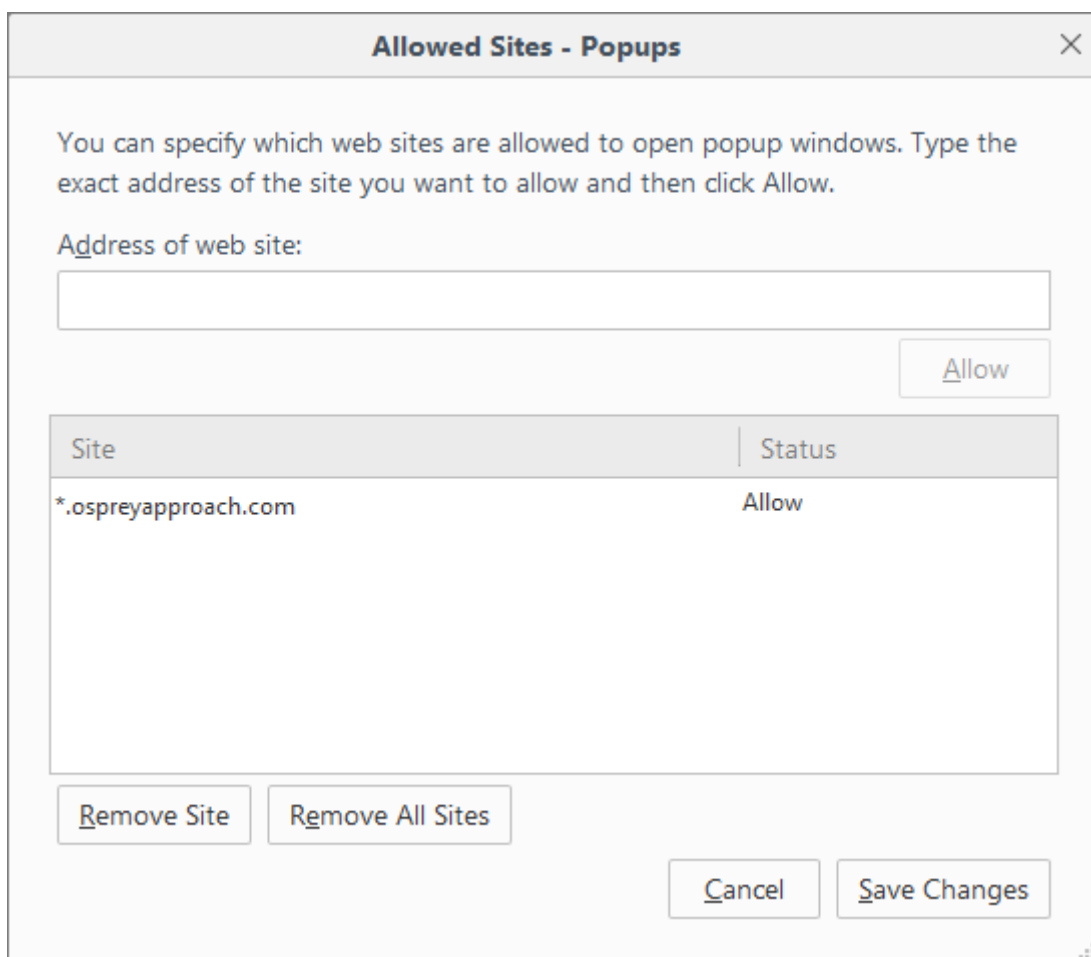

First, select the 'Content' tab to display the screen below. Ensure that 'Block Pop-up Windows' is ticked, then click the Exceptions button.

A new panel will appear which will allow you to enter the details of sites you wish to be exempt from the pop-up blocker.
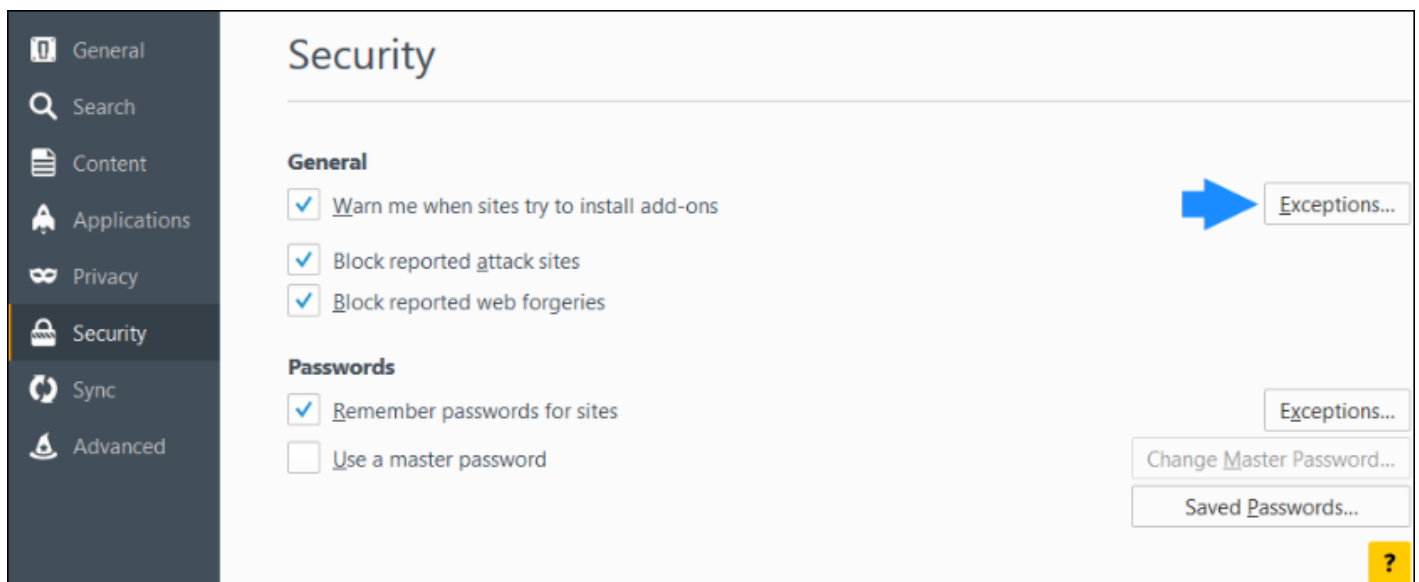
In the 'Address of Web Site' box, enter **ospreyapproach.com** and then click on the 'Allow' button.

The panel should now appear as follows with osprey approach present in the list of allowed sites.

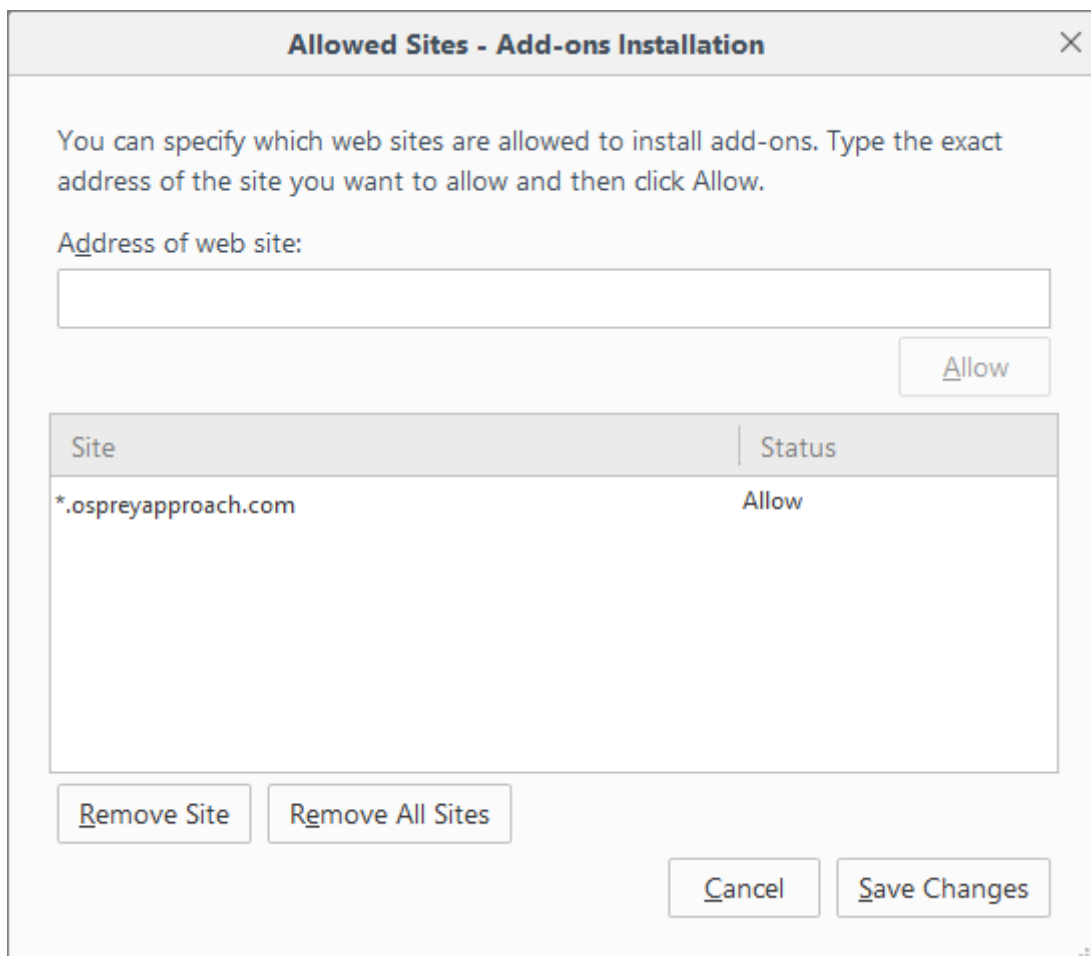Once complete, select 'Save Changes' to return to the options menu.

Now select the 'Security' tab in the side menu to open up the screen displayed below. Select the 'Exceptions' button opposite the General list.

A new 'Add-Ons' panel will appear which will allow you to enter the details of sites you wish to allow add-ons to run on.

In the 'Address of Web Site' box, enter **ospreyapproach.com** and then click on the 'Allow' button.

Once done, select 'Save Changes' to return to the options menu.

The Options tab can now be closed by selecting the cross available on the tab bar.