At this time, the Child-Care Provider site is not compatible with Microsoft Edge, Safari, and many versions of Mozilla Firefox. Different browsers have different capabilities, and although these differences may seem minor, it's common for websites to work fine on one browser but poorly on another. For example, the Child-Care Provider site allows the user to log in and attempt to submit a background check; however, when the user attempts to validate an address, the address validation tool pop-up window does not populate.

You may verify your default browser by navigating to <u>www.whatsmybrowser.org</u>. If you are using any browser other than Internet Explorer or Google Chrome you must update your default browser to one that is compatible with the Child-Care Provider site.

The following steps will help you change the default web browser in Windows 10 or Windows 7, and also place the new Web Browser on the taskbar.

Changing the Default Web Browser in Windows 10

1. From the Start menu, click on Settings, and a new window will open.



2. Click on the **System** icon.



3. On the next page, select **Default apps**, then scroll down and click on **Web Browser**.

÷	Settings		_
0	Home	Photo viewer Photos	
Fir	nd a setting $ ho$		
Syst	em	Video player	
Ģ	Display	Movies & TV	
	Apps & features	Web browser	
15	Default apps	A Microsoft Edge	
\Box	Notifications & actions		
\bigcirc	Power & sleep	Reset to the Microsoft recommended defaults	
Ď	Battery	reset	

 A list of browsers installed on your system will appear in a pop up. If Microsoft Edge is the only browser listed, you must download Google Chrome or Internet Explorer before proceeding. Otherwise, click Google Chrome or Internet Explorer from the available apps. NOTE: Internet Explorer is the preferred default browser.



Change your default browser in Windows 7

Follow these steps to access your default web browser settings in Windows 7:

1. Open the Start menu, and type "default program" inside the search field.



2. Click on the "Default Programs" link shown at the top:



3. On the next screen, click on the "Set Your Default Programs" link.

Control Panel Home	oose the programs that Windows uses by default		
	Set your default programs Make a program the default for all file types and protocols it can open.		
	Associate a file type or protocol with a program Make a file type or protocol (such as .mp3 or http://) always open in a specific program.		
	Change AutoPlay settings Play CDs or other media automatically		
	Set program access and computer defaults Control access to certain programs and set defaults for this computer.		

- 4. After a few seconds, all programs installed on your computer that can be set as a default web browser (or another type of default program) are listed in the "**Programs**" column on the left.
- 5. Select Internet Explorer.

Set your default programs		
To set a program as the default for all f	ïle typ	es and protocols it can open, click the program and then click Set as default.
Programs		•
© Google Chrome	[
Internet Explorer		
∛ ∈IrfanView		(Select a program for more information)
Lync (desktop)	:	÷
Nicrosoft OneNote 2010		
Nicrosoft Outlook		
💞 Paint		
Reference Pro		
📥 VLC media player		
Windows Contacts		
Windows Disc Image Burner		r
	•	

6. Select "Set this program as default".



Pinning the New Browser to the Taskbar and Start Menu

To pin the default browser to the taskbar at the bottom of the computer screen or to the Start Menu, use the following instructions:

- 1. Click on the Start Menu and type the name of the Web Browser in the search box.
- 2. The Web Browser should appear at the top of the list. Right click on the name and select:
 - a. Pin to taskbar to pin the browser to the taskbar at the bottom of the screen, or
 - b. **Pin to Start** to pin the browser to the Start Menu.

Programs (2)			
🥖 Internet Explorer		Open	
Internet Explorer (No Add-ons)		SkyDrive Pro	Þ
Control Panel (4)	ĸ	Scan for viruses	
🚱 Change the search provider in Internet Explorer	κ	Move to Quarantine	
See more results		Open file location Run as administrator	
internet explorer × Log	Ť	Unpin from Taskbar Pin to Start Menu	
		Restore previous versions	
		Send to	F
		Cut	
		Сору	
		Delete	
		Properties	

NOTE: To remove Microsoft Edge from the taskbar, right click on the icon and click **Unpin this program from taskbar**.

Still Having Trouble Submitting Background Checks

If you successfully change the default browser and are still unable to submit background checks, please contact your CBCU representative, who can be located on the <u>CBCU Contacts</u> page.