

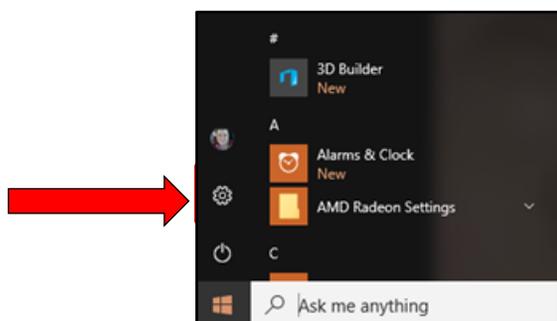
At this time, the Child-Care Provider site is not compatible with Microsoft Edge, Safari, and many versions of Mozilla Firefox. Different browsers have different capabilities, and although these differences may seem minor, it's common for websites to work fine on one browser but poorly on another. For 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 www.whatsmybrowser.org. 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.

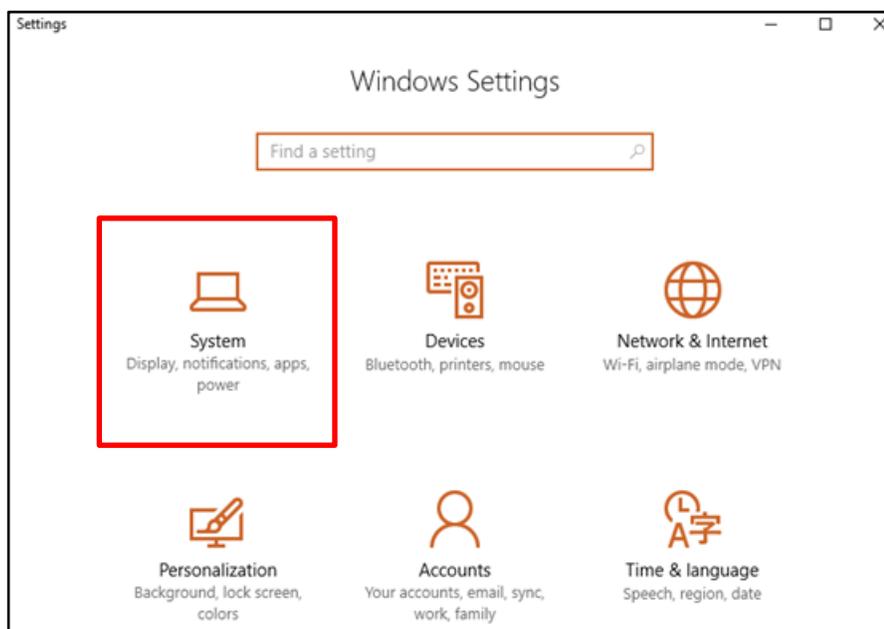
The following steps will help you change the default web browser in Windows 10 or Windows 7, and also place the new Web Browser on the taskbar.

Changing the Default Web Browser in Windows 10

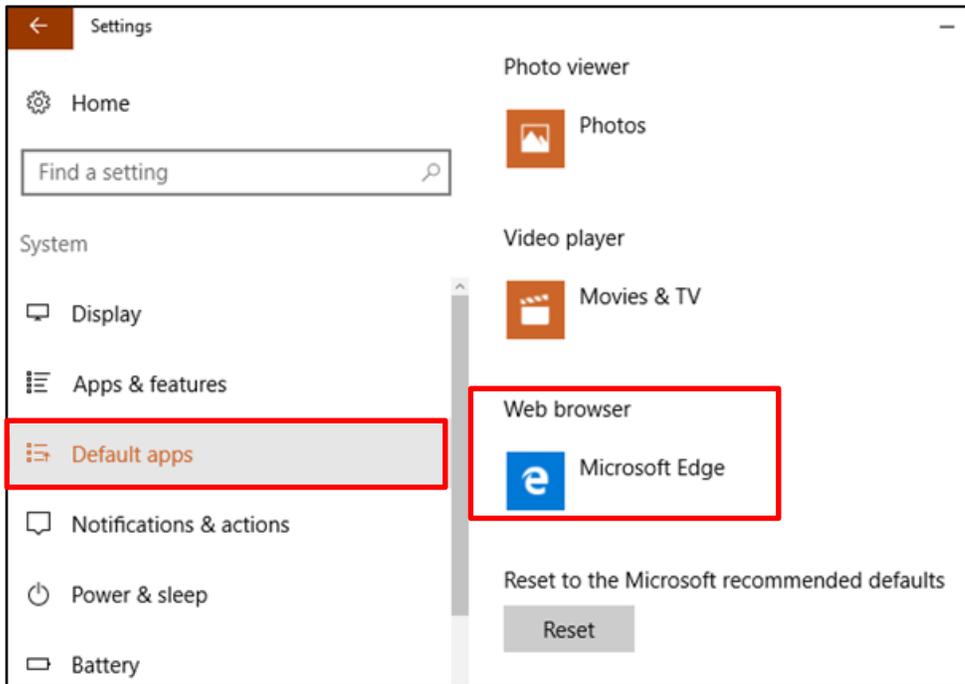
1. From the Start menu, click on **Settings**, and a new window will open.



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



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



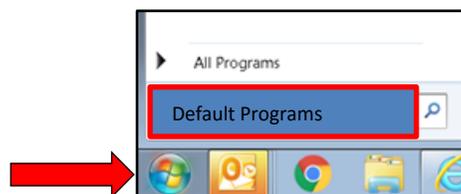
4. A list of browsers installed on your system will appear in a pop up. If Microsoft Edge is the only browser listed, you must download Google Chrome or Internet Explorer before proceeding. Otherwise, click **Google Chrome** or **Internet Explorer** from the available apps.
NOTE: Internet Explorer is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



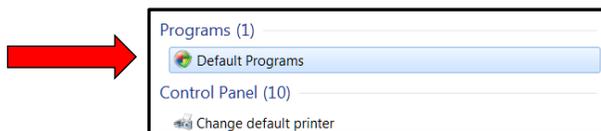
Change your default browser in Windows 7

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

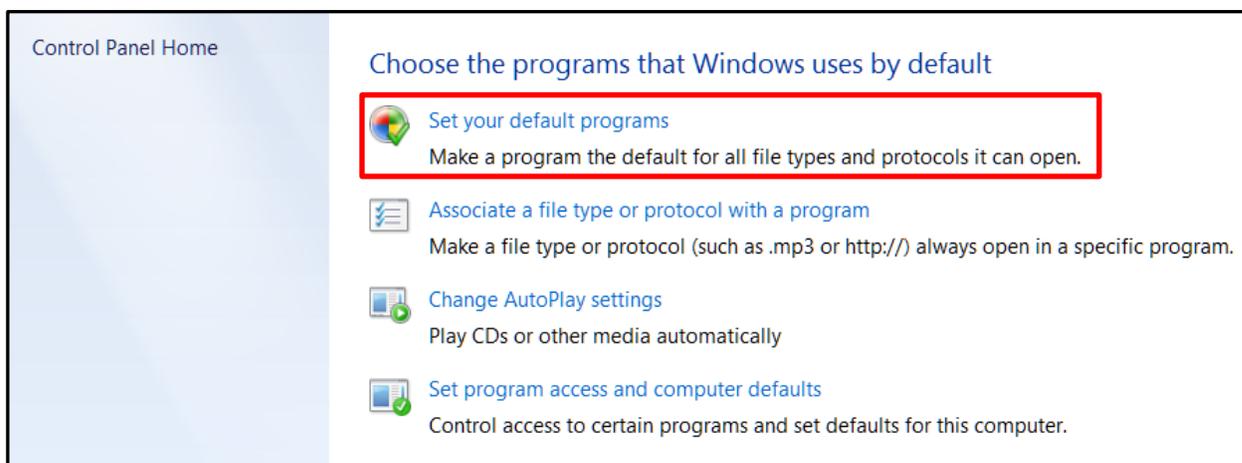
1. Open the **Start menu**, and type "default program" inside the search field.



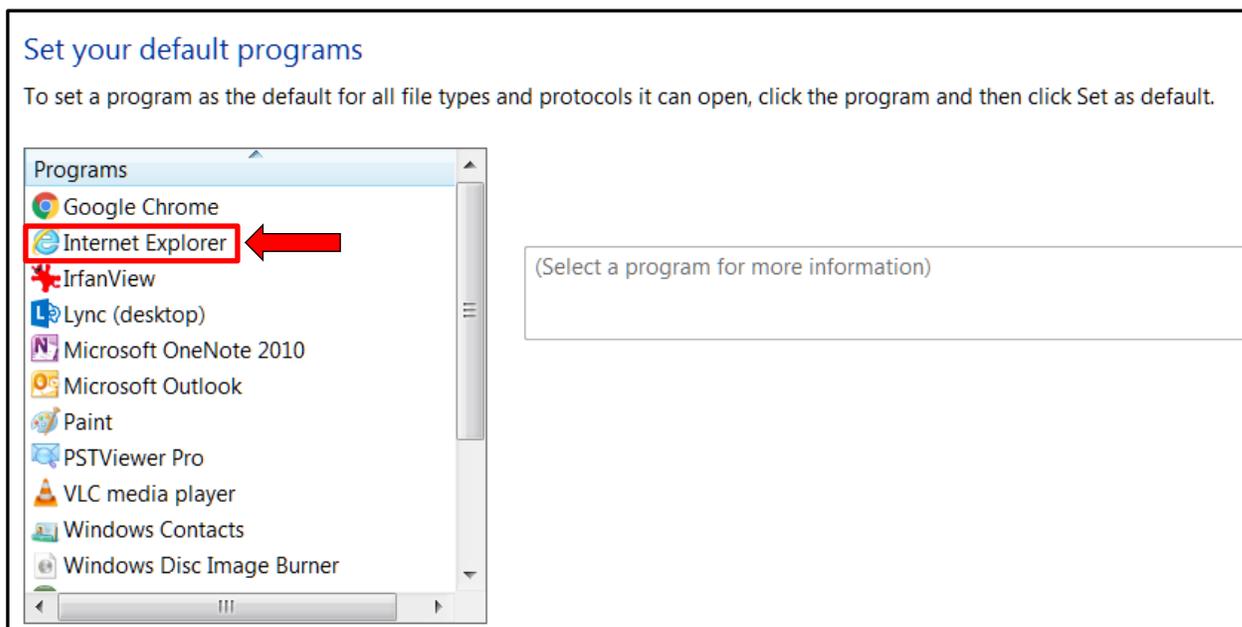
2. Click on the "**Default Programs**" link shown at the top:



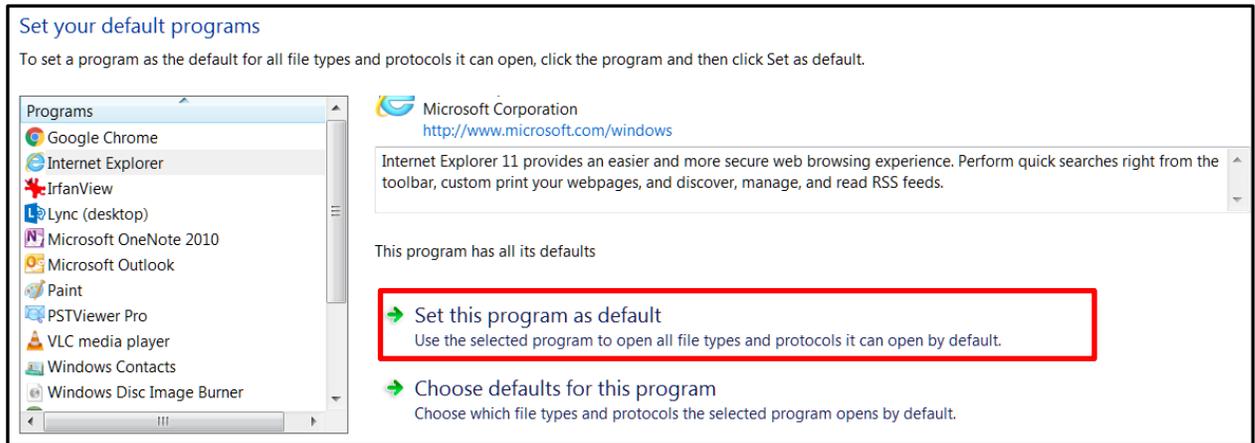
3. On the next screen, click on the "**Set Your Default Programs**" link.



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**.



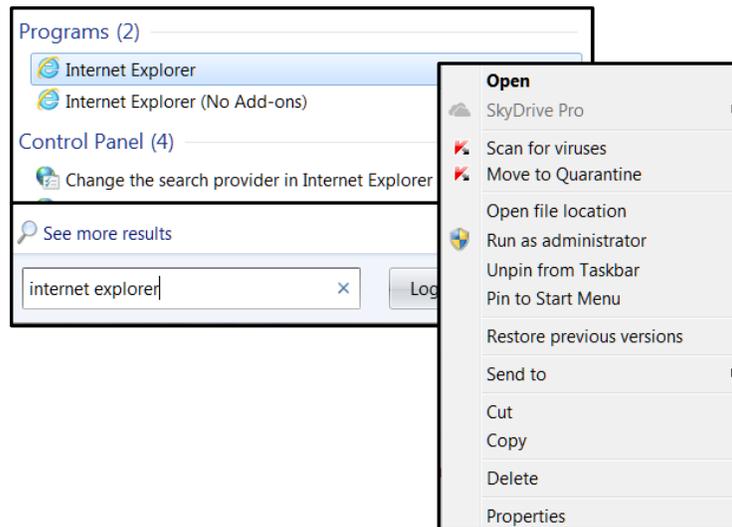
6. Select "**Set this program as default**".



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.



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 [CBCU Contacts](#) page.