Technical Help: Downloading Documents from the Web Using

Mozilla Firefox

Or

Google Chrome
# Table of Contents

- Pop Up Box ........................................................................................................ 3
- New Tab ............................................................................................................. 7
- Temporary File .................................................................................................... 12
- Temporary File + New Tab .................................................................................. 15
- Troubleshooting .................................................................................................. 21
  - System is slow ................................................................................................ 21
  - Document Download Issues .......................................................................... 21
Pop Up Box

1. After clicking the link to the document you wish to download...

2. A pop up box may appear directly on the page, giving you the choice to Open or Save the document.
3. You may choose “Open with…”.

4. The document will open in the application according to the type of document. To save, you will click File in the upper left hand corner.
5. Then you will choose how you would like to save the document.

6. Or you may choose “Save File”.
7. A window will appear for you to navigate to the folder in which you want to save the document, then you will click save.
New Tab

1. After clicking the link to the document you wish to download...

2. A new tab may open with the document.
3. Click the download icon in the upper right hand corner.

4. A pop up box will appear giving you the choice to Open or Save the document.
5. You may choose “Open with…”. 

6. The document will open in the application according to the type of document. To save, you will click File in the upper left hand corner.
7. Then you will choose how you would like to save the document.

8. Or you may choose “Save File”.

Instructions: Review the criteria below which applies to the proposed research. IRB approval should only be issued if all criteria are met. Check the applicable box to document your determination, and sign and date on the line provided.
9. A window will appear for you to navigate to the folder in which you want to save the document, then you will click save.
Temporary File

1. After clicking the link to the document you wish to download...

2. The document may download to a temporary file, found at the bottom of the web page.
3. Click the arrow next to the file name or click the file name.

4. Click “Open”.
5. The document will open in the application according to the type of document. To save, you will click File in the upper left hand corner.

6. Then you will choose how you would like to save the document.
Temporary File + New Tab

1. After clicking the link to the document you wish to download...

2. The document may download to a temporary file, found at the bottom of the web page
3. Click the arrow next to the file name or click the file name.

4. Click “Open”.

5. A new tab may open with the document.

6. Click the download icon in the upper right hand corner.
7. A pop up box will appear giving you the choice to Open or Save the document.

8. You may choose “Open with…”.
9. The document will open in the application according to the type of document. To save, you will click File in the upper left hand corner.

10. Then you will choose how you would like to save the document.
11. Or you may choose “Save File”.

12. A window will appear for you to navigate to the folder in which you want to save the document, then you will click save.
Troubleshooting

System is slow

Possible Solution: Clear Cache

A cache is a collection of temporary Internet files that your browser stores in your computer. These files contain website data that lets your browser load websites faster when you visit them multiple times, but if these files become corrupt or if they begin to slow your computer down, you may decide to clear them.

Here is a resource on how to do this if you have Firefox as your default browser:
https://www.wikihow.com/Clear-the-Cache-in-Firefox

Here is a resource on how to do this if you have Chrome as your default browser.
https://www.wikihow.com/Clear-the-Cache-in-Chrome

Possible Solution: Clear cookies

Cookies save a user's browsing data (with their consent), and cache helps webpages load more quickly by remembering images, videos, and other parts of the webpage from the last visit instead of needing to rerender everything with each visit.

Here is a resource on how to do this if you have Firefox as your default browser:

Here is a resource on how to do this if you have Chrome as your default browser.

Document Download Issues

Possible Solution: Clear document downloads

Whenever you download a file from the Internet, it is saved in your operating system's downloads folder. Additionally, there is a record of it in your web browser. When a file is in the downloads folder, it can take up unnecessary storage space. It also shows the things you've downloaded, which could be a security risk or a privacy issue.

The following instructions explain how to clear your downloads folder or your download history for Firefox.

1. In the upper-right corner of the screen, select the down-arrow icon for Display the progress of ongoing downloads.
2. Select Show All Downloads from the menu that appears.

3. You may delete each item individually using the Delete key, or click Clear Downloads at the top of the window.

The following instructions explain how to clear your downloads folder or your download history for Chrome.

1. Click on the three vertical dots in the top right corner.

2. One of the menu choices is downloads. Select downloads.

3. Click on the three vertical dots in the top right corner in blue bar.

4. Select Clear all, or, select the specific download to remove by clicking the “x” by the document’s listing.