

Alert Auto / Palm MGA System Platform Browser Issue Guide

Recommendations

For best experience with our software, we recommend using MS Edge or Google Chrome browsers.

Verify Latest Version

Regardless of which browser you are using, you should already be running the latest version of your browser, but just check anyway:

1. **Edge:** Update & Security then Windows Update in Windows Settings.
2. **Chrome:** Chrome Menu, Help, then About Google Chrome.
3. **Firefox:** Firefox Menu, Help, then About Firefox.
4. **Safari:** Updates tab in the Mac App Store.

Eliminate Problematic Extensions

If you are experiencing issues with your browser it could be a poorly performing extension causing problems with your browser? Disabling add-ons one by one is something you can try to see if it has any effect:

1. **Edge:** Edge Menu then Extensions.
2. **Chrome:** Chrome Menu, More tools, then Extensions.
3. **Firefox:** Firefox Menu then Add-ons.
4. **Safari:** Safari Menu, Preferences, then Extensions.

Clearing your Cache

After trying the above show's that an extension is not at fault, it might be a corrupted cache of data. You can easily blitz these temporary files and give your browser a clean fresh start, though you'll have to log in everywhere again, so keep those passwords handy:

1. **Edge:** Settings and Choose what to clear under Clear browsing data on the menu.
2. **Chrome:** Settings from the menu then pick Advanced and Clear browsing data.
3. **Firefox:** You want Options from the menu then Privacy & Security and Clear Data.
4. **Safari:** Open the Safari menu and pick Preferences, Privacy, and Manage Website Data.

Virus/Malware

If you're still experiencing problems, uninstall and reinstall your browser. If a clean reinstall doesn't work, something besides the browser might be affecting your browsing experience like malware which is beyond the scope of this guide.

Software Provider Guides

For additional guidance see the following company troubleshooting guides.

MS Edge

<https://support.microsoft.com/en-us/help/4023560/windows-10-what-to-do-if-microsoft-edge-not-working>

Google Chrome

<https://support.google.com/chrome/?hl=en#topic=7438008>

Mozilla Firefox

<https://support.mozilla.org/en-US/kb/troubleshoot-and-diagnose-firefox-problems>

Apple Safari

<https://support.apple.com/guide/safari/troubleshooting-sfri11861/mac>