

# TROUBLE ACCESSING TRD

Supported Internet Browsers

Google Chrome 

Microsoft Edge 

[Diane S. Williams](#)

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## Trouble Accessing TRD

### Supported Internet Browsers

Make sure you are using Google Chrome  or Microsoft Edge . Other browsers, such as Internet Explorer, Firefox and Safari are not supported and/or might not function properly.

### TRD URL

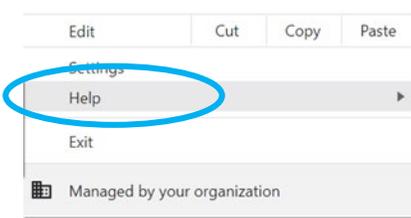
Make sure you are using the correct TRD link: <https://trd.firstam.com>



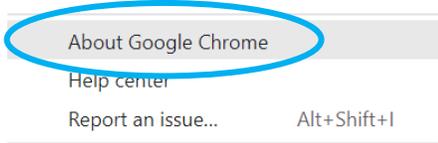
## How to check your version of Chrome



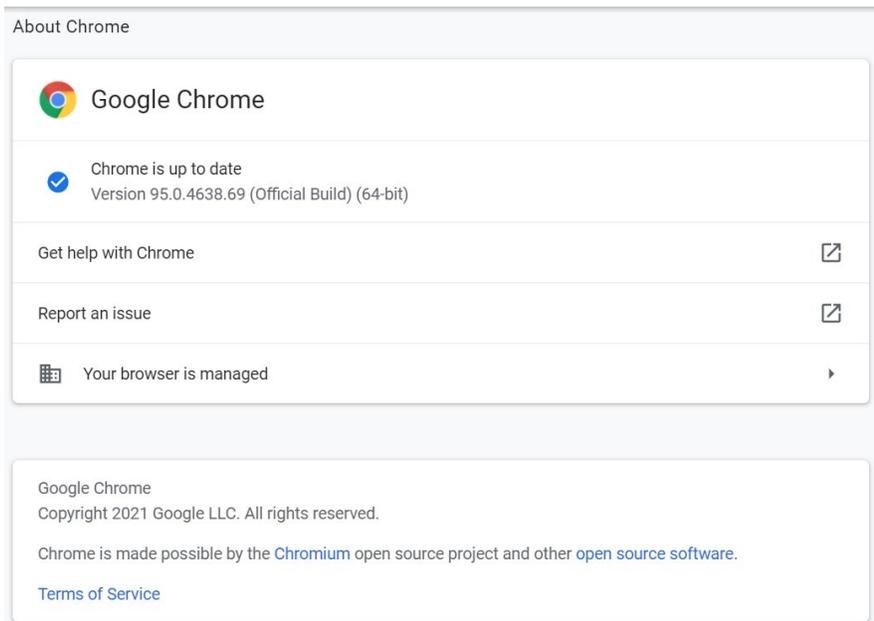
### 2. Select Help



### 3. Select "About Google Chrome."



### 4. Make sure your version is up to date.



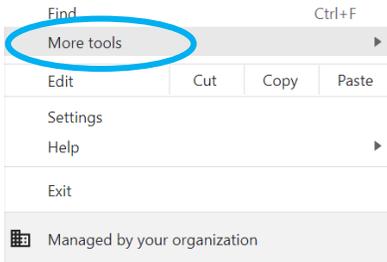
## Compatibility View

There is no setting as "Compatibility Settings" / "Compatibility View Settings" in Google Chrome.

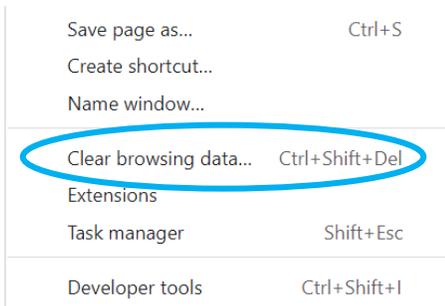
## Clear Cached Files



2. Click More tools

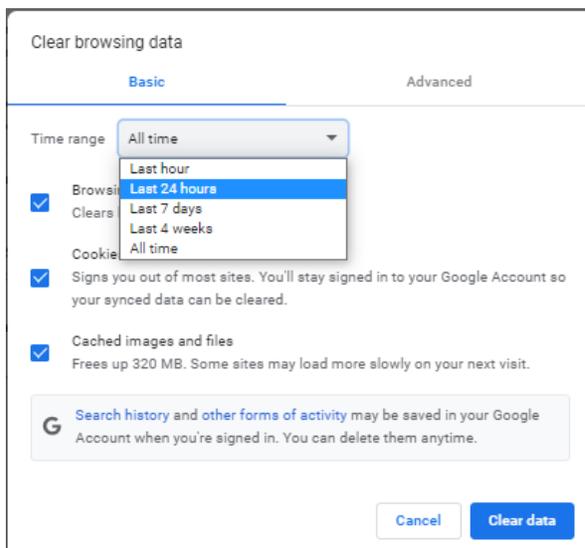


3. Then select Clear browsing data.

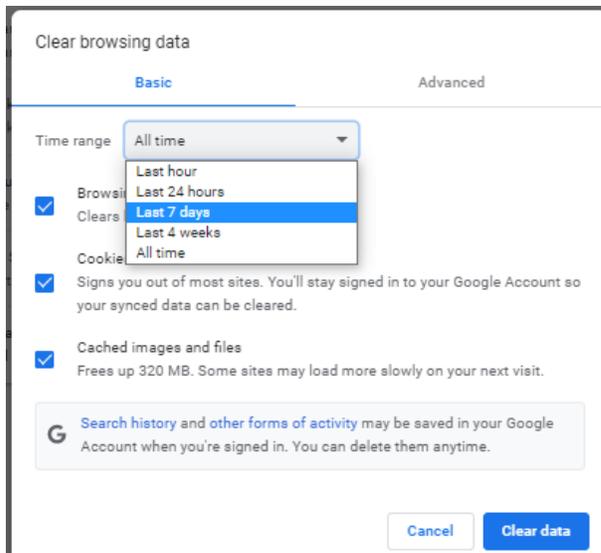


4. At the top, choose a time range. Try deleting in this order for best results.

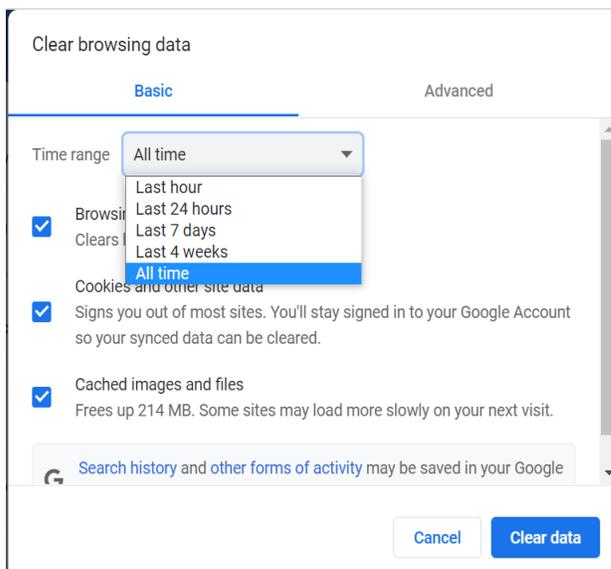
a. Last 24 hours



b. Last 7 days



c. All time (to delete everything)

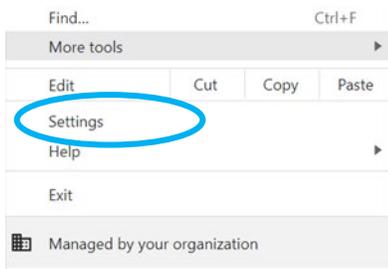


5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

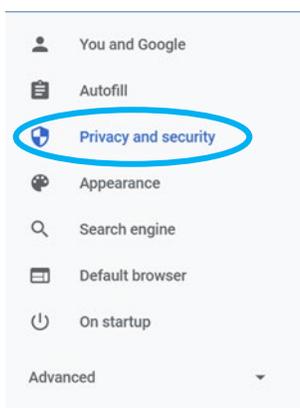
## Enable Cookies in Edge



2. Click Settings

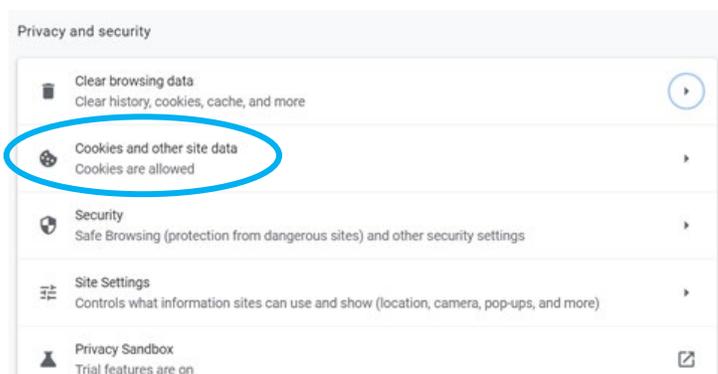


3. Under "Privacy and security,"



4. Click Cookies and other site data

i. Select Allow all cookies



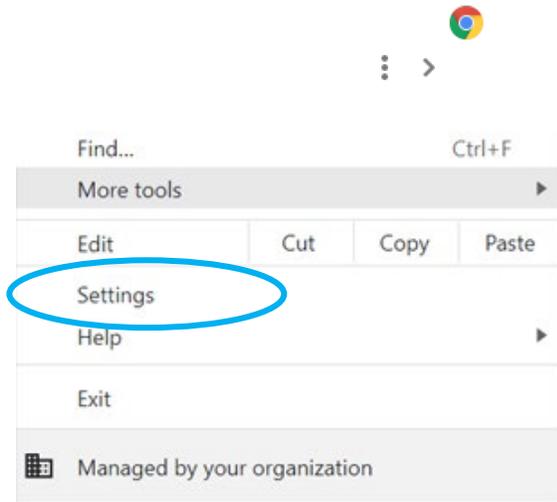
Sites can use cookies to improve your browsing experience, for example, to keep you signed in or to remember items in your shopping cart

Sites can use cookies to see your browsing activity across different sites, for example, to personalize ads

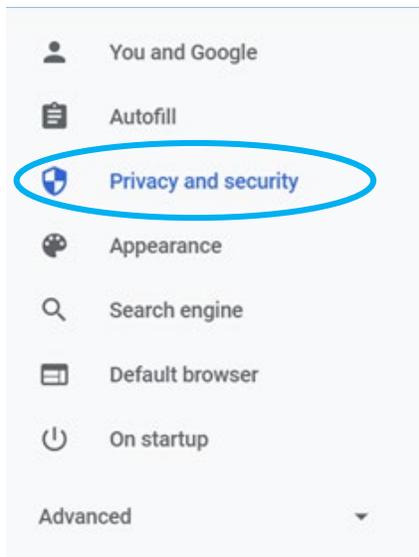
## Block or allow pop-ups in Chrome



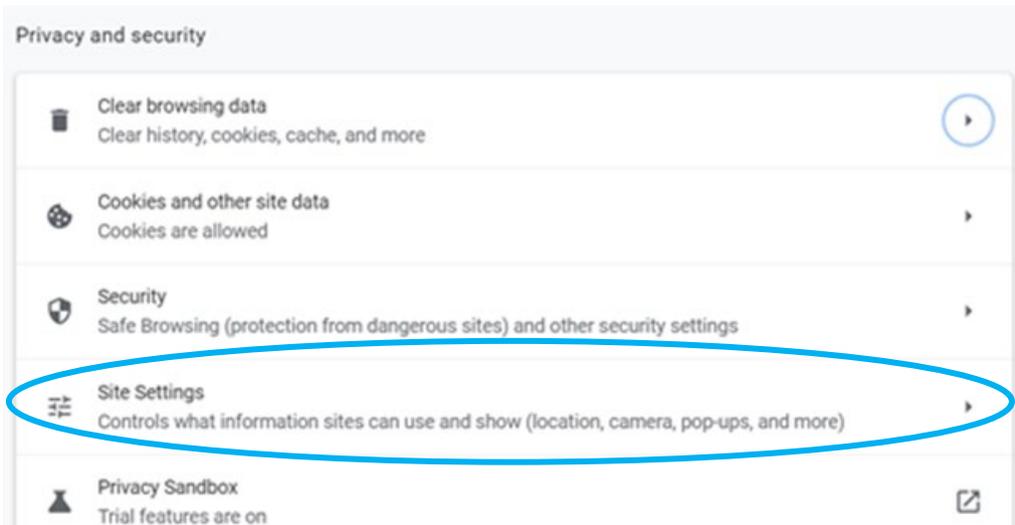
Change your default pop-ups & redirects settings



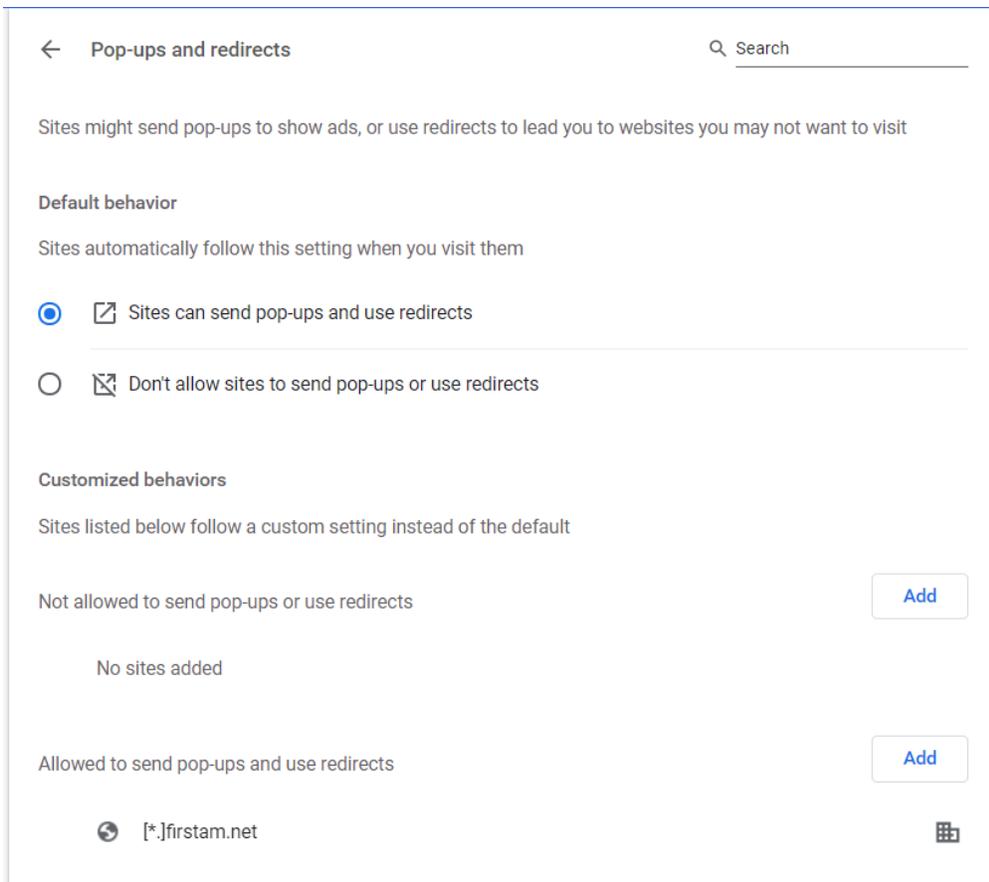
3. Under "Privacy and security," click Site settings.



4. Click Pop-ups and redirects.



5. Choose the option you want as your default setting.



If you are still having issues, please email [trd@firstam.com](mailto:trd@firstam.com)



1. Launch the Microsoft Edge browser, click the 3 dots on the upper-right corner and select go to Settings and more (Alt+F) > Help and feedback menu and select “About Microsoft Edge.”
2. Make sure your version is up to date.

**About**

 **Microsoft Edge**  
Version 95.0.1020.30 (Official build) (64-bit)

 **Microsoft Edge is up to date.**

**Download Updates over metered connections**

Automatically download updates over metered networks (for example, cellular network) and apply them on browser restart. Charges may apply.

This browser is made possible by the [Chromium](#) open source project and other [open source software](#).

Microsoft Edge  
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## Internet Browser Settings

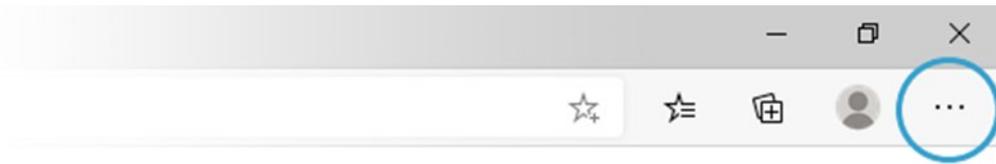
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### Compatibility View

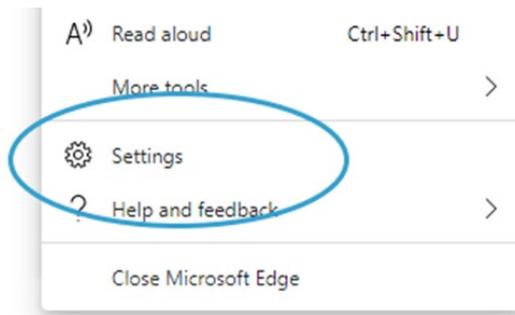
There is no setting as "Compatibility Settings" / "Compatibility View Settings" in Microsoft Edge.

### Clear Cached Files

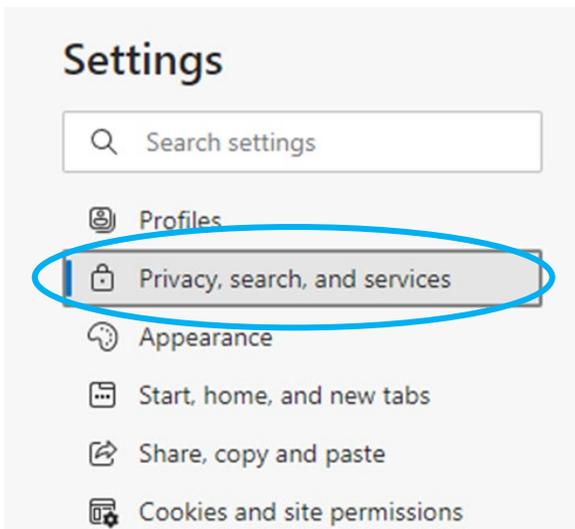
1. Open Microsoft Edge.
2. Select **Settings and more** (the icon that looks like three dots).



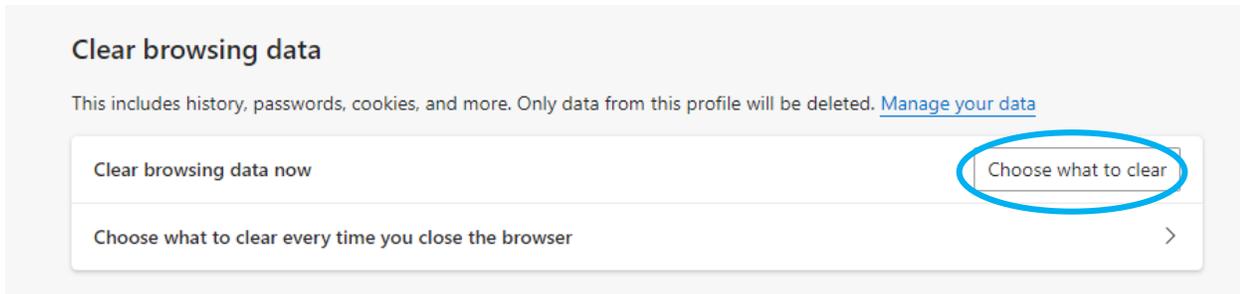
3. Select **Settings**.



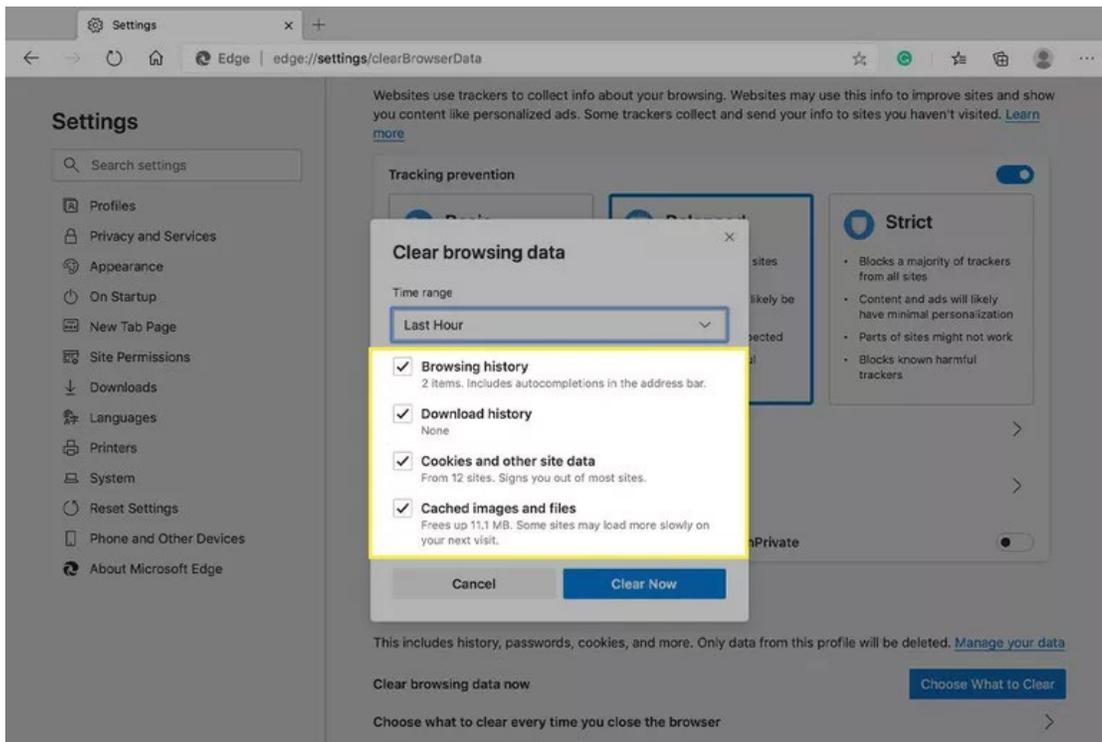
4. In the **Settings** sidebar, select **Privacy, search and services**.



5. Under **Clear browsing data**, select **Choose what to clear**.



6. In **Clear browsing data**, select the check box for each type of data, such as browsing history, cookies, and passwords, you want to clear from the cache.

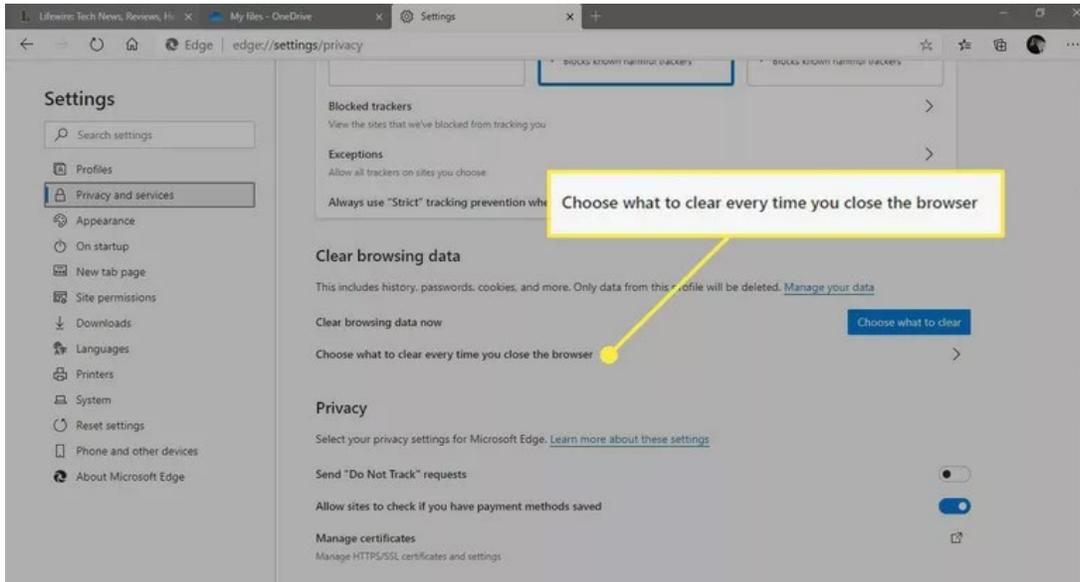


7. From the **Time range** list, select how far back Microsoft Edge should empty the cache (for example, everything for the past hour, for the past seven days, or for all time).
8. Select **Clear now**.

## How to Clear the Cache When You Close the Browser Window

To clear the cache automatically every time you close the browser window. To do so, follow the above steps 1 - 4 and complete the following steps.

5. Under **Clear browsing data**, select **Choose what to clear every time you close the browser**.



6. In **Clear browsing data on close**, select the option beside each cache you want to clear when you close a browser window.

### Privacy, search, and services / Clear browsing data on close

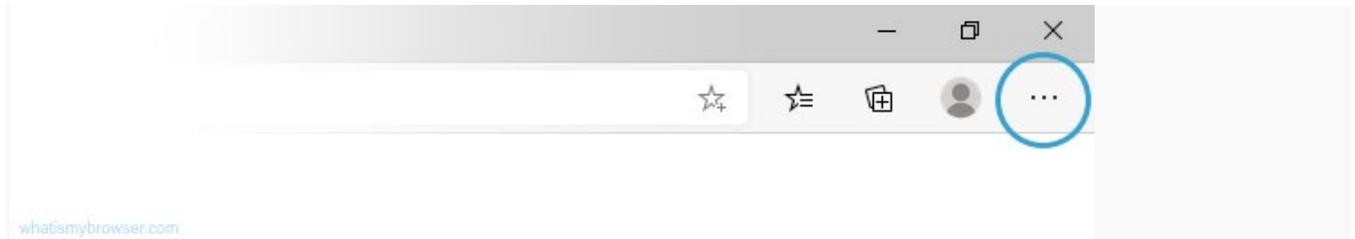
Choose what to clear every time you close the browser

<b>Browsing history</b> 1,543 items. Includes autocompletions in the address bar.	<input checked="" type="checkbox"/>
<b>Download history</b> None	<input checked="" type="checkbox"/>
<b>Cookies and other site data</b> From 292 sites. Signs you out of most sites.	<input checked="" type="checkbox"/>
<b>Don't clear</b> Cookies for the following sites won't be cleared when you close the browser. No sites added	<input type="button" value="Add"/>
<b>Cached images and files</b> Frees up 154 MB. Some sites may load more slowly on your next visit.	<input checked="" type="checkbox"/>
<b>Passwords</b> 18 passwords (for firstam.net, insightglobal.com, and 16 more, synced)	<input type="checkbox"/>
<b>Autofill form data (includes forms and cards)</b> 14 addresses, 154 other suggestions (synced)	<input type="checkbox"/>
<b>Site permissions</b> 4 sites	<input type="checkbox"/>

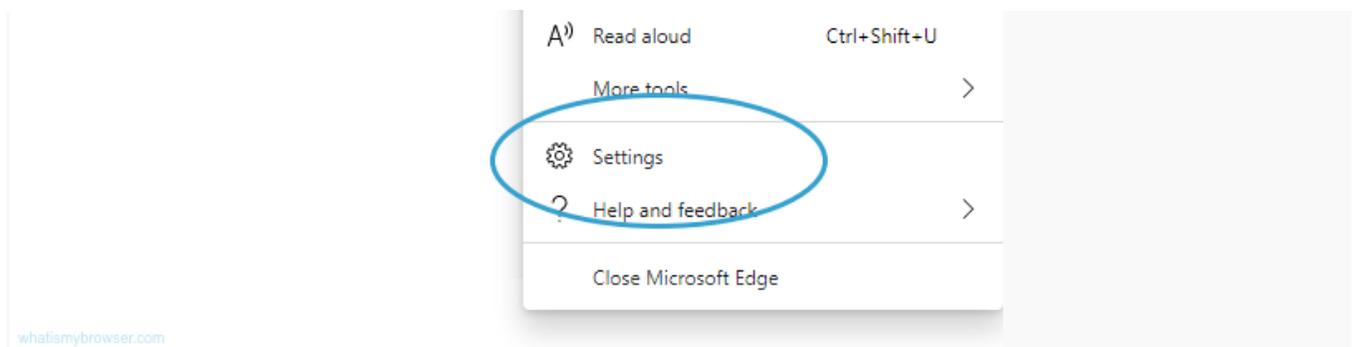
7. Close the **Settings** tab in Microsoft Edge.

## Enable Cookies in Edge

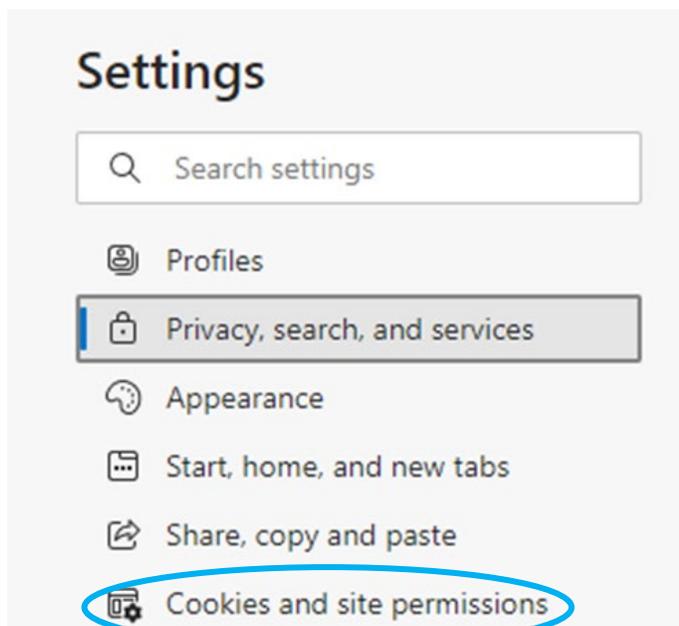
1. Open Microsoft Edge.
2. Select **Settings and more** (the icon that looks like three dots).



3. Click it and Select the **"Settings"** menu item



4. In the Settings sidebar, select **Cookies and site permissions**.



5. Under **Cookies and site permissions**., select **Manage and delete cookies and site data**.

## Cookies and data stored

Save cookies and data on your device in order to facilitate continuous browsing between sites and sessions

Manage and delete cookies and site data

6. Under **Manage and delete cookies and site data**.
7. Edge gives you two controls for Cookie settings. They are controlled by clicking or sliding the control on the right.
  1. Allow sites to save and read cookie data (recommended)
  2. Block third-party cookies
  3. To enable or disable cookies, change the Allow sites to save and read cookie data setting. Most websites won't work if you don't enable this setting and we do recommend enabling allowing cookies.
  4. However, you may decide to block third party cookies by activating the Block third-party cookies control (so that it is slid to the right and longer blue).

### ← Cookies and data stored / Cookies and site data

Allow sites to save and read cookie data (recommended)



Block third-party cookies

When on, sites can't use cookies that track you across the web. Features on some sites may break.



Preload pages for faster browsing and searching

Uses cookies to remember your preferences, even if you don't visit those pages



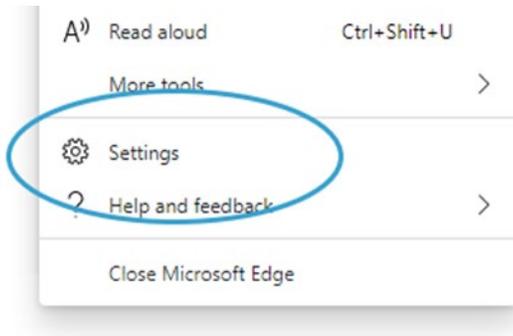
See all cookies and site data



8. Close the **Settings** tab
  1. Once you've chosen your desired Cookies setting, the setting takes effect immediately. You can simply close the Advanced Settings menu and resume browsing.
  2. You may also want to take a moment to clear your cookies and history in Edge.

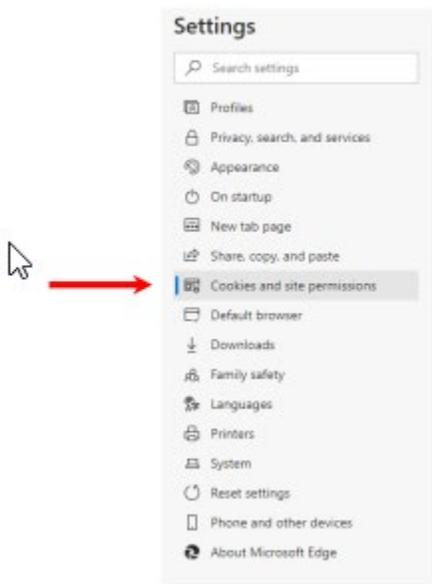
To disable the pop-up blocker while on our website:

1. Open Microsoft Edge, then select “Menu” (3 dots icon on top right corner of the browser).
2. From the menu options, scroll down and click on “Settings”.

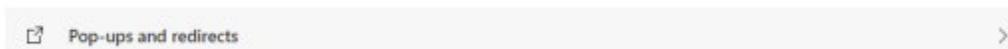


3. Once the setting tab opens, select ““Cookies and site permissions” from the menu on the left.

Note: you may need to change the size of your browser window to view all the options on the webpage.



4. Scroll down and click on “Pop-ups and redirects”.



5. Under “Block (recommended)”, click the toggle button to “off” to allow pop-ups. Note:

There is also an option to add specific websites on which you want to allow or block pop-ups. You can add Independent Study courses to your sites that “always allow popups”. Our sites would be:

<https://trd.firstam.com>



When you are finished using our online website, you can go back into the menu to turn on the pop-up blocker again. To turn the pop-up blocker back on, follow steps 1-4 listed above. On step 5, click the toggle button to “on” to block pop-ups.

If you are still having issues, please email [trd@firstam.com](mailto:trd@firstam.com)