

Chrome and Firefox Quick Start Guide

Overview

eDirectGlass is designed to only work with Microsoft Internet Explorer; however, through the use of 3rd party plug-ins for the Chrome and Firefox browsers on a Windows PC, you may use these browsers to access your eDirectGlass account.

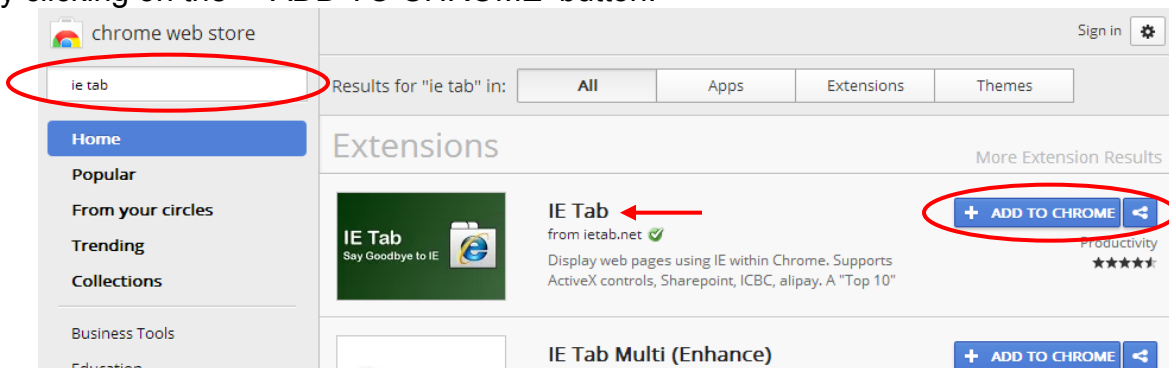
Please note: While eDirectGlass is providing this documentation, *we do not officially support nor can we guarantee that it will perform in the same manner as Internet Explorer would.* eDirectGlass has tested the following plug-ins with the most current version of each browser as of August 1, 2013. It is possible that future versions of either the browser or plug-in may cause eDirectGlass to not function properly therefore we do not warranty or support these browsers. **USE AT YOUR OWN RISK.**

Chrome - Getting Started

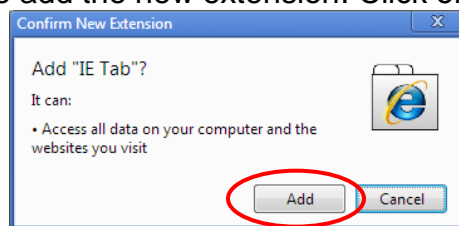
- 1) After you have launched Chrome, go to <http://chrome.google.com> and once the landing page has loaded, click on the 'WEB STORE' usually found at the top of the page.



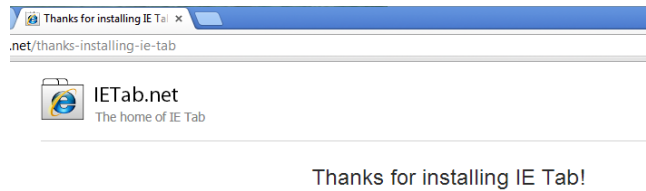
- 2) When you click on the 'WEB STORE' select 'Extensions' followed by clicking on the 'Find Extensions' button that will appear on the screen.
- 3) In the chrome web store screen, there will be a search panel. In the search area, type 'ie tab' and a list of 'Extensions' will be displayed. Select the 'Extension' labeled IE Tab from ietab.net by clicking on the '+ ADD TO CHROME' button.



- 4) After you have clicked on the '+ ADD TO CHROME' button, a prompt will come up on your screen asking if you want to add the new extension. Click on the 'Add' button to continue.



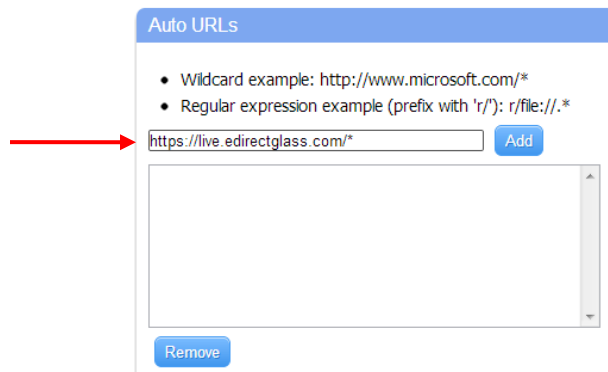
- 5) After you have clicked on the 'Add' button, Chrome will install the extension and in a minute or two, you will see a screen that confirms the installation of the extension.



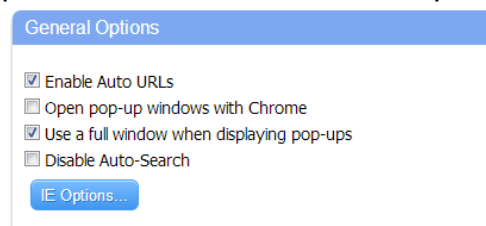
- 6) In your Chrome address bar, you will see a new icon that has the Internet Explorer icon on it. Right mouse-click on this icon and then select 'Options'.



- 7) In the 'IE Tab Options' screen, enter `https://live.edirectglass.com/*` in 'Auto URLs' Add area and then click on the 'Add' button. **NOTE:** *If you are an Enterprise customer, IGA member or you have your own eDirectGlass portal, please enter the portal address you use to log in to your eDirectGlass account and make sure you put the /* at the end of the url. For example; `http://iga.edirectglass.com/*`*



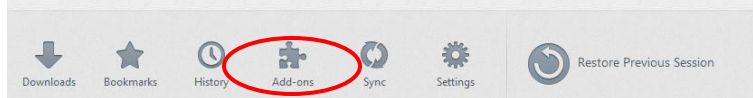
- 8) Before you can use Chrome to access your eDirectGlass account, you must enter the Internet Explorer settings as found in the eDirectGlass or TSM Quick Start Guide in Internet Explorer or you may click on the 'IE Options' button on the 'IE Tab Options' screen and enter them there.



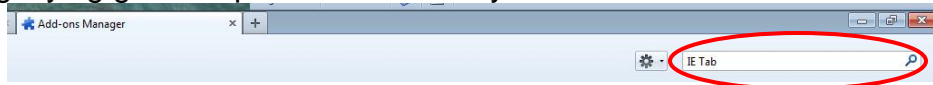
- 9) Once you have completed the eDirectGlass Internet Explorer settings, you may now use Chrome to access your eDirectGlass account.

Mozilla Firefox - Getting Started

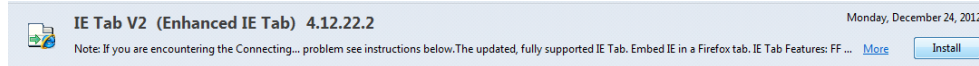
- 1) After you have launched Firefox, click on the 'Add-ons' icon on the start page.



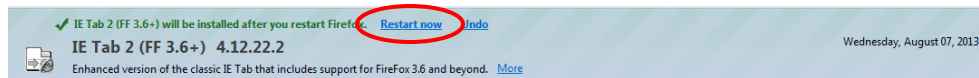
- 2) On the 'Add-ons Manager' window, enter 'IE Tab' in the 'Search all add-ons' box and then click on the magnifying glass or press the enter key.



- 3) On the 'Available Add-ons' result page, there will be a listing called 'IE TAB V2 (Enhanced IE TAB) 4.12.22.2'. Click on the 'Install' button that is associated with this add-on.



- 4) After you click on the 'Install' button, Firefox will download the add-on and when completed, the add-on will say it will be installed after you restart Firefox. Click on 'Restart now' to restart Firefox.

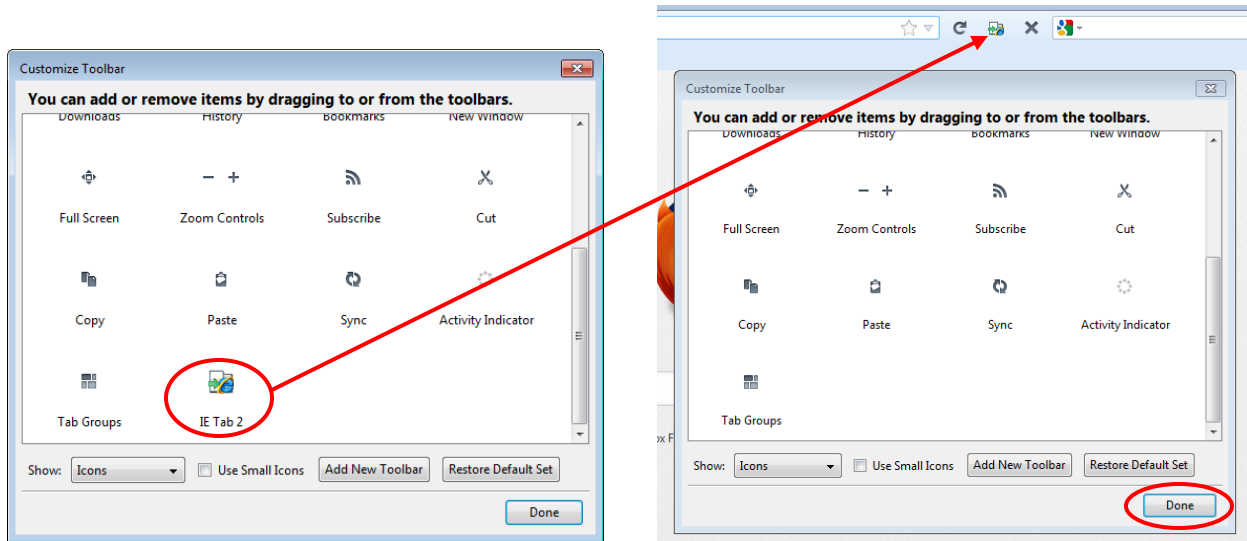


- 5) Firefox will restart and then you should see a screen confirming the installation of IE Tab V2. On this screen, click on the 'Yes, please install the IE Tab button for me' located in the 'Install the IE Tab button?' area.



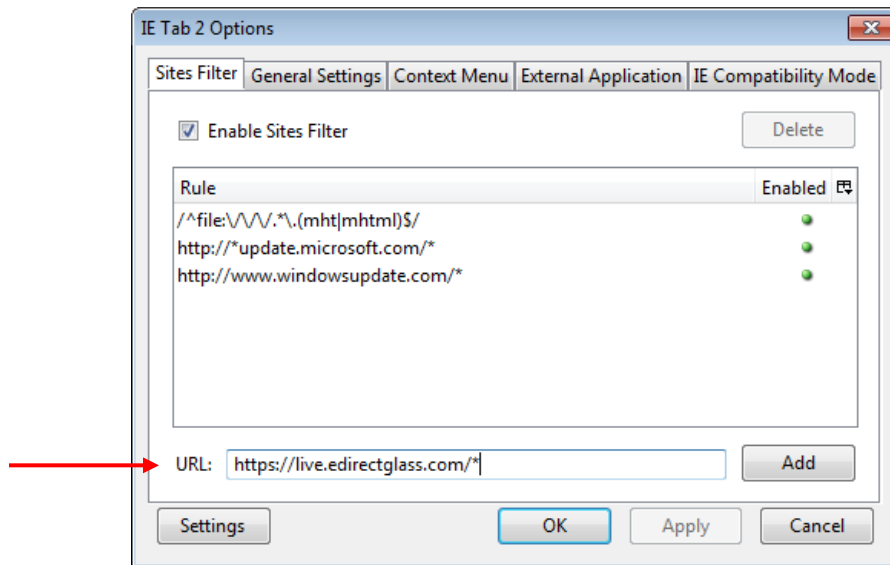
***NOTE:** It has been reported that some installation instances of the IE Tab V2 add-on in Firefox do not give the option to install the IE Tab button. If this happens to you, please do the following:

- a) Right mouse click on the address bar in between the start page icon and bookmarks icon and click on the item labeled 'Customized'.
- b) Scroll down until you see the IE Tab 2 icon and drag it to the address bar right behind the refresh icon.



c) Click on the 'Done' button in the Cutomize Toolbar screen.

- 6) Once the IE Tab button is installed on the address bar, right mouse-click on the IE Tab button.
- 7) On the 'Sites Filter' window, enter https://live.edirectglass.com/* in 'URL' box and then click on the 'Add' button. **NOTE:** *If you are an Enterprise customer, IGA member or you have your own eDirectGlass portal, please enter the portal address you use to log in to your eDirectGlass account and make sure you put the /* at the end of the url. For example; http://iga.edirectglass.com/**



- 8) Click on the 'OK' button to close the IE Tab 2 Options window.
- 9) Before you can use Firefox to access your eDirectGlass account, you must enter the Internet Explorer settings as found in the eDirectGlass or TSM Quick Start Guide in Internet Explorer.
- 10) Once you have completed the eDirectGlass Internet Explorer settings, you may now use Firefox to access your eDirectGlass account.

As of August 1, 2013, the following PC versions of Chrome and Firefox were tested and working with eDirectGlass per the instructions in this document. eDirectGlass **DOES NOT** work on the Apple OS platform on any browser unless you install Windows in Boot Camp or Parallels mode.

About



Google Chrome

A web browser built for speed, simplicity, and security

Get help with using Chrome

Report an issue

Version 28.0.1500.95 m



Google Chrome is up to date.



Know Issues

Crystal Reports Does Not Work: It is possible that you have not installed the Crystal plug-in by first printing a Quote, Work Order or Invoice in Internet Explorer. The IE Tab add-on may also be using the 64-bit version of Internet Explorer and Crystal Reports is not 64-bit compatible. You must change the version IE Tab uses by changing the patch for Internet Explorer in IE Tab to the 32-bit version.

For Chrome IE Tab:

You must make the change in your Windows setup by following these instructions:

- Click on Start and go to **Default Programs**.
- Click on **Associate a file type or protocol always open in a specific program**.
- Browse to all the extensions where internet explorer is set as default and then click on **change**.
- Now Click on browse and then go to location **C:\Program Files (x86)\Internet Explorer\iexplore.exe** and select it.
- Click Ok and then Close.
- Click Save.

For Firefox IE Tab:

