

## About Web Browsers



### What is a Web Browser?

Browser, short for *web browser*, is a software application used to enable computer users to locate and access web pages. Browsers translate the basic HTML (Hypertext Mark Up Language) code that allows us to see images, text, videos and listen to audios on websites, along with hyperlinks that let us travel to different web pages. The browser gets in contact with the web server and requests information. The web server receives the information and displays it on the computer.

Here are some of the most common web browsers:

- Mozilla **FireFox**
- Google **Chrome**
- Microsoft **Internet Explorer**
- Apple **Safari**
- **Microsoft Edge**



### Which Web Browser is best for the eNCPT?

The eNCPT works best with Google Chrome for HTML5 support. However, you should periodically update your browser(s) to ensure optimal performance. Whichever browser you select, it must be enabled for Java, JavaScript and cookies. A free Java download is available at: <http://www.java.com/en/>

### What other Software do I need for eNCPT?

Some documents are in PDF format, so be sure to have the most current version of Adobe and Flash. These are free downloads at: [www.adobe.com](http://www.adobe.com).

### How to Download a Browser

Depending on your computer or your institution's IT policy, your computer will be loaded with a basic browser. It is typical for users to have links to various browsers at their disposal based on the type of websites they visit. You can download other web browsers for free by entering the name of the browser in the search engine. Your browser will prompt you when an update is available.

### About Cache, Cookies and History

Each time you access a file through your web browser, the browser caches (i.e., stores) it. By doing this, the browser doesn't have to newly retrieve the files (including images) from the web site each time you click Back or Forward. It is important to periodically clear the cache to allow your browser to function more efficiently.

A cookie is a file created by a web browser at the request of the web site that is then stored on a computer. These files typically store user-specific information such as selections in a form, shopping cart or

authentication. Browsers will normally clear cookies that reach a certain age, but clearing them manually may solve problems with the web site or your browser.

A browser's history is a log of sites that you visit. When you press a browser's Back button, you are moving back one entry in the history log. Browsers will normally clear the history at regular intervals, but you may want to clear it manually for privacy.

It is important that you clear your cache periodically. Instructions for clearing caches, cookies and browser history vary by browser. This site has instructions for clearing caches for the major browsers:

<http://kb.iu.edu/data/ahic.html>

## **Platforms**

The eNCPT is accessible on a computer, tablet and/or smartphone. Each device is unique and will resize the site according to the device screen size. For easy access, bookmark the eNCPT site to your device. Some mobile devices have a 'Save to Home Screen' option which creates an icon on your device. These options vary based on your device and/or browser.

## **Troubleshooting**

- It is best to test which browser works best with your computer and eNCPT. Google Chrome is recommended as the optimal browser.
- Keep in mind changes may not always show immediately – even after refreshing a page. Changes may not take effect until after the server is synced. The eNCPT is typically synced once a day.

## **Questions?**

Questions should be emailed to [ncpsupport@eatright.org](mailto:ncpsupport@eatright.org)

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