

NOTE: You must use one of the browsers noted below to be able to register

- **Internet Explorer**
- **Edge** (Microsoft Windows 10+)
- **Safari**
- **Chrome**

Other browsers will NOT work

Also, browsers should be up to date. Tablets and Smart Phones can be problematic for Registration and Payment Purposes.)

First things first: What is a browser?

A browser is a program that lets you navigate the World Wide Web (htm or html files) like our website <http://www.allto.ca/> If you found us on the web or are looking at this page, you are using a browser to do it with on your computer.

Browsers: The Ones that Work with our Database and How to Update Them

To register, you **cannot** use the browser **Firefox** (Mozilla) or other browsers not mentioned on the Registration Page as they are not compatible with our database.

However, you most likely already have one of the other browsers noted below as many of them come pre-installed. **Edge** or **Internet Explorer** in Microsoft or **Safari** on an Apple. You might also have **Chrome** (by Google) on either system if it was downloaded by the person who set up the computer.

You should also clear your cache/refresh your screen if you get an Error message on our web site. This means that you probably have the previous session loaded somewhere in the computer's memory.

Google Chrome

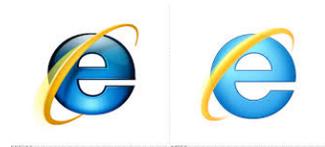


To update Google Chrome:



1. In the top right, click the Chrome menu.
2. Click Update Google Chrome. *If you don't see this button, you're on the latest version.*
3. Click Relaunch.
4. **OR** you can click HELP in the same menu 1. above and then click About Google Chrome. Your Chrome will automatically launch a check and if it's not up to date give you the option of updating it.
5. **To Clear the cache/refresh: Go to the three dots on the upper right hand corner and click. Go to Tools and then Clear Browsing History**

Internet Explorer and Microsoft Edge



1. Click on HELP
2. Then About Internet Explorer. It will tell you if you have the latest version or give you the option of updating.

*Microsoft updates Internet Explorer using its Windows update feature. As long as you are regularly installing the latest version of Windows updates from Microsoft, you should have the latest version of Internet Explorer. **Tip:** Automatic updates are always on in Windows 10. **Microsoft Edge**, which replaces Internet Explorer in Windows 10, will be kept up to date automatically.*

To Refresh/Clear Cache: Go to View on the top menu and click on Refresh.

Apple Safari



You can keep **Safari** up to date by keeping OS X (Apple's Operating System) up to date. **Safari** is included with OS X. To get the most recent version of **Safari**, install the most recent version of OS X from the Mac App Store. To keep **Safari** updated for your version of OS X, install all available **Safari** and OS X updates. This is also true of your **iPad** operating system iOS. Just keep them up to date as downloads from the Mac App Store.

1. Clearing Cache/Refresh: Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences.
2. In the window that appears, click the Privacy Tab. Click the button Remove All Website Data....
3. Click Remove Now in the pop up window that appears.

If these solutions don't work, please contact registration@allto.ca and a member of our Tech Team will get in touch with you to help.