



## OVERVIEW

ESTR is a web-based application system. To ensure system interaction remains efficient, please review the following standards and ensure you are using the most up-to-date browser.



If you receive an “Internal Server Error” or “Connection Problems”, please check the below features to ensure your browser is running as expected.

## CURRENT SUPPORTED BROWSERS

### Platform

Microsoft Windows (Vista+)

Apple Mac OS X 10.4x or later

Apple iOS 4.2 or later (iPhone and iPad)

### Browser

Internet Explorer 8 or later, Firefox 7 or later, Chrome 9 or later

Safari 4 or later, Firefox 3 or later

Safari

*As of June 2014, Users may experience problems using ESTR in Internet Explorer, version 8 with a computer running Windows XP. Please use an above-listed supported platform and browser.*

## BOOKMARK SETTINGS

The web address of ESTR is [irb.harvard.edu](http://irb.harvard.edu). Ensure bookmarks are set to this address and not the log in page (the log in page is a re-direct and may not always work properly). Go to browser bookmark properties to type in [irb.harvard.edu](http://irb.harvard.edu). There is no need to include https://, http://, or www.

## OPTIMIZE BROWSER SETTINGS

### Internet Explorer

1. Go to Tools > Internet Options
2. Within the “general” tab, Under the heading “Browsing History”:
  - a. Select “settings”
  - b. Change the radio button under “temporary internet files” to “Every time I visit the webpage”
  - c. Select “Ok”
3. Select “delete...”
  - a. Put a check beside ‘Preserve Favorites website data’, ‘Temporary Internet Files’, and ‘Cookies’ (at minimum – the other items may or may not be checked, your choice).
  - b. Select “Delete” (your computer may think for a few minutes)
4. From the Internet Options window (that is still visible), select “Ok”

### Firefox

1. Go to Firefox>Options/Options (on a Mac: Firefox>Preferences)
2. Select “privacy” (the little mask)
3. Under the “History” heading:
  - a. Select the blue link “clear all current history” and a pop up will appear.
  - b. Select “Everything” in the drop down.



- c. Put a check beside 'Browsing & Download History', 'Cookies', 'Cache', and 'Active Logins' (at minimum – the other items may or may not be checked, your choice).
  - d. Select "Clear Now" (your computer may think for a few minutes)  
**Note:** under the History heading, there is an option "Firefox will..." Set this to your preference.  
The shorter the time (the more often it clears), the less likely you will run into navigation issues.
4. From the Options window (that is still visible), select "Ok"

**Chrome**

1. Select the triple lines beside the address bar
2. Select "history"
3. Select "clear browsing data..."
  - a. Choose "the beginning of time" for the 'Obliterate the following items from:' dropdown.
  - b. Put a check beside 'clear browsing history', 'clear download history', 'delete cookies...', 'empty the cache', 'clear data from hosted apps' (at minimum – the other items may or may not be checked, your choice).
  - c. Select "Clear browsing data" (your computer may think for a few minutes)
4. This automatically saves (you may need to do it again in the future), but you can simply navigate away.

**Safari**

1. Select "Preferences" from the Safari Menu
2. Select the "Advanced" tab
3. Check the "Show Develop menu in menu bar" box  
You will now have a "Develop" option available on the main window.
4. Select "Empty Caches" from the Develop Menu.

**CONTACTS**

For additional answers to your questions, feel free to use the following resources:

Harvard University Area IRB: [cuhs.harvard.edu](https://cuhs.harvard.edu)

Longwood Medical Area IRB: [hsph.harvard.edu/ohra/](https://hsph.harvard.edu/ohra/)

ESTR Help Desk: [ESTRHelp@harvard.edu](mailto:ESTRHelp@harvard.edu)