Digital exams – checking and updating your web browser(s)

Key information for students

Update your browser(s) by following the instructions below.

1.1 Windows

Google Chrome

1. Open ‘Chrome’.
2. At the top-right of the Chrome window, click the three ellipses (the three dots).
3. Click 'Help' and then 'About Google Chrome'.
4. Chrome automatically downloads and installs any updates required.
5. Click ‘Relaunch’ if prompted to apply any available update. If you are not prompted for an update, then Chrome will already be up-to-date.
6. The current version number is a series of numbers beneath the ‘Google Chrome’ heading (an example is given below).
**Mozilla Firefox**

1. Open ‘Firefox’.
2. At the top right of the Firefox window, click the menu 'hamburger' button (the three horizontal lines).
3. Click 'Help' (if an older version – look for the ‘?’ and click on the icon).
4. Click 'About Firefox'.
5. Firefox automatically downloads and installs any updates required.
6. Click ‘Relaunch’ if prompted, to apply any available update. If you are not prompted for an update, then Firefox will already be up-to-date.
7. You can check your version number by clicking on the 'three dots' menu at the top-right of the Firefox window, then clicking 'Help', ‘About Firefox’ and then clicking ‘What’s new’, an additional window will open with key information (an example is given below).
8. If you have Extended Support Release (ESR) Firefox this will be clearly stated when you click 'About Firefox' from the menu above.
Microsoft Edge
1. Microsoft Edge is bundled with the Windows Operating system, meaning there are no standalone updates for this browser.
2. To update Microsoft Edge, on your computer click the ‘Start’ button, then 'Settings' then 'Update and Security'.
3. Click on 'Check for Updates', then apply any available updates.
4. ‘Restart’ your computer when prompted.
5. You can check your version number by clicking on the 'three dots' menu at the top right of the Edge window, then clicking 'Settings' and scrolling down to 'About this App'.

If you wish to install one of Google Chrome or Mozilla Firefox from scratch, you can find the download and install instructions using the links below, or by searching 'get firefox' or 'get chrome'.

Chrome:
https://www.google.com/chrome/

Firefox:

1.2 macOS
Google Chrome
1. On your Mac, open ‘Chrome’.
2. At the top-right of the Chrome window, click the three ellipses (the three dots).
3. Click 'Help' and then 'About Google Chrome'.
4. Chrome automatically downloads and installs any updates required.
5. Click ‘Relaunch’ if prompted to apply any available update. If you are not prompted for an update, then Chrome will already be up-to-date.

6. The current version number is a series of numbers beneath the ‘Google Chrome’ heading (an example is given below).

Mozilla Firefox
1. On your Mac, open ‘Firefox’.
2. At the top-right of the Firefox window, click the menu ‘hamburger’ button (the three horizontal lines).
3. Click ‘Preferences’.
4. In the subsequent window, scroll down to ‘Firefox Updates’, and click ‘Check for updates’.
5. Click ‘Relaunch’ if prompted, to apply any available update. If you get a notice saying ‘Firefox is up-to-date’ you are good to go.

Safari
Safari is bundled with the macOS Operating System, so first - check the version of macOS on your computer, by clicking on the 'Apple' menu at the top left of the screen, then clicking 'About This Mac'.

If your version of macOS is macOS Mojave (10.14.x), do the following:
1. Click on the 'Apple' menu at the top-left of the screen, then click on 'System Preferences', and then 'Software Update'.
2. Apply any Safari or Operating System updates available, then reboot when prompted.

If your version of macOS is anything other than macOS Mojave (10.14.x), do the following:
1. Click on the 'Apple' menu at the top left of the screen, then click on 'App Store', and then 'Updates'.
2. Apply any Safari or Operating System updates available, then reboot when prompted.
3. You can check your version number by opening Safari, clicking on the 'Safari' menu button at the top of the screen, then clicking 'About Safari'.
If you wish to install one of Google Chrome or Mozilla Firefox from scratch, you can find the download and install instructions using the links below, or by searching ‘get firefox’ or ‘get chrome’.

Chrome:
https://www.google.com/chrome/

Firefox: