



Step by step guide for Firefox browser



Saved Passwords and AutoFill can prevent you from using a newly created password on your Sentara MyChart web site. Passwords are saved in your internet browser, not on web sites. Storing your password in your internet browser's saved password list can expose your information to anyone who uses your computer, and possibly to others on the internet.

How to remove a saved Password from your Firefox browser

	 <p><i>Windows</i></p> <ol style="list-style-type: none">1. In the menu bar, open the Tools menu (in newer versions this will appear as three dashed lines in the upper right corner)2. Select Options3. Go to the Security tab (older versions of Firefox will list this as Privacy)4. Select Saved Passwords5. To eliminate all existing password, select Remove all<ol style="list-style-type: none">a. To eliminate specific saved passwords, select View Saved Passwords and delete just those associated with the page you're removingb. If you wish, deselect the option for Remember passwords - this will prevent passwords from being saved in the future
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How to remove a saved Password from your Firefox browser



Mac OS (iPad/ iPhone)

1. In the menu bar, open the Firefox menu
2. Select Preferences
3. Go to the Security tab (older versions of Firefox will list this as Privacy)
4. Select Saved Passwords
5. To eliminate all existing password, select Remove all.
 - c. To eliminate specific saved passwords, select View Saved Passwords and delete just those associated with the page you're removing.
 - d. If you wish, deselect the option for Remember passwords - this will prevent passwords from being saved in the future



AutoFill is a feature of your internet browser that allows you to fill out commonly-entered information on a web site. This information might be your name, your e-mail address, or login ID. This is a function of your internet browser and the sensitive information is only AutoFilled on your computer.

How to turn off and clear AutoFill info in your Firefox browser



In Firefox, you will want to not only turn off AutoFill data, but also clear it. Instructions are listed below.

Turning off AutoFill in Firefox

1. Click on the Firefox menu icon (Three lines at top right of screen)
2. Click on Options
3. Choose the Privacy icon
4. In the History section choose Firefox will: Use custom settings for history
5. Uncheck Remember search and form history
6. Click OK

Clearing AutoFill Data in Firefox

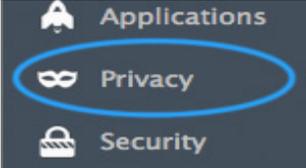
1. Click on the Firefox menu icon (Three lines at top right of screen)
2. Click on History
3. Click on Clear recent History
4. In the Time Range to Clear drop down, choose Everything
5. Click on the arrow next to Details to display a list of items to clear
6. Make sure Form & Search History is checked
7. Click Clear Now

Note: This action may take some time to complete, depending on how often you clear your browsing history.



A cookie is short text file that web sites place on your PC so the site will load faster each time you visit. Issues with wireless connections, accessing web sites, or using features of a web site such as Password Reset may be resolved by allowing cookies for that site. You can control how you treat cookies with your Internet browser privacy settings. Search cookies in your browsers tool or menu icon for information on how to control and manage cookies on your PC.

How to turn on Cookies in your Firefox browser

	<p>1. Click the Firefox menu icon</p> 
	<p>2. Select Preferences/ Options</p> 
	<p>3. Click the Privacy</p> 
	<p>4. Choose Cookies/ History setting</p> <p>a. Remember history</p> 
	<p>5. Close Preferences/ Options tab</p>



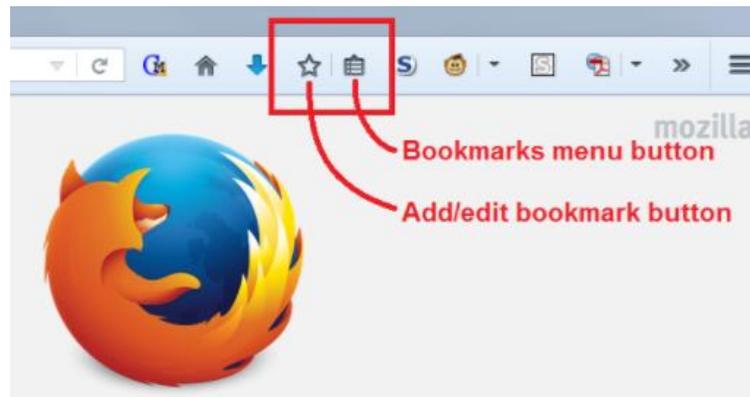
Favorite links and Bookmarks need to be deleted occasionally to allow websites to load properly. Once you delete the old links in your Favorites and Bookmarks you can re-save the Sentara MyChart link.

Clearing cache and enabling cookies will, also, allow the web site to load properly so you can login successfully.

How to delete Bookmarks on your Firefox browser



1. Click Show your bookmarks



2. Select Show your bookmarks
3. Highlight Bookmark or Folder to delete
4. Right click, select delete