



## PRIVATE OR INCOGNITO BROWSING HELP GUIDE

Most internet browsers do not default to private or incognito browsing. For security reasons, TCRS does not support the use of private browsing. By logging in to MyTCRS through a non-private browsing session, our systems can better protect you from fraud or suspicious account activity. If you need assistance accessing MyTCRS in a non-private browsing session, please see the guide below for your selected browser. TCRS supports the browsers identified below.



Google Chrome



Apple Safari



Microsoft Edge



Mozilla Firefox

### Ad Blockers

To better protect you from fraud, TCRS does not support the use of ad blockers when accessing MyTCRS. To avoid using ad blockers, please use one of the supported browsers and disable ad blockers using your specific ad blocker's options.

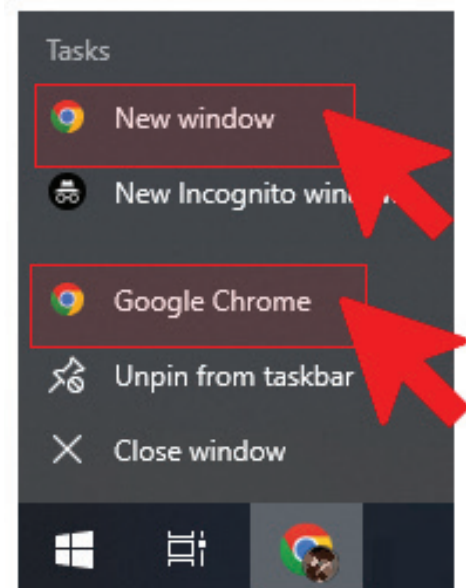
### Virtual Private Network (VPN)

To better protect you from fraud, TCRS does not support the use of a Virtual Private Network or VPN when accessing MyTCRS. To avoid using a VPN please use one of the supported browsers in non-private mode, without connecting to a VPN.

### Opening Google Chrome Without Private Browsing

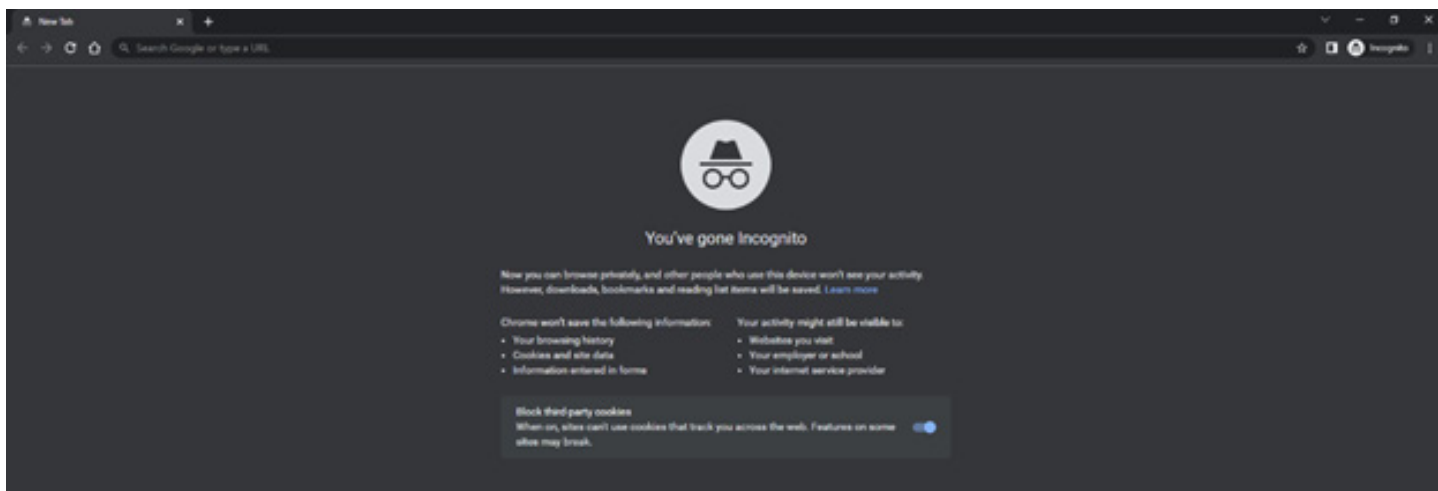
Google refers to its private browsing mode as Incognito. If Google Chrome opens automatically in a private (Incognito) browsing mode, you can reopen it in a non-private browsing mode. To do so, right click on the Chrome icon. Then select Google Chrome or New Window. The Chrome icon can be located on your computer's task bar, dock, or desktop.

Note: If you have multiple accounts with Google, it may ask you to choose an account.



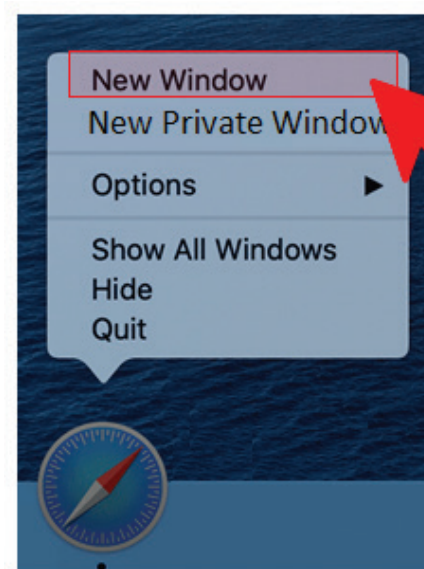
## How to Determine if You Are Using Private Browsing in Chrome

If Google Chrome opens in private browsing mode, your window may look like the one shown below.



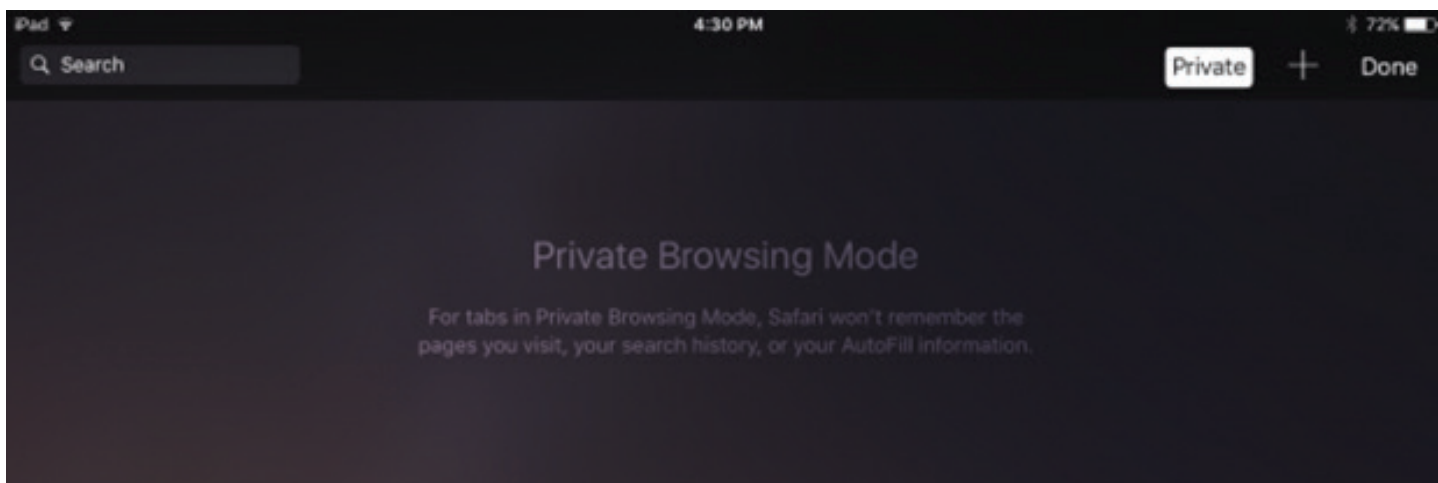
## Opening Apple Safari Without Private Browsing

If Apple Safari opens automatically in a private browsing mode, you can reopen it in a non-private browsing mode. To do so, right click on the Safari icon. Then select New Window. The Safari icon can be located on your computer's task bar, dock, or desktop.



## How to Determine if You Are Using Private Browsing in Safari

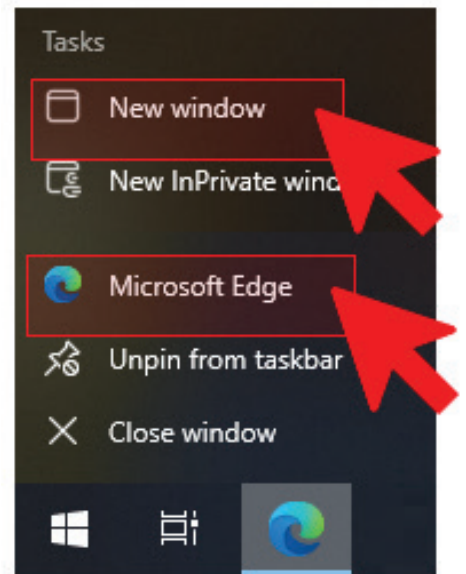
If Apple Safari opens in private browsing mode, your window may look like the one shown below.



## Opening Microsoft Edge Without Private Browsing

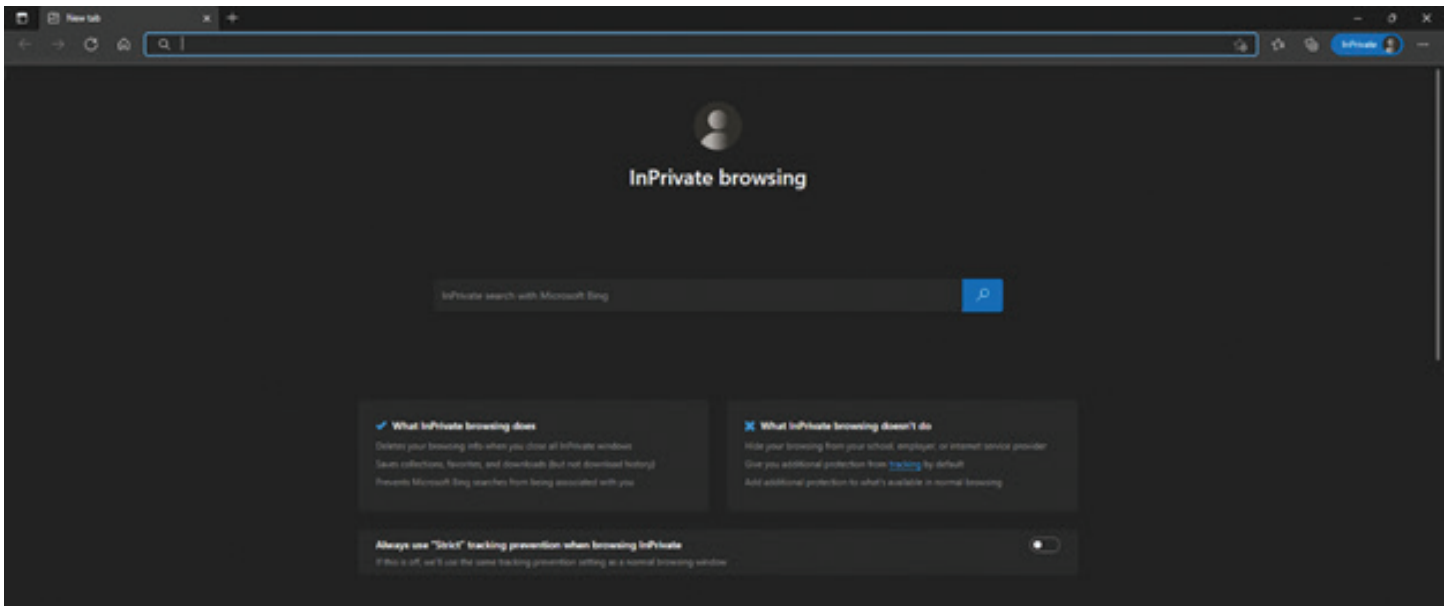
Microsoft refers to its private browsing mode as InPrivate. If Microsoft Edge opens automatically in a private browsing mode, you can reopen it in a non-private browsing mode. To do so, right click on the Edge icon. Then select New Window or Microsoft Edge. The Edge icon can be located on your computer's task bar, dock, or desktop.

Note: If you have multiple accounts with Microsoft, it may ask you to choose an account.



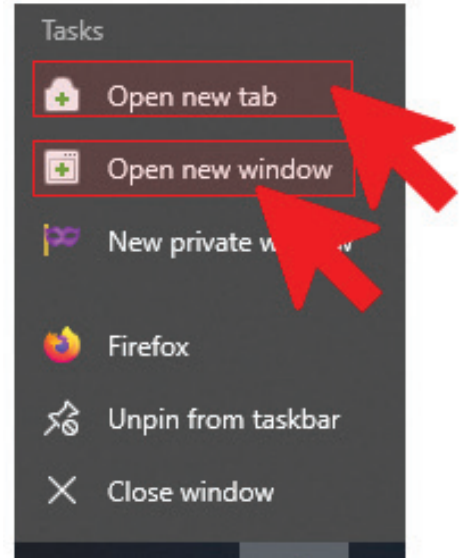
## How to Determine if You Are Using Private Browsing in Edge

If Microsoft Edge opens InPrivate browsing mode, your window may look like the one shown below.



## Opening Mozilla Firefox Without Private Browsing

If Mozilla Firefox opens automatically in a private browsing mode, you can reopen it in a non-private browsing mode. To do so, right click on the Firefox icon. Then select Open new tab or Open new window. The Firefox icon can be located on your computer's task bar, dock, or desktop.



## How to Determine if You Are Using Private Browsing in Firefox

If Mozilla Firefox opens in private browsing mode, your window may look like the one shown below.

