

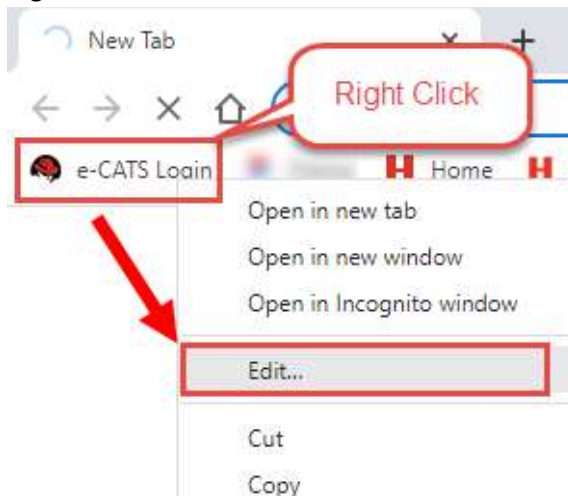
## Recommended browser settings for using eCATS

There are multiple contributing factors that can affect eCATS' behavior in your browser. This document will explain recommended settings to address the most common ones.

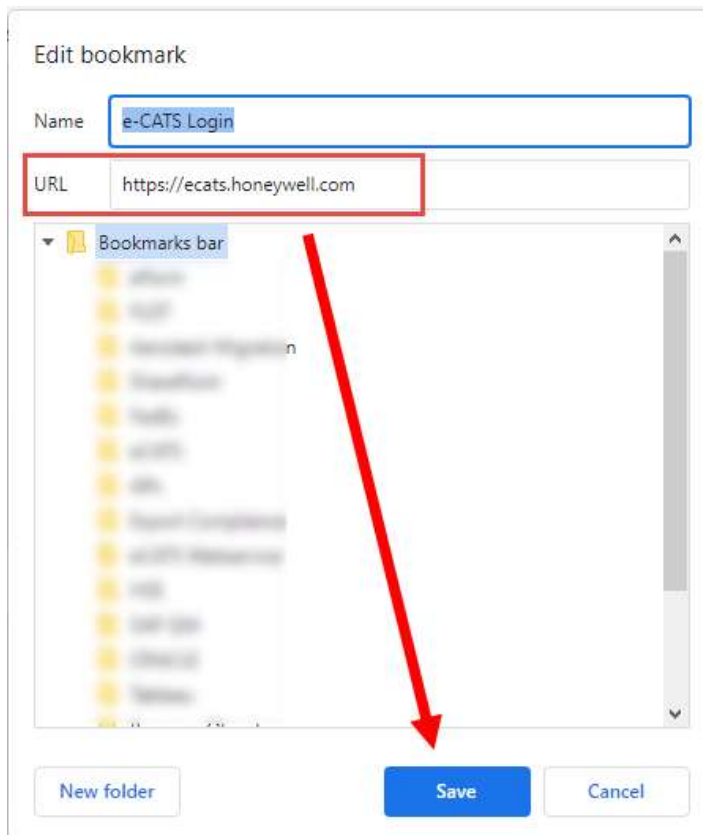
Google Chrome Browser: ([For Microsoft Edge instructions click here](#))

### Difficulty getting to the correct login page version.

1. Ensure that any shortcuts or links you use to access eCATS reference the top level URL only
2. Right click on the shortcut and select "Edit"

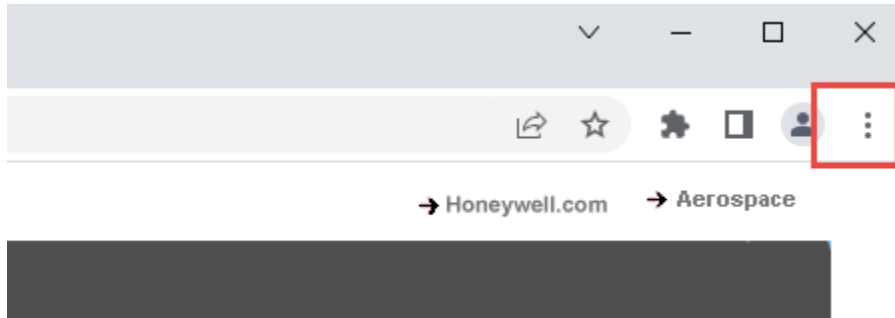


3. Edit the URL field so that only the top level URL (nothing after .com) is showing and click save.

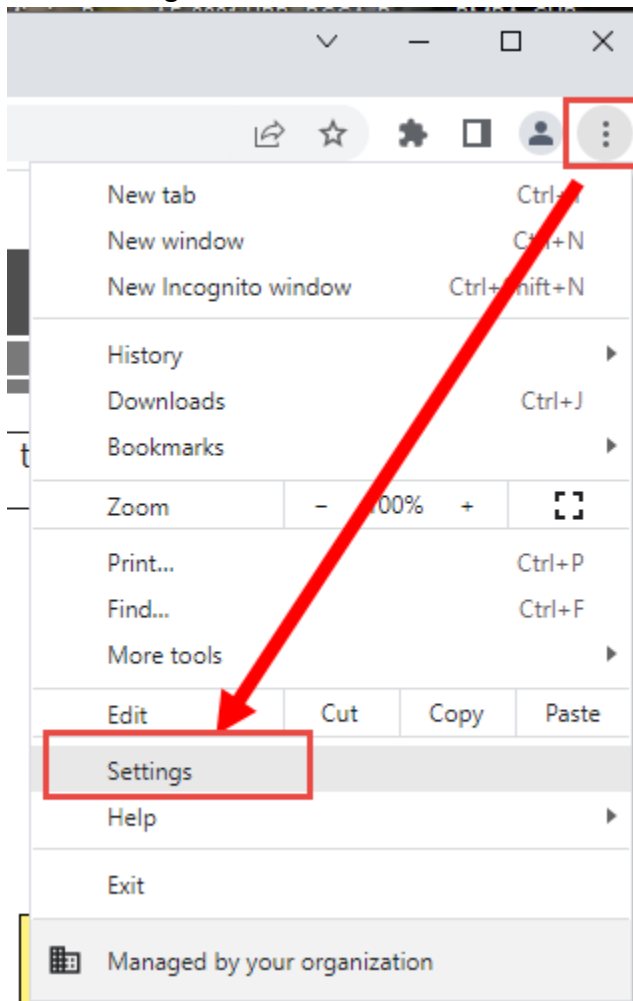


## Fix Blue “Go to eCATS” button not appearing

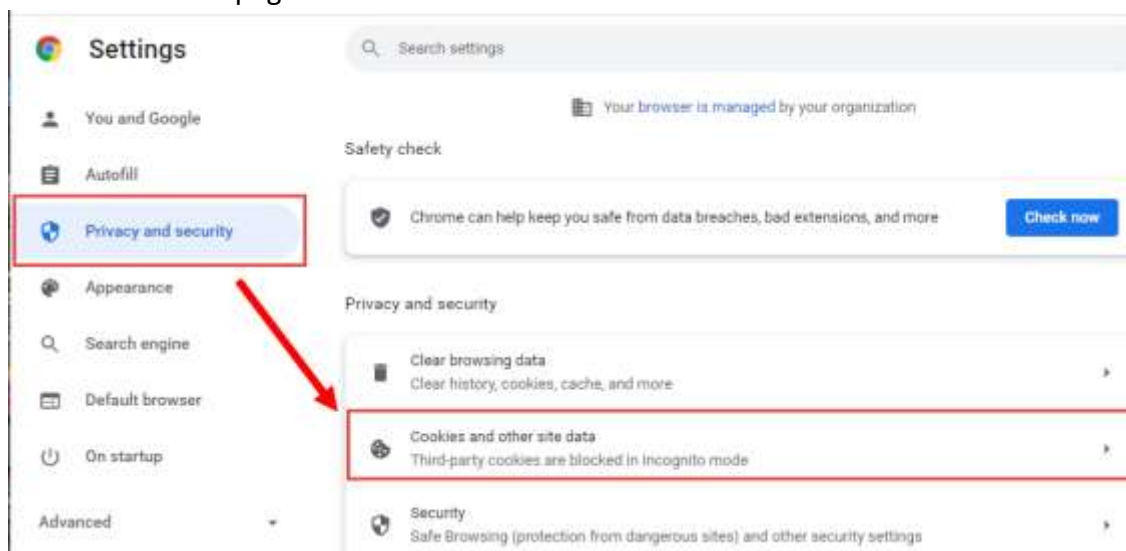
1. Access browser settings in Chrome using the 3 dots in the upper right corner of the browser window.



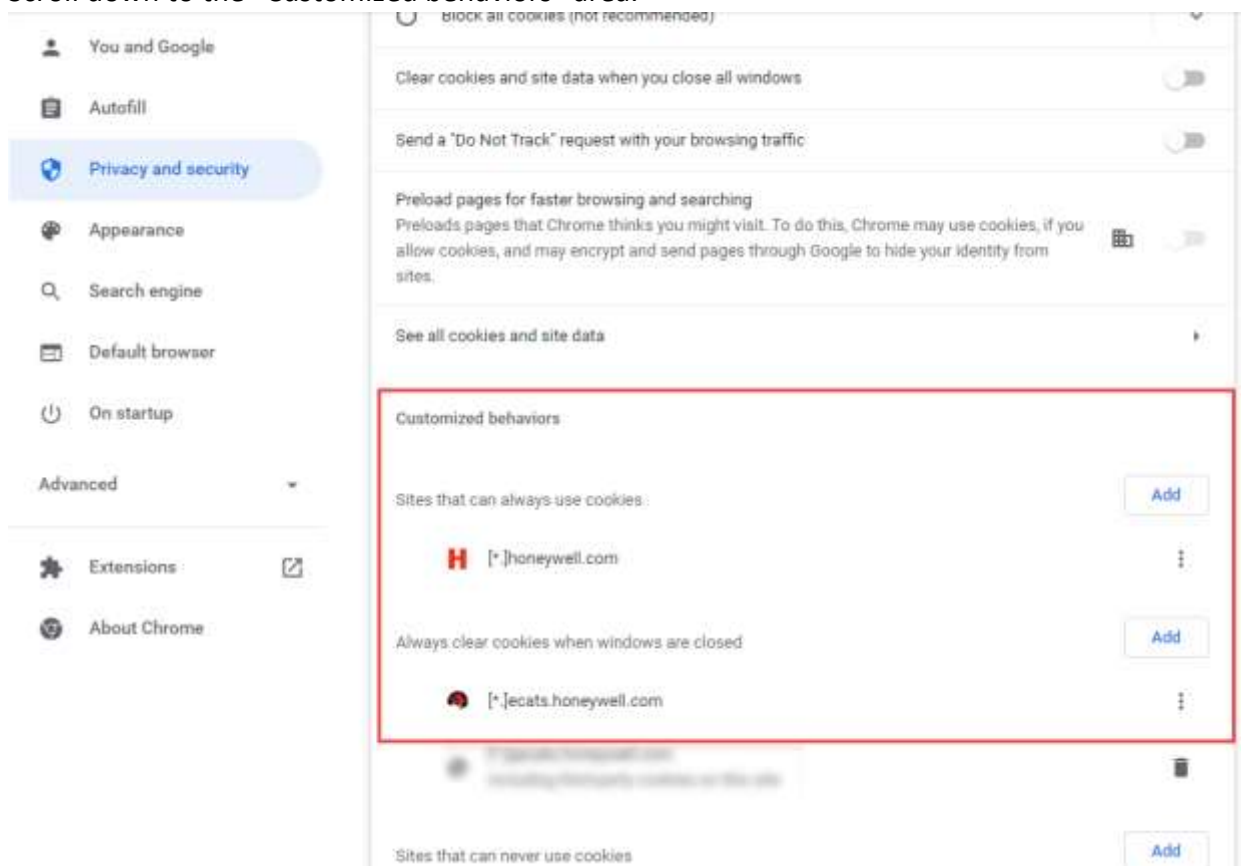
2. Click “Settings”



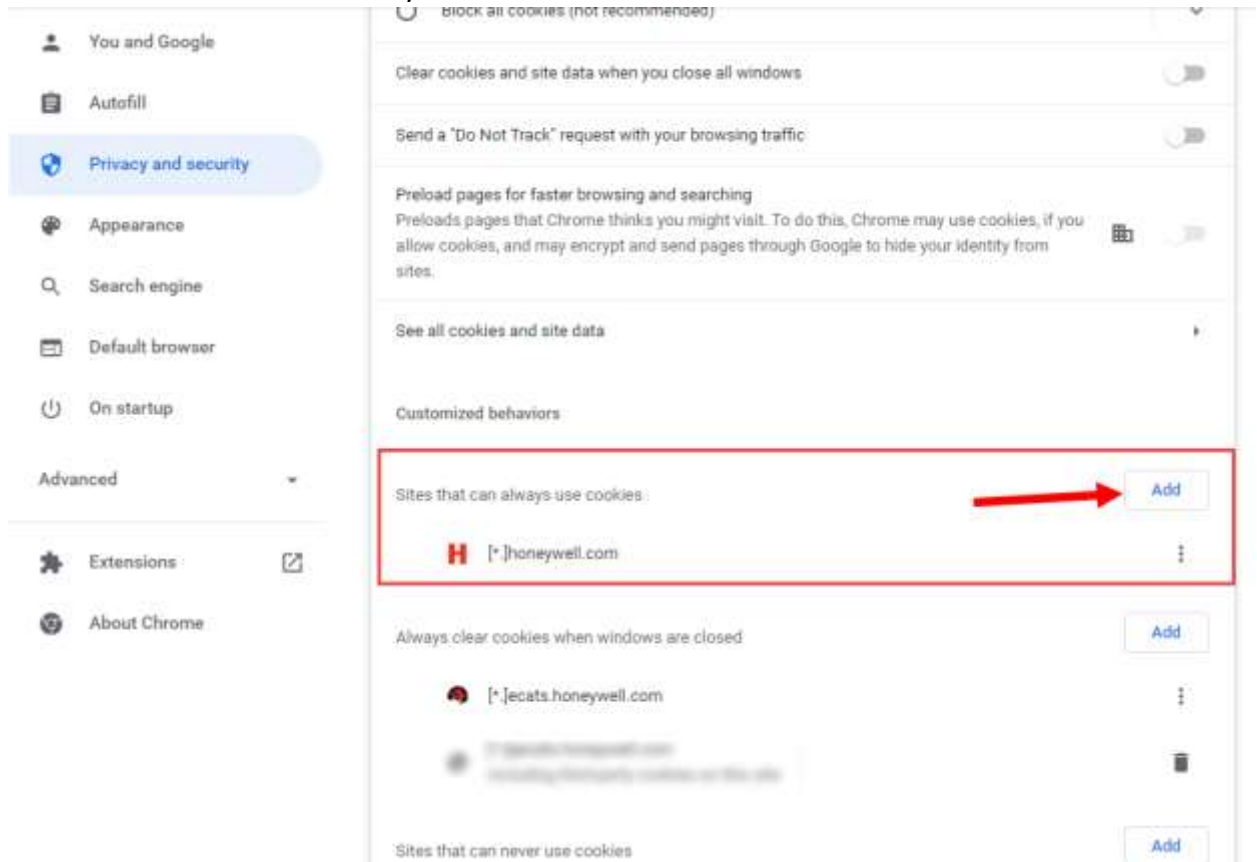
3. Click “Privacy and Security” in the left menu, then click “Cookies and other site data” in the center of the page.



4. Scroll down to the “Customized behaviors” area.



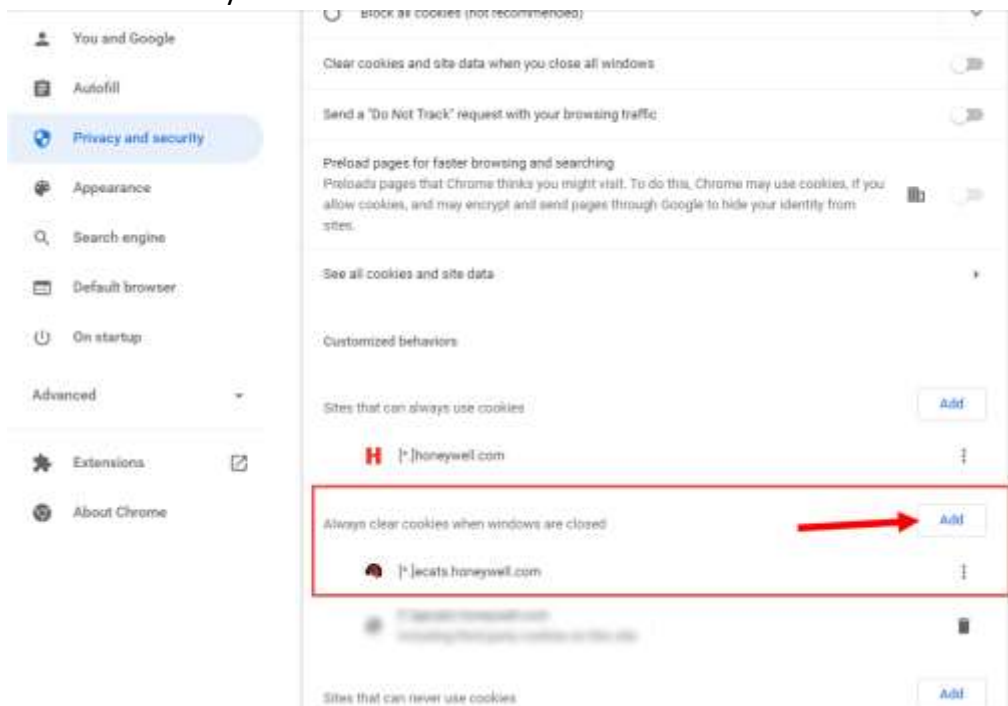
5. Under the “Sites that can always use cookies” area click the “Add” button.



6. Enter the site information exactly as shown (no spaces, all lower case), check the “Including third-party cookies on this site” and click “Add”



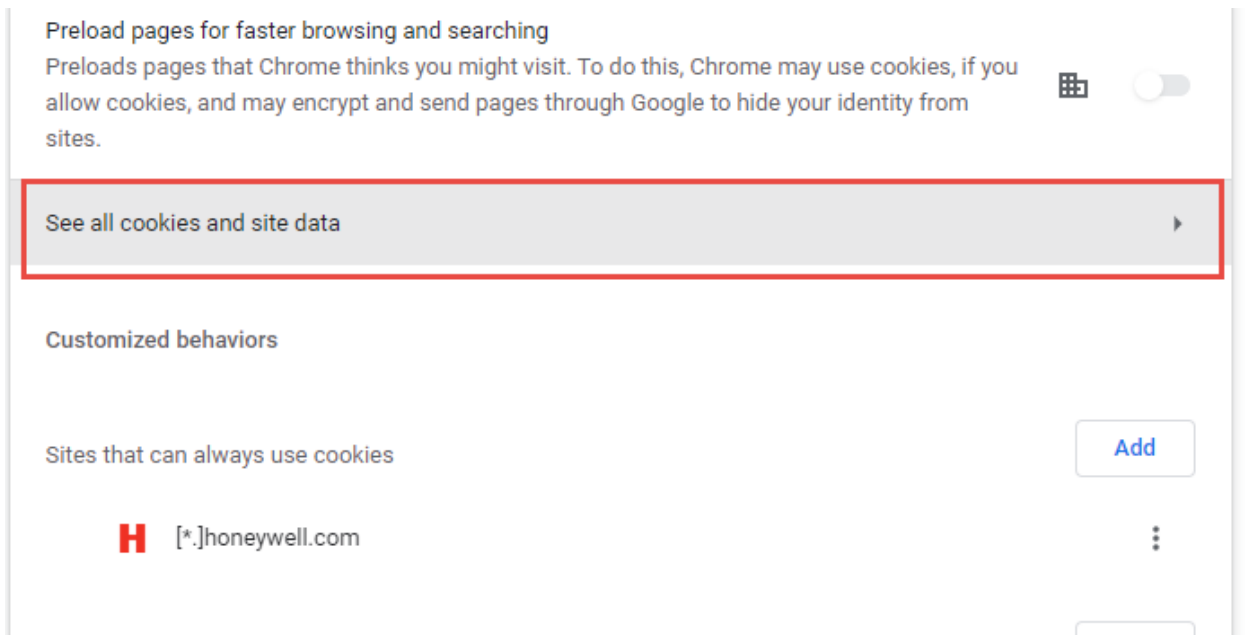
7. Under the “Always clear cookies when windows are closed” section click “Add”



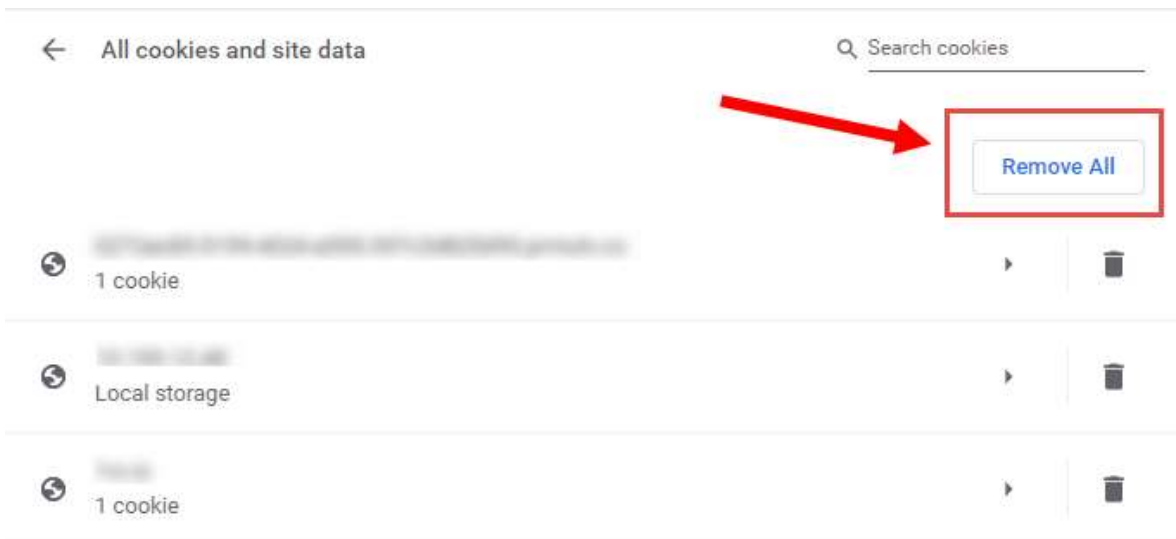
8. Enter the site information exactly as shown, (no spaces, all lower case) check the “Including third-party cookies on this site” and click “Add”



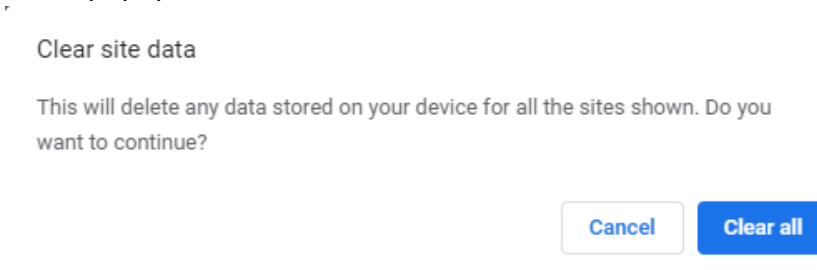
9. Next click “See all cookies and site data”



10. Click “Remove All”



11. In the popup click “Clear all”

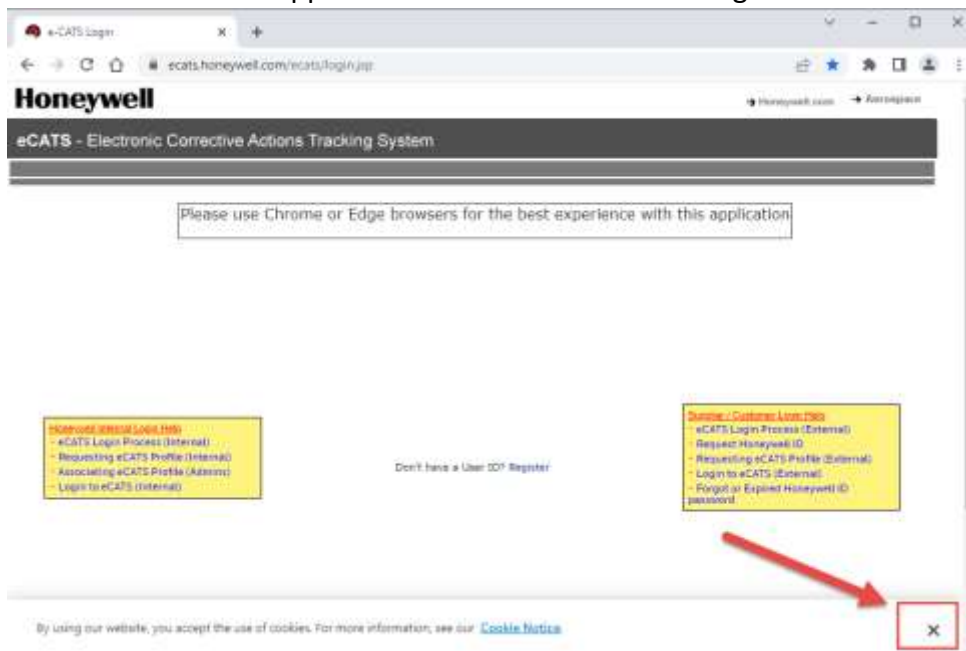


12. Cookies should now be blank.

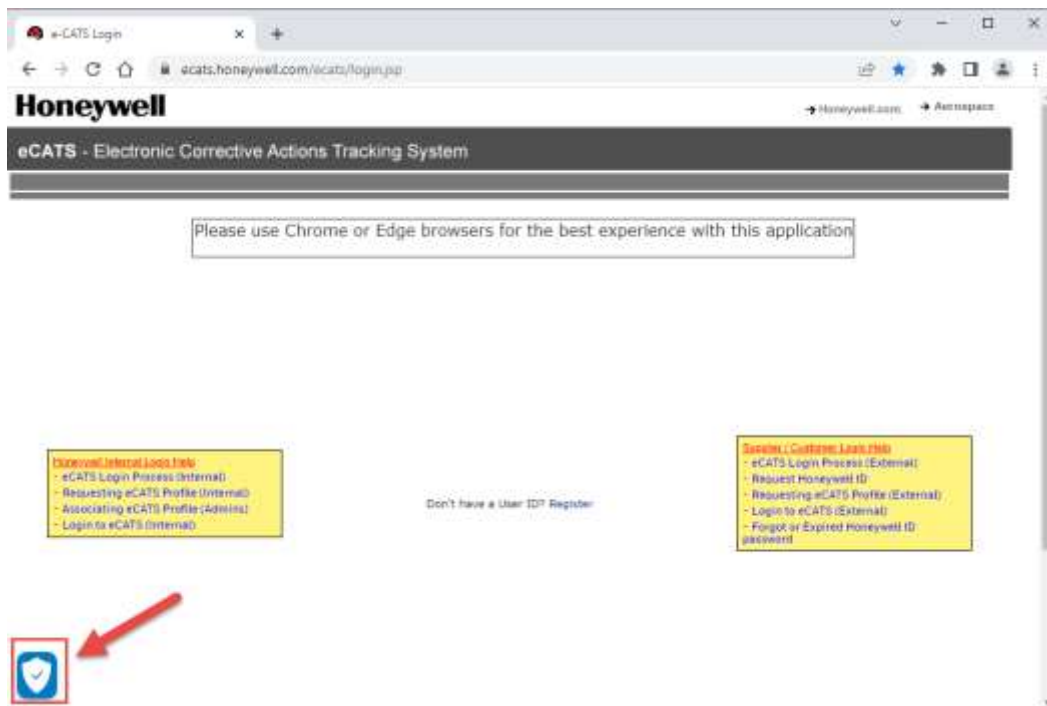


13. Go to <https://ecats.honeywell.com>

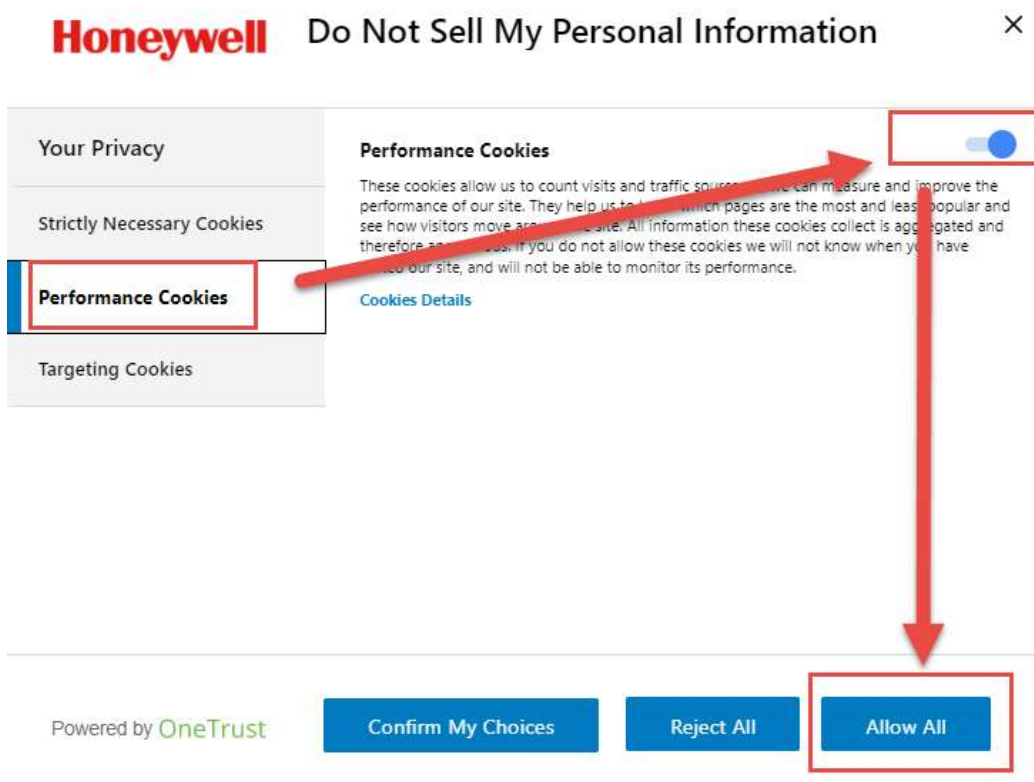
14. If the cookie banner appears click the “X” in the lower right corner.



15. Click the blue and white shield in the lower left of the window.



16. In the popup ensure that Performance Cookies are enabled and select “Allow All”



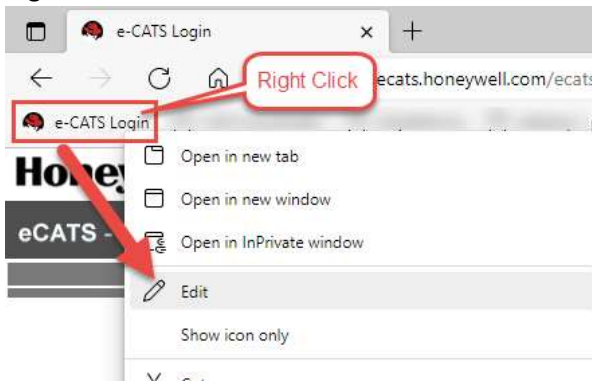
17. Completely close all open browser windows.

18. Reopen Chrome and go to <https://ecats.honeywell.com>

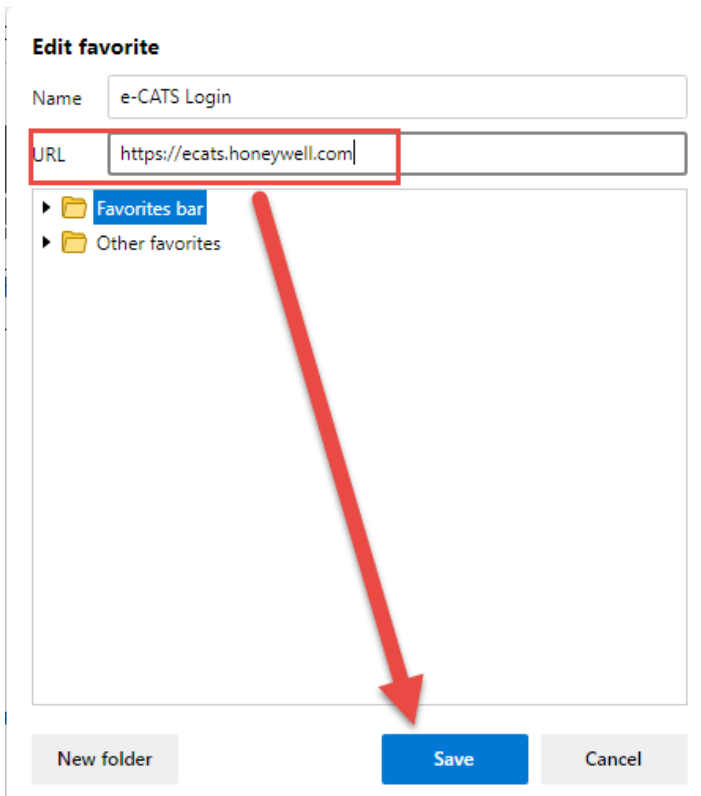
19. If the blue button does not appear, refresh the page.

**Difficulty getting to the correct login page version.**

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2. Right click on the shortcut and select "Edit"

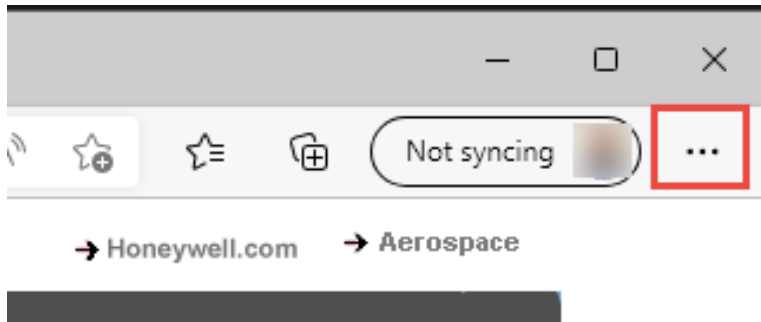


3. Edit the URL field so that only the top level URL (nothing after .com) is showing and click save.

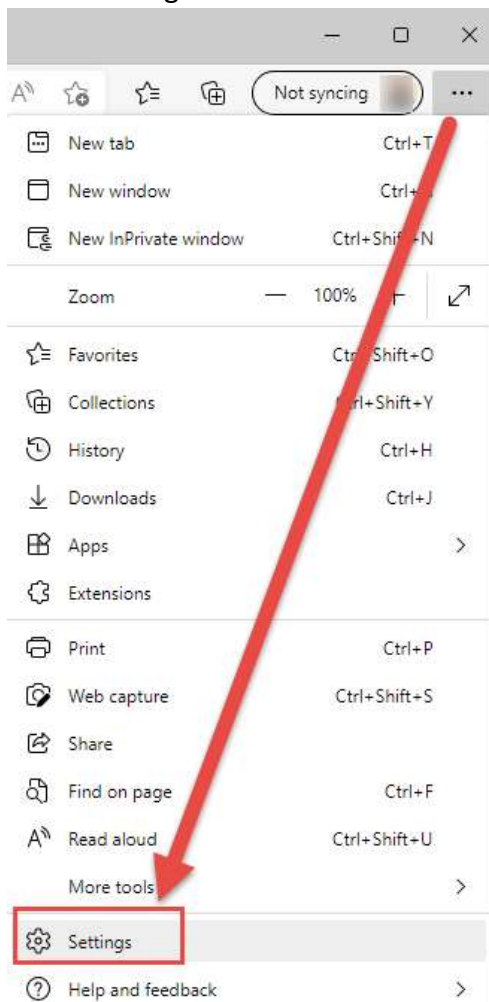


## Fix Blue “Go to eCATS” button not appearing

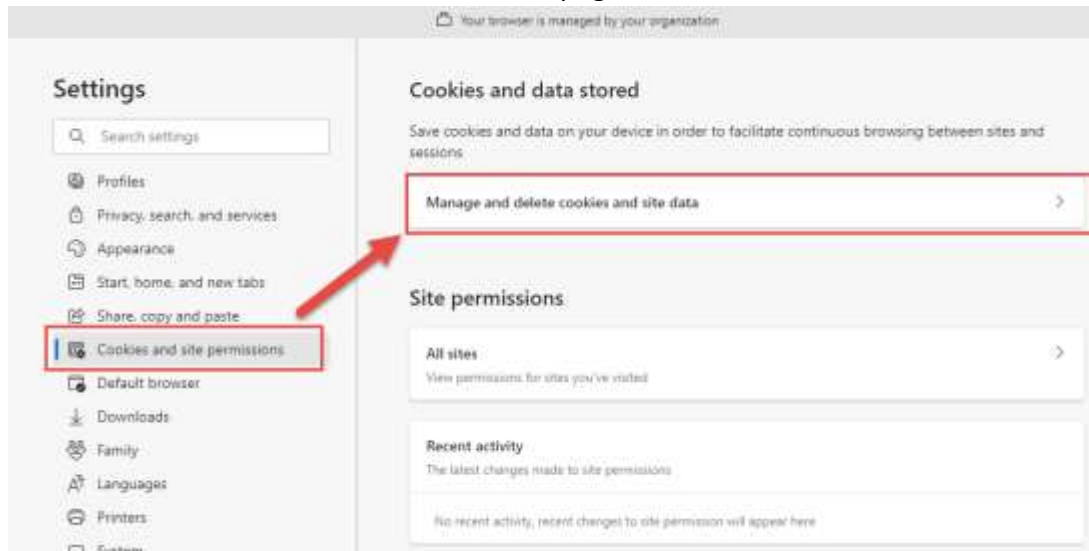
1. Access browser settings using the 3 dots in the upper right corner of the browser window.



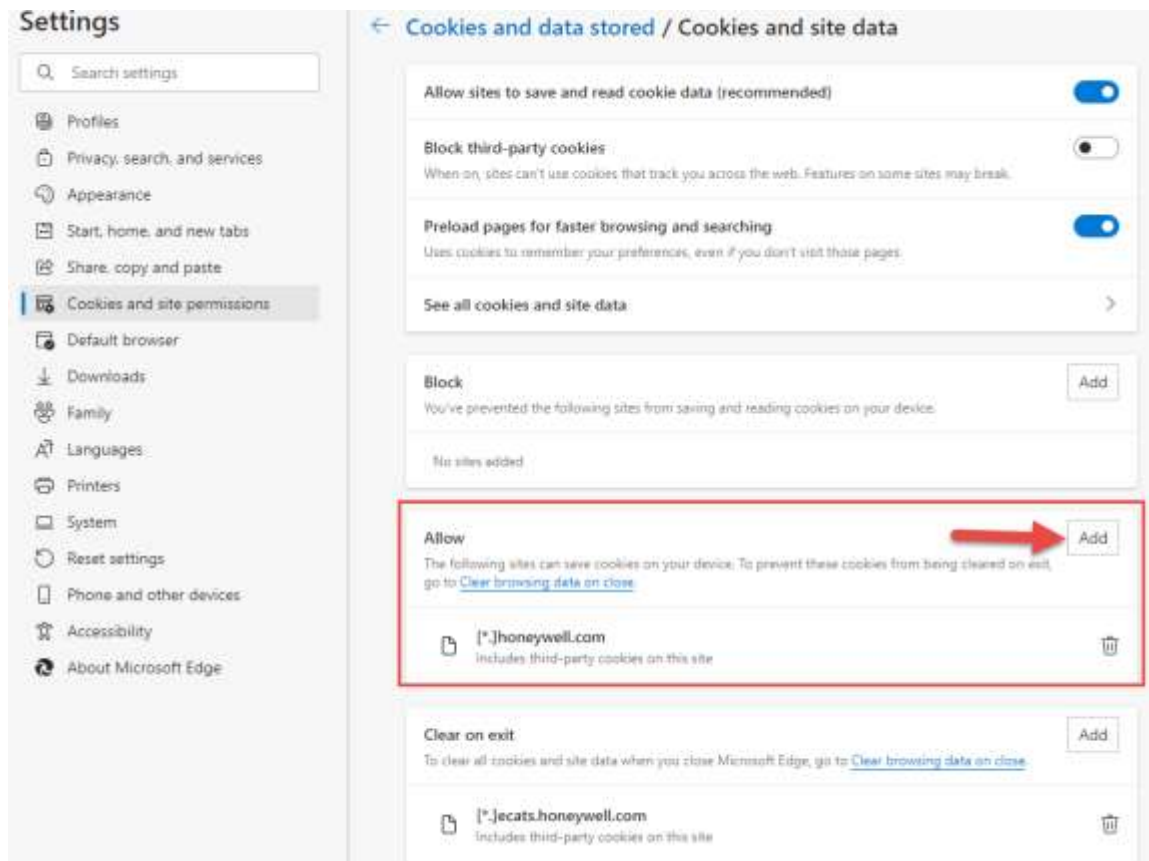
2. Click “Settings”



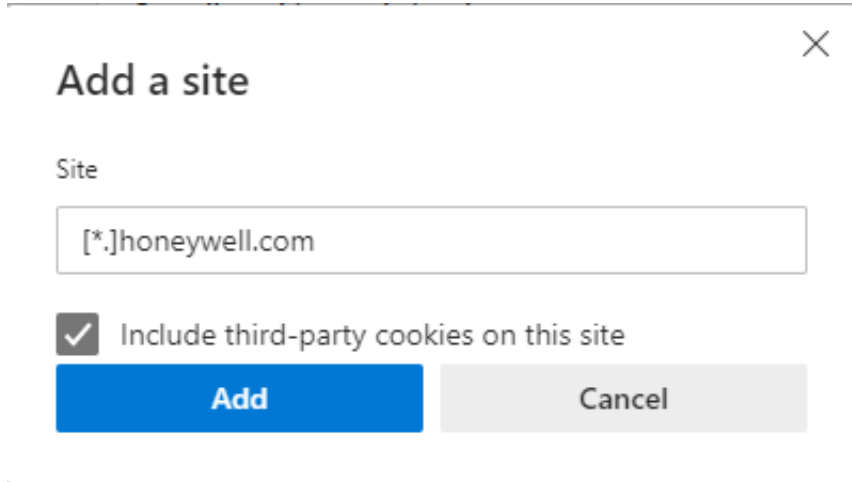
3. Click “Cookies and site permissions” in the left menu, then click “Manage and delete cookies and site data” in the center of the page.



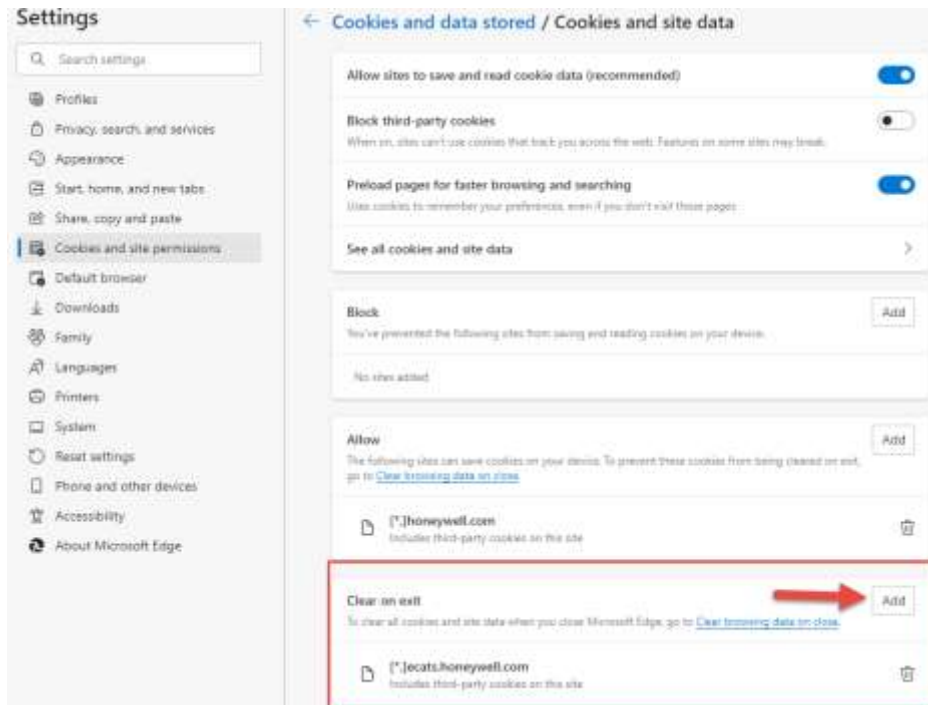
4. Scroll down to the “Allow” area and click the “Add” button.



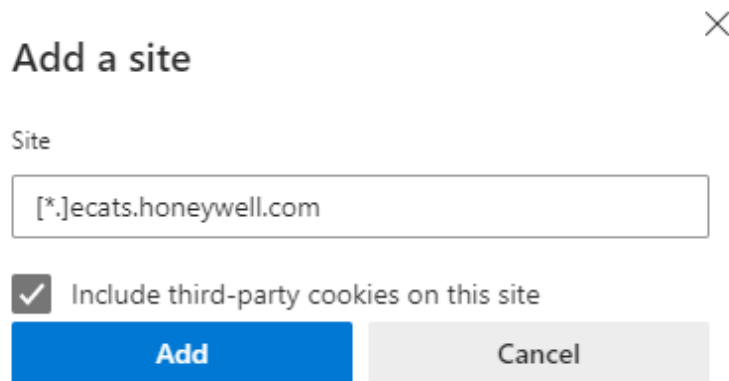
5. Enter the site information exactly as shown (no spaces, all lower case), check the “Including third-party cookies on this site” and click “Add”



6. Under the “Clear on exit” section click “Add”



7. Enter the site information exactly as shown, (no spaces, all lower case) check the “Including third-party cookies on this site” and click “Add”



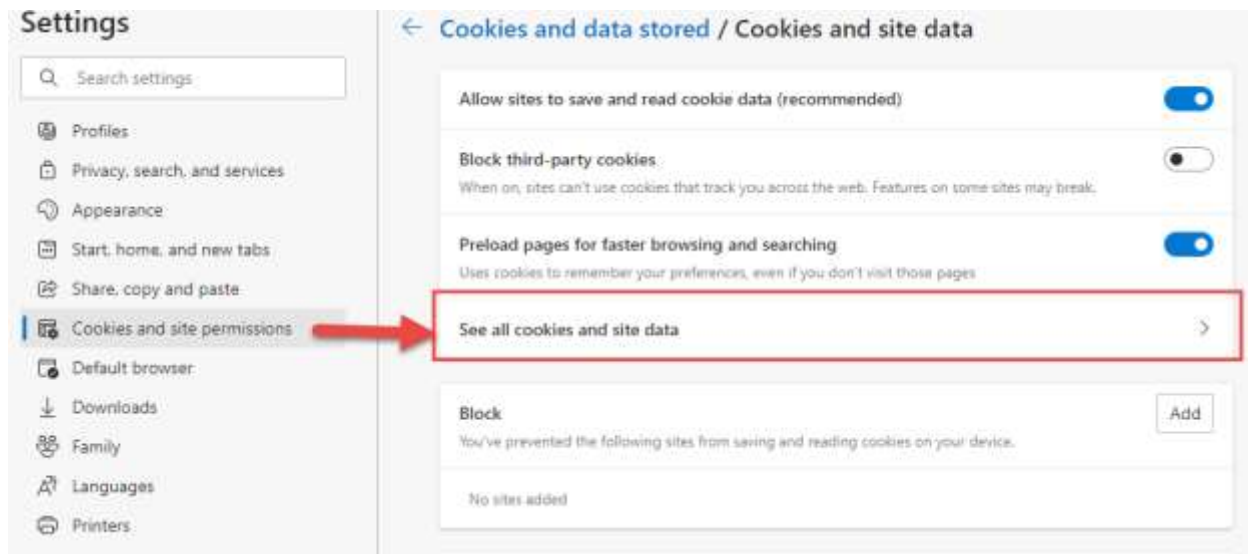
Site

[\*].ecats.honeywell.com

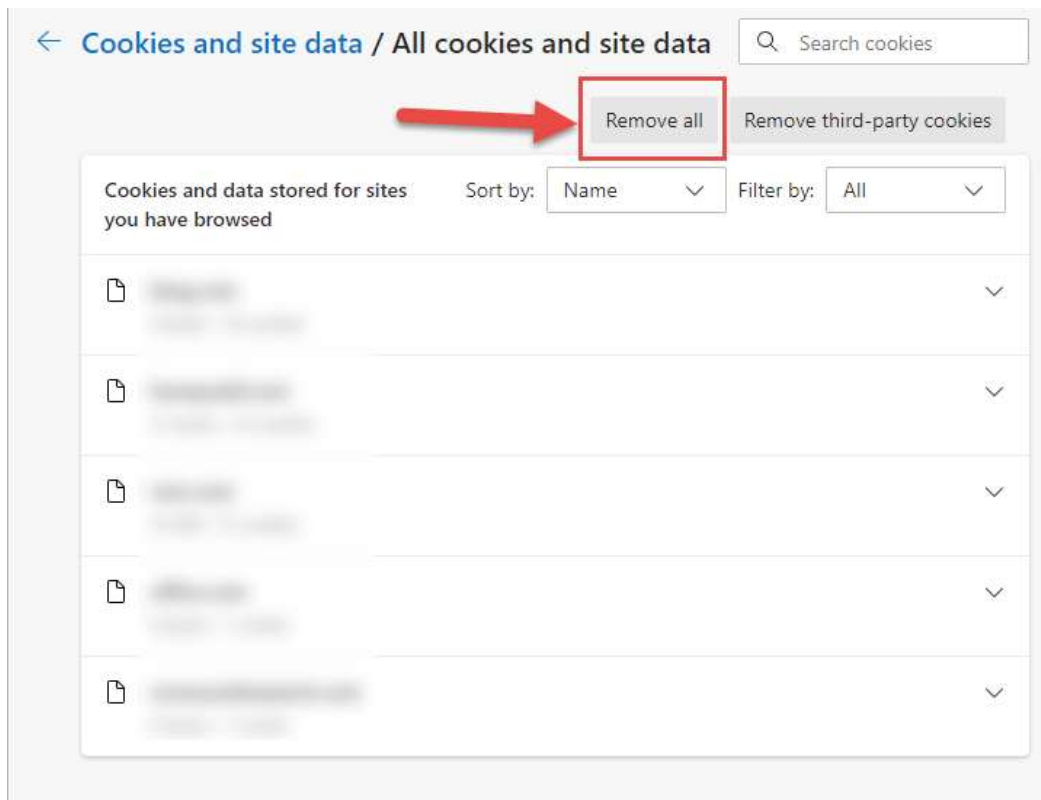
☒ Include third-party cookies on this site

Add Cancel

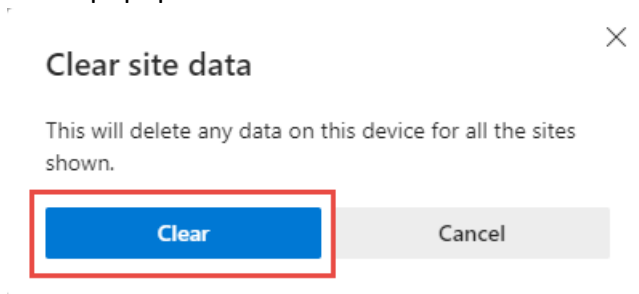
8. Next click “See all cookies and site data”



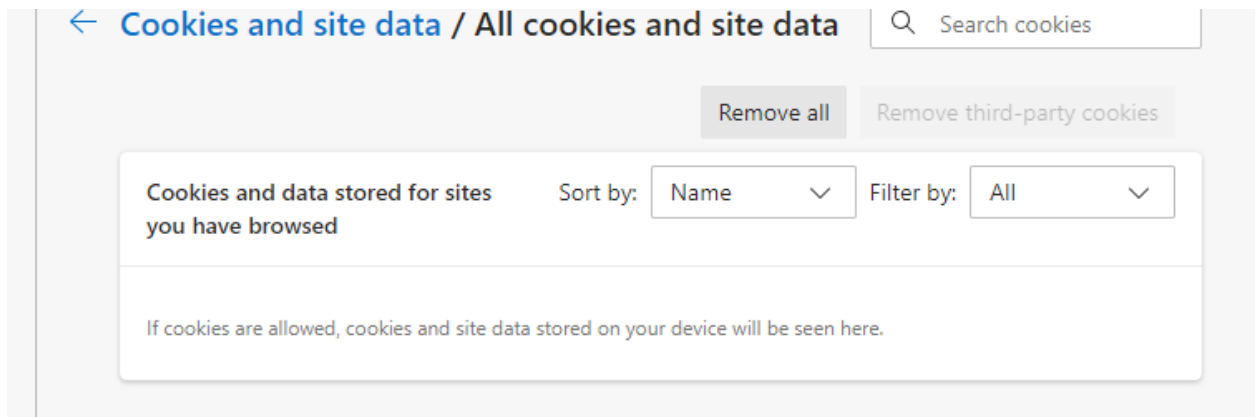
9. Click “Remove All”



10. In the popup click “Clear”

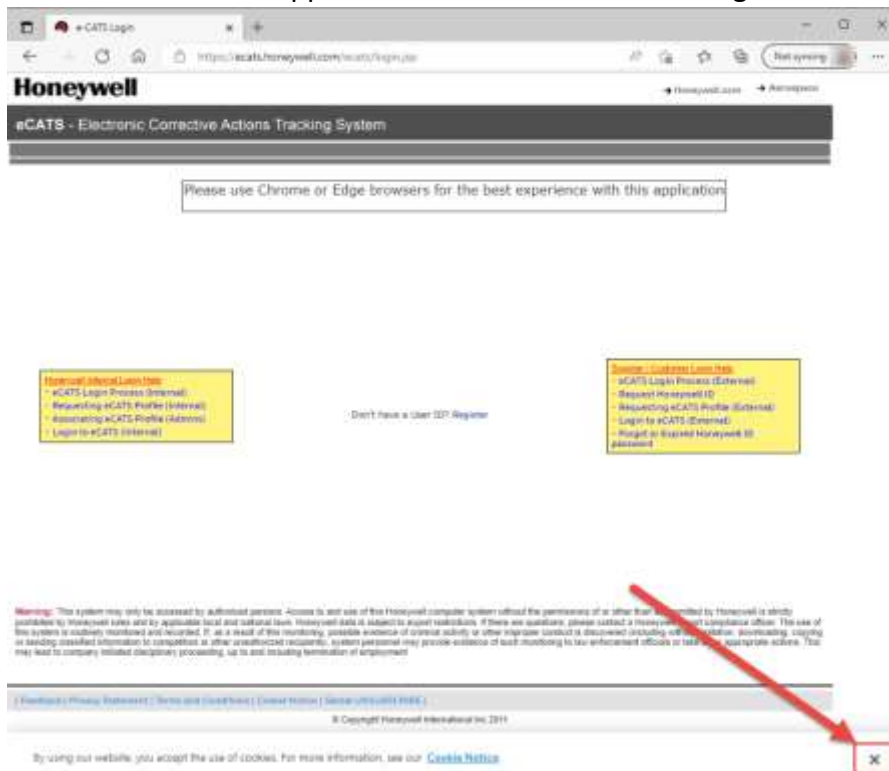


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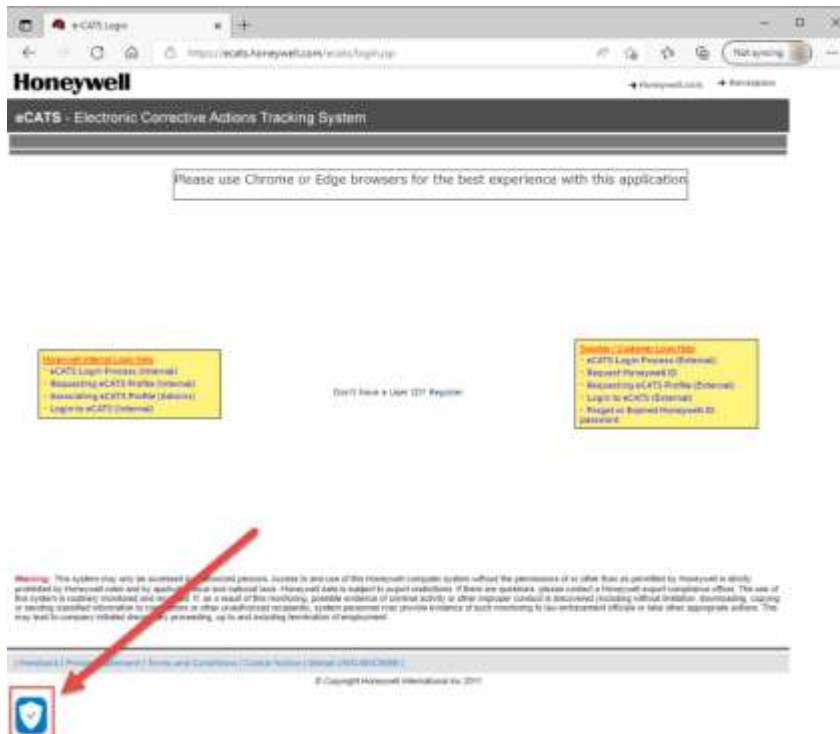


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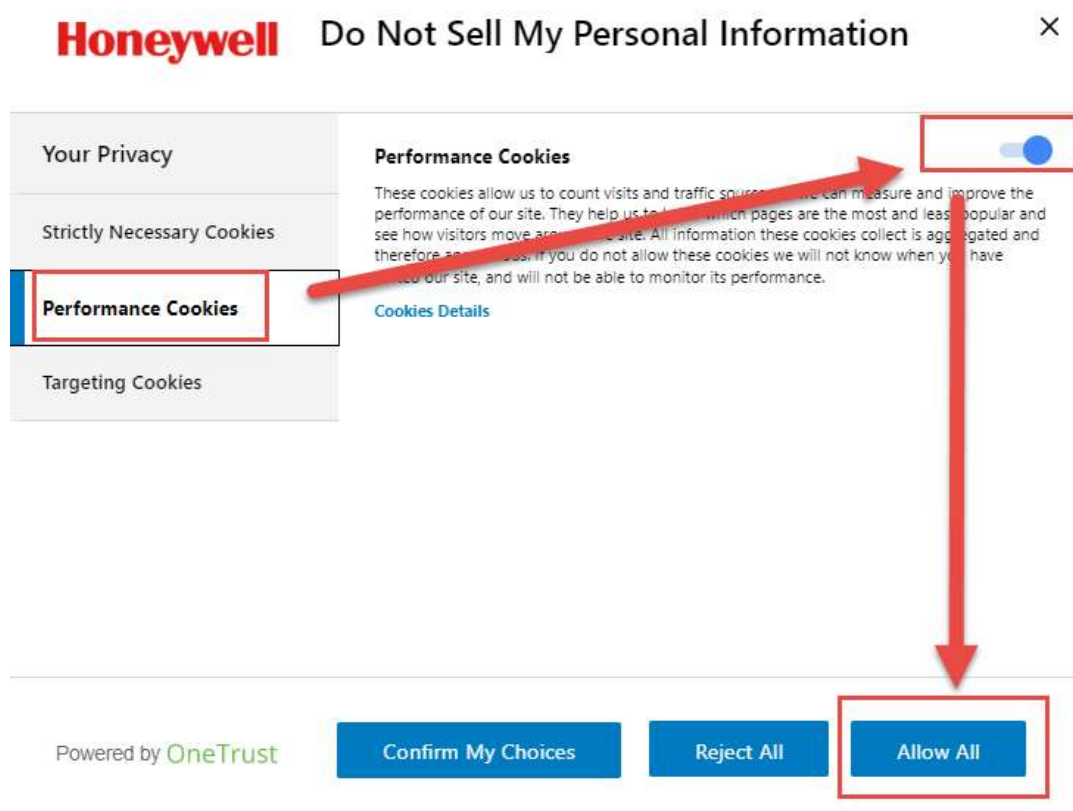
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17. Reopen Edge and go to <https://ecats.honeywell.com>

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