

How to Disable or Uninstall Browser Extensions

If a website or web app isn't behaving correctly (Such as Banner Self Service showing a white screen during logging in), a browser extension may be causing the issue. Follow the steps below for your browser to turn off or remove extensions.

Google Chrome

- On their computer, open **Chrome**.
 - At the top right, select **More (three dots) > Extensions > Manage Extensions**.
 - Use the toggle at the bottom right of each extension to disable it, or click **Remove** to uninstall.
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Safari (Mac)

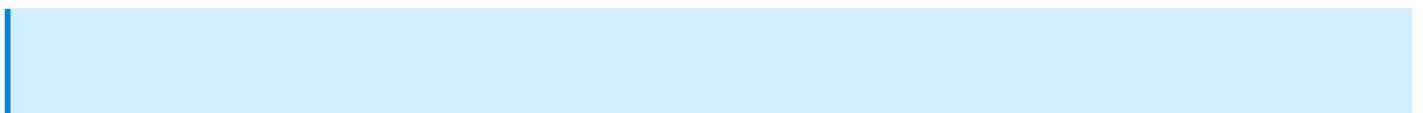
- Open **Safari**.
 - From the menu bar, select **Safari > Settings** (or **Preferences** on older macOS).
 - Go to the **Extensions** tab.
 - Deselect the checkbox to turn an extension off, or select the extension and click **Uninstall**.
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Mozilla Firefox

- Open **Firefox**.
 - At the top right, select the **menu (three lines) > Add-ons and themes**.
 - Choose **Extensions** from the left sidebar.
 - Use the toggle to disable an extension, or click the **three dots** next to it and choose **Remove**.
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Microsoft Edge

- Open **Microsoft Edge**.
 - At the top right, select the **three dots > Extensions**.
 - Click **Manage extensions**.
 - Turn off the toggle next to an extension to disable it, or click **Remove** to uninstall.
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For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

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