

DEFENSE PERSONAL PROPERTY SYSTEM (DPS)
TECHNICAL TIPS

If you are having issues logging into your DPS account (i.e. DPS doesn't open after logging in, can't get past the ETA login page or receive a "page not found" error message) try one of the below tips!

CLEARING YOUR INTERNET CACHE (i.e. deleting temporary files/cookies)

(NOTE: These steps must be taken prior to logging into ETA)

INTERNET EXPLORER

1. Open Internet Explorer
2. Select "**Tools**" (can also select the Gear icon in the upper right )
3. Go to **Internet Options**
4. In the Browsing History area, click on **Settings**
5. When the window opens, click on **View Files**
6. Press **CTL + A** to select all
7. Click **Delete** on your keyboard
8. At the next window, say '**yes**'

FIREFOX

1. Open Firefox
2. Click the **Library** Button ()
3. Click **History > Clear Recent History**
4. Use the drop-down menu to select **Everything**
5. Use the check boxes to select **Browsing & Download History, Cookies and Cache**
6. Click **Clear Now** button

CHROME

1. Open Google Chrome
2. At the top right corner, select **More** ()
3. Click **History > History**
4. Click **More Tools > Clear Browsing data**
5. From the drop-down menu, select **All Time**
6. Select boxes **Browsing History, Cookies and other site data, Cached images and files**
7. Click "Clear Data"

TURN OFF POP-UP BLOCKERS

(NOTE: this step must be taken prior to logging into ETA)

INTERNET EXPLORER

1. Open your web browser (do not go to any of the websites yet)
2. Click on the "Tools" tab at the top of your browser
3. Hover over the words 'Pop-up Blocker'
4. Click the words "Turn Off Pop-up Blocker"

FIREFOX

1. Select the "Menu" icon in the upper right corner () and choose 'Options'
2. Select "Privacy & Security"
3. Scroll down to the 'Permissions' header;
4. Uncheck the box next to "Block pop-up windows" (this allows popups)
5. Make sure to refresh your browser

GOOGLE CHROME

1. Open Chrome and click "Menu" on the browser toolbar (top right corner of browser)
2. Select 'Settings'
3. Click "Show advanced settings"
4. In the 'Privacy' section, click the "Content Settings button"
5. In the 'Pop-ups' section, select "Allow all sites to show pop-ups"