

# Browser Settings to Download to Excel



## My Download button is not working. What do I do?


To download from AIS click the icon circled below. This icon exists on many pages within AIS. It will always be in the upper right hand corner of the table. This document will outline settings to change in Internet Explorer or Mozilla Firefox if you are having trouble getting this functionality to work.

Faculty Center [Help with Faculty Center](#)

2008 Summer Quarter | UC Santa Cruz [change term](#)

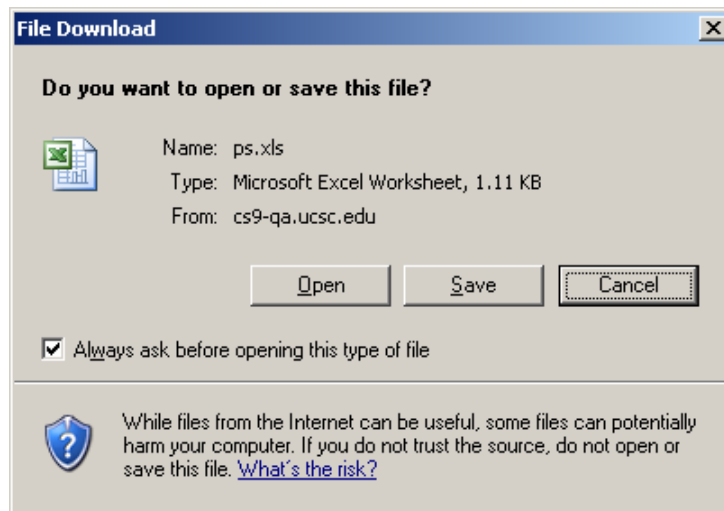
Select display option:  Show All Classes  Show Enrolled Classes Only

Click on corresponding icon to the left of each class to bring up your Class or Grade Roster  

My Teaching Schedule > 2008 Summer Quarter > UC Santa Cruz 

Class	Class Title	Enrolled	Days & Times	Room	Class Dates
<a href="#">ECON 93-02 (71303)</a>	Field Study (Field Indep Study)	0	TBA	TBA	Jun 23, 2008-Aug 29, 2008
<a href="#">ECON 99-02 (71616)</a>	Tutorial (Independent Study)	0	TBA	TBA	Jun 23, 2008-Aug 29, 2008
<a href="#">ECON 193-05A (70563)</a>	Field Study (Field Indep Study)	0	TBA	TBA	Jun 23, 2008-Aug 29, 2008
<a href="#">ECON 198-04A (70581)</a>	Indepen Field Study (Field Indep Study)	0	TBA	TBA	Jun 23, 2008-Aug 29, 2008
<a href="#">ECON 198-</a>	Indepen Field Study	0	TBA	TBA	Jun 23, 2008-

The following screen should pop up if you do not have pop-up blockers on. If your internet browser is set to allow pop-ups and still nothing happens you may have to change some options in your browser security to allow the download. For information on turning off pop-up blockers, log into [itrequest.ucsc.edu](http://itrequest.ucsc.edu) and read FAQ 935, or contact the ITS Support Center at 459-4357.



Change the security settings on your browser to allow the file download.

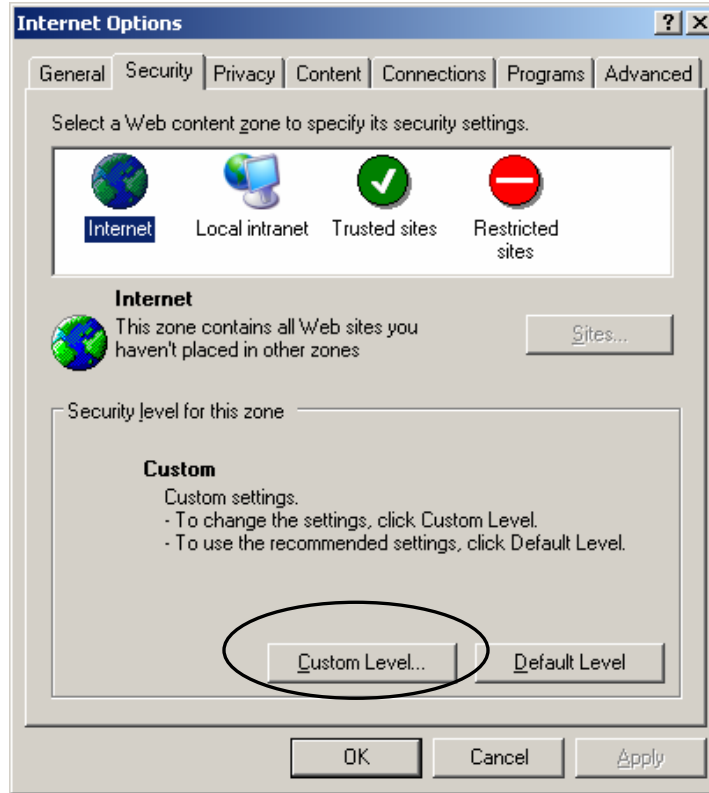
**For Internet Explorer:**

Go to the **Tools** menu

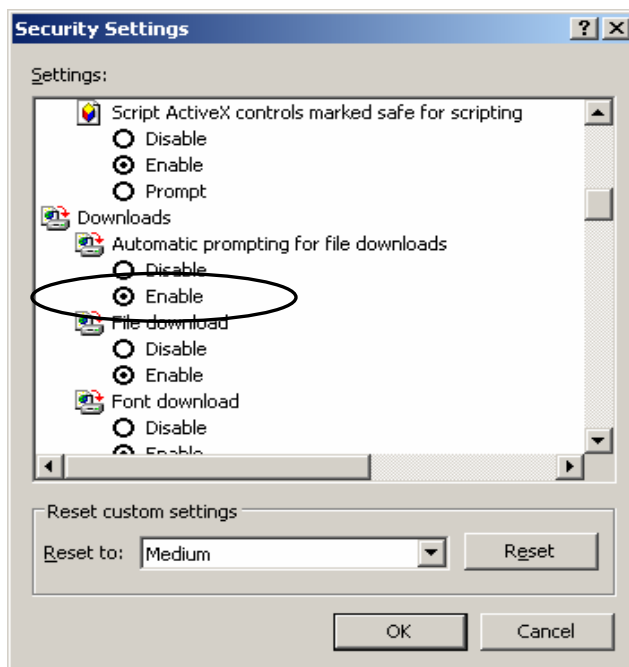
Select **Internet Options**

Select the **Security** tab


Click on the **Custom Level** button



Scroll down the settings list and select **Downloads**. One of the options is “Automatic prompting for file downloads.” Just below this, click the radio button next to **Enable** then click **OK** at the bottom.



A window will open with the text “Are you sure you want to change the security settings for this zone?” Click **Yes**, then click **OK** again below Custom Level.

If you try to download a grid using the  icon and nothing happens (the screen flashes but nothing shows up)

Go to the **Tools** menu

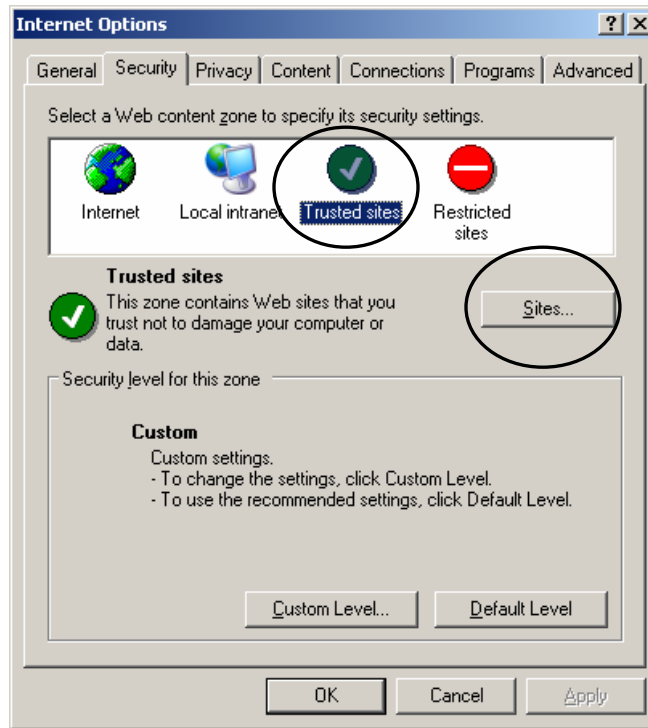
Select **Internet Options**

Select the **Security** tab

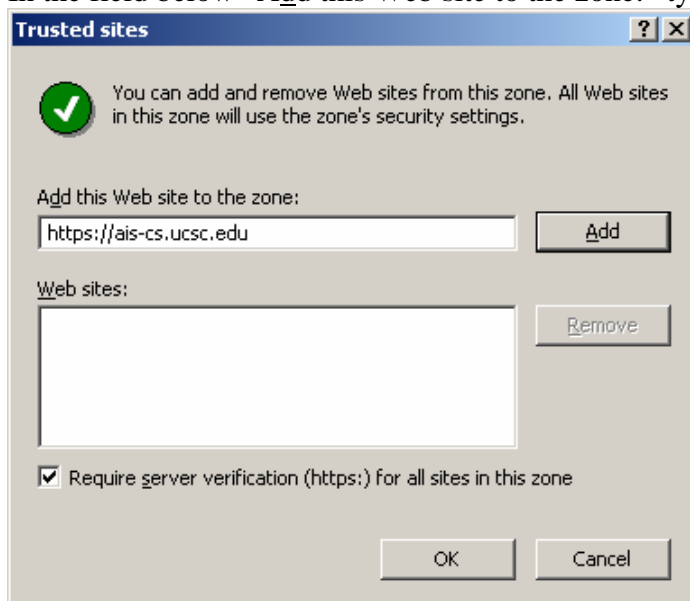
Click on the **Custom Level** button

Click on the icon **Trusted Sites**

Click the button **Sites...**



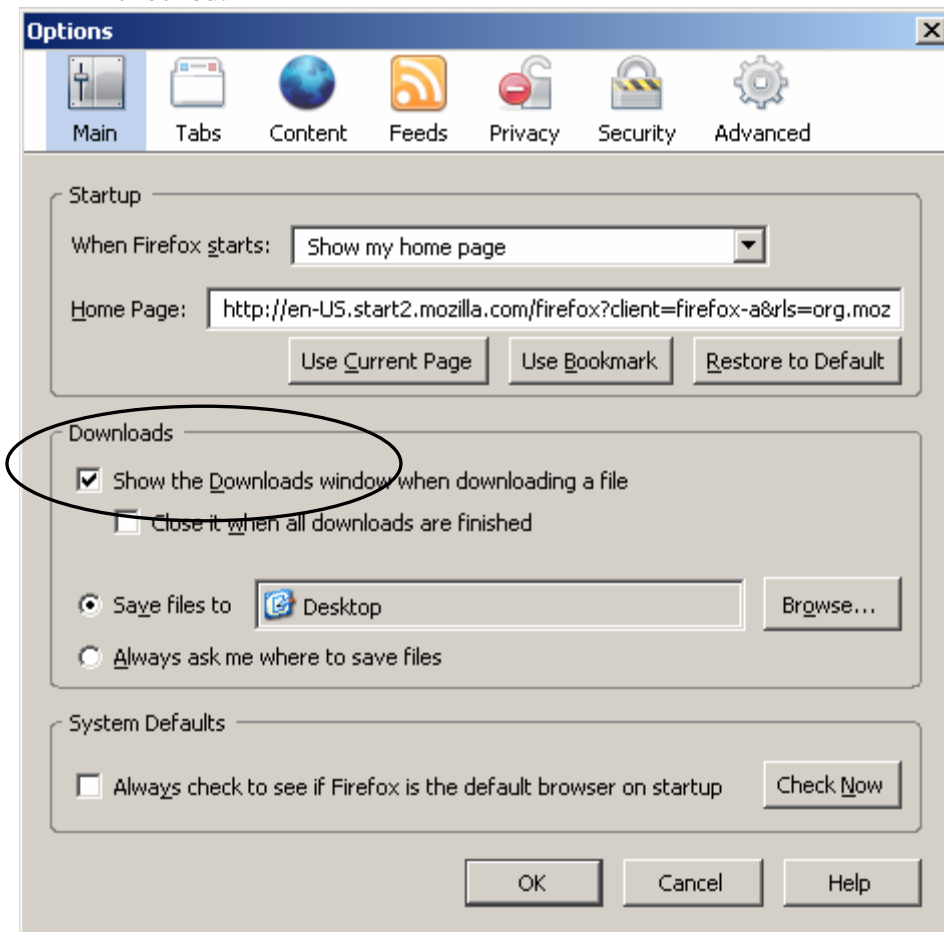
In the field below “Add this Web site to the zone:” type <https://ais-cs.ucsc.edu> and click **OK**.



## For Mozilla Firefox:

Go to the **Tools** menu and select **Options**.

Make sure the checkbox next to “Show the Download window when a downloading a file” is checked.

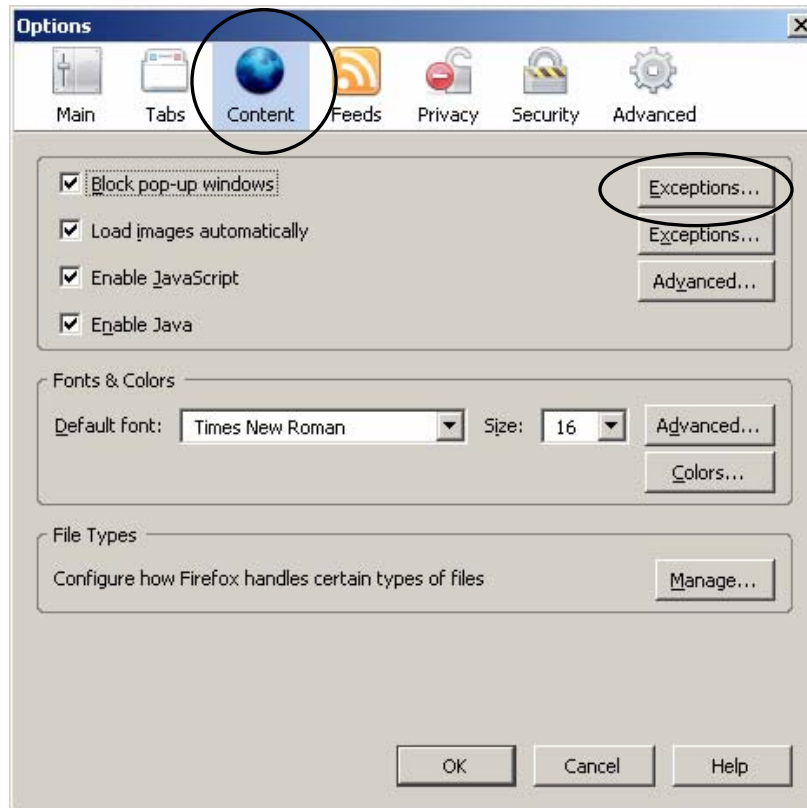


## Mozilla Firefox – (allowing pop-ups)



If you see the message “Firefox prevented this site from opening a popup window,” go to the **Tools** menu and select **Options**. Select the **Content** icon.

Remove the check mark next to “Block pop-up windows” to stop blocking all pop-ups, or click the **Exceptions** button to only allow pop-ups from MyUCSC.



If you clicked the **Exceptions** button, add the website: <https://ais-cs.ucsc.edu> then click the **Allow** button. Click **OK**.

