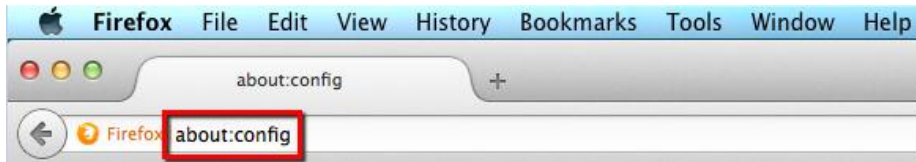
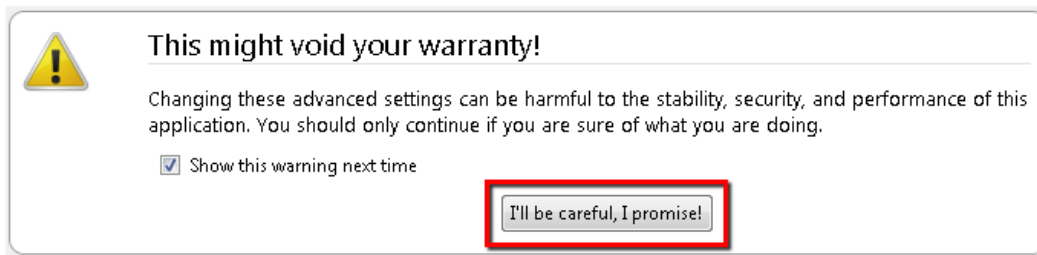


Accessing MyQ using Firefox (version 30 or greater) on a MAC Computer

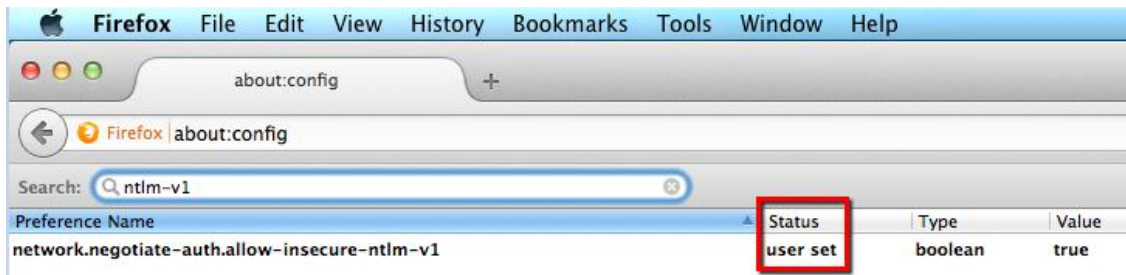
- 1.) In a new browser tab type **about:config** in the address bar and **press enter** as shown below:



- 2.) After doing this, accept the security prompt by **clicking the button** as shown below boxed in red:

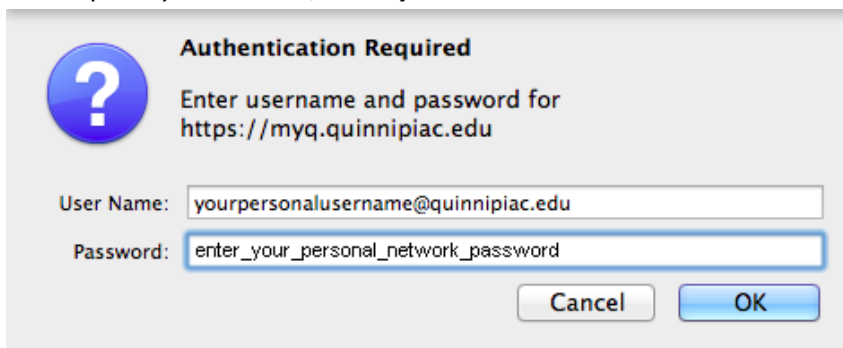


- 3.) Next search for the text **ntlm-v1**. Once the single entry is displayed as shown below, double click the entry highlighted in blue so that the **Status** column displays **user set** as shown below boxed in red:



- 4.) After completing the steps above, you can now visit <https://myq.quinnipiac.edu> and you will be prompted for credentials.

At this point you can now, **enter your information formatted as shown below:**

A screenshot of an 'Authentication Required' dialog box. It features a blue question mark icon on the left. The text reads: 'Authentication Required Enter username and password for https://myq.quinnipiac.edu'. Below the text are two input fields: 'User Name:' with the placeholder text 'yourpersonalusername@quinnipiac.edu' and 'Password:' with the placeholder text 'enter_your_personal_network_password'. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

If you continue to experience issues, please input a [helpdesk request](#) so that you can be assisted further.