How do I uninstall Firefox and install Firefox ESR on a University computer?

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**Note**
The instructions below are for people downloading onto university owned, ITS managed computers. There are exceptions:

1. If you are a Windows user in College of Engineering (COE) or Housing and Residence Life (HRL), ask your IT department.
2. If you are a Mac user in College of Arts + Architecture (COA+A), contact the IT Service Desk at help@uncc.edu to submit a ticket for your IT department.
3. If you are a Mac user in the Student Union, Activities & Recreation (SUAR), contact your IT department.
4. If you are using a Belk College of Business laptop, contact your IT department.

We recommend a hard wired connection when installing applications.

**Info**
Firefox web browser will no longer support plugins including Java. This may prevent Banner Production and other web enabled services from working correctly. Firefox ESR is controlled by the University and will continue to allow plugins to run.

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### Windows

**To VERIFY which version of Firefox is installed**

1. Open Firefox
2. Select the **Menu** icon then open the **Help Menu**
3. **Select About Firefox**
4. Verify that Firefox ESR appears as the name of the application
5. If you do not have the ESR version, proceed to the next section to uninstall Firefox

**To UNINSTALL Firefox**

1. **Right-Click** on **Start** and click on **Control Panel**
2. Click on **Uninstall a program** under the **Programs** section
3. Click on **Mozilla Firefox**
4. Click **Uninstall**
5. Follow the on-screen prompts to complete the uninstall

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### Mac

**To VERIFY which version of Firefox is installed**

1. Open Firefox
2. Click on **Firefox** at the top of the screen, and then **About Firefox**
3. Verify that Firefox ESR appears as the name of the application
4. If you do not have the ESR version, proceed to uninstall Firefox

**To UNINSTALL Firefox**

1. Open Finder and click on **Applications**
2. **Right-click** on Firefox and choose **Move to Trash**
3. **Right-click** on the Trash bin in your dock and select **Empty Trash**
To INSTALL Firefox ESR

NOTE: These instructions show Windows 10 screenshots, Windows 7 will be similar.

1. Go to Start > All Apps > Microsoft System Center

2. Select Software Center

3. Select Firefox from the Application List

4. Select Install

Click on the magnifying glass icon in the upper right of your Mac

In the box that pops up, type in Spotlight Search

hit Enter to open the Self Service application

Enter Mozilla Firefox

the button

Quit the Firefox application, and when you re-open it, you will be on the Firefox ESR Release
Related FAQs

- How do I uninstall Firefox and install Firefox ESR on a University computer?
- How do I remove saved passwords from an Internet browser?
- How do I download SAS 9.4 on my personal computer?
- How do I uninstall Google Backup and Sync?
- How do I reinstall Google Drive?