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

Tell Me

**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.

### 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

### Mac

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

1. Open Firefox
2. Click on Firefox at the top
3. Verify that Firefox ESR appears as the name of the application
4. If you do not have the ESR version, proceed to the next section 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

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To INSTALL Firefox ESR

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

2. In the Spotlight Search box that pops up, type in **Self Service**

3. Hit Enter to open the Self Service application

4. In Self Service, scroll down until you find **Mozilla Firefox**, and click the **Install** button

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

- What software is available to UNC Charlotte employees?
- How do I request access to FormFusion or Intellecheck?
- How do I install and access SPSS on university owned and personal computers?
- How do I uninstall Firefox and install Firefox ESR on a University computer?
- How do I remove saved passwords from an Internet browser?