# digiTICKET Recommended Browser Settings for Exporting

Before you export tickets using the web application, check your browser settings to ensure the export file will not automatically be saved to the Downloads folder of your computer. Most records and court systems have a specific file location where the digiTICKET export file must be saved. If you do not adjust your browser settings to *not* automatically save files to your Downloads folder, your court or records software likely will fail to pull in the citations file.

Chrome Browser

Open the Browser Settings by clicking the ellipsis in the upper right corner of the browser and then select "Settings" from the menu.
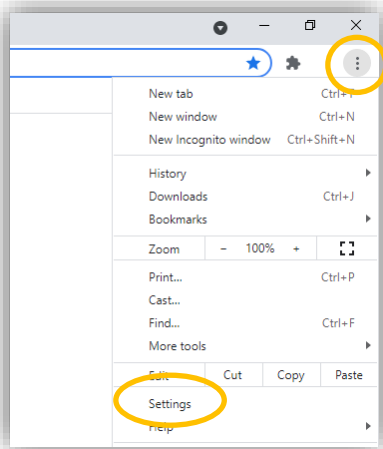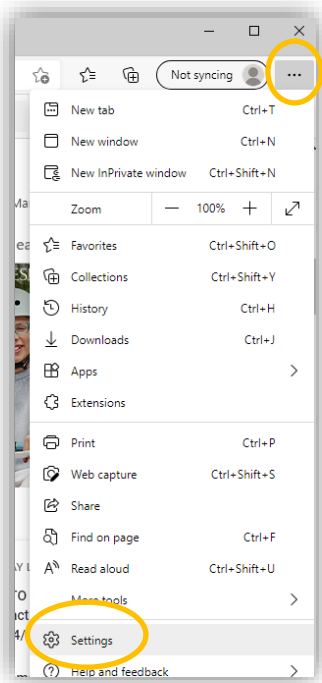

Under the Advanced menu, click on downloads. Ensure the "Ask where to save each file before downloading" setting is enabled.
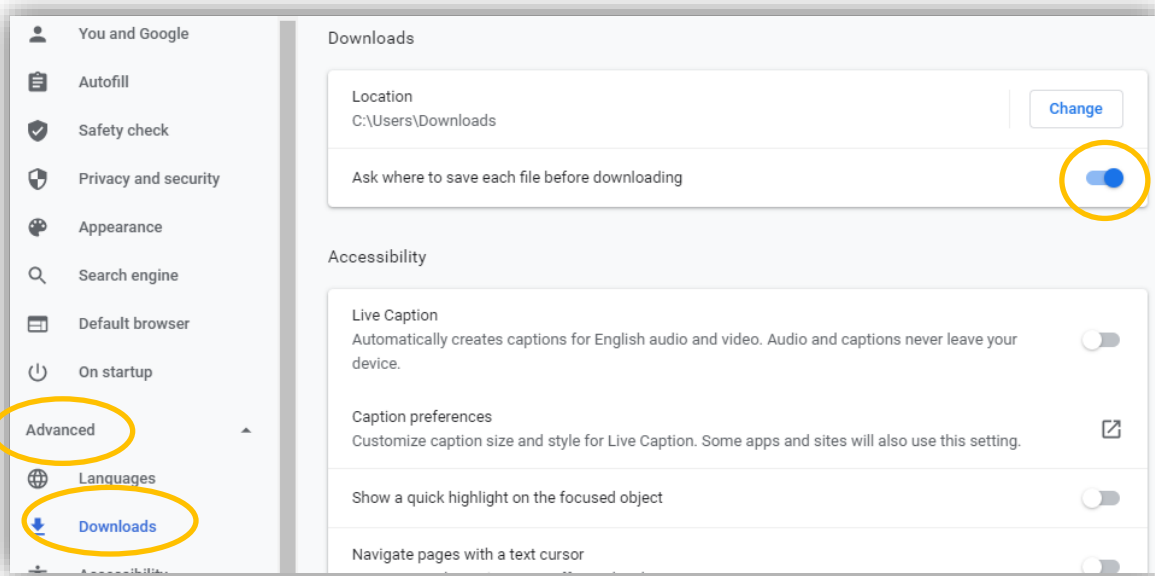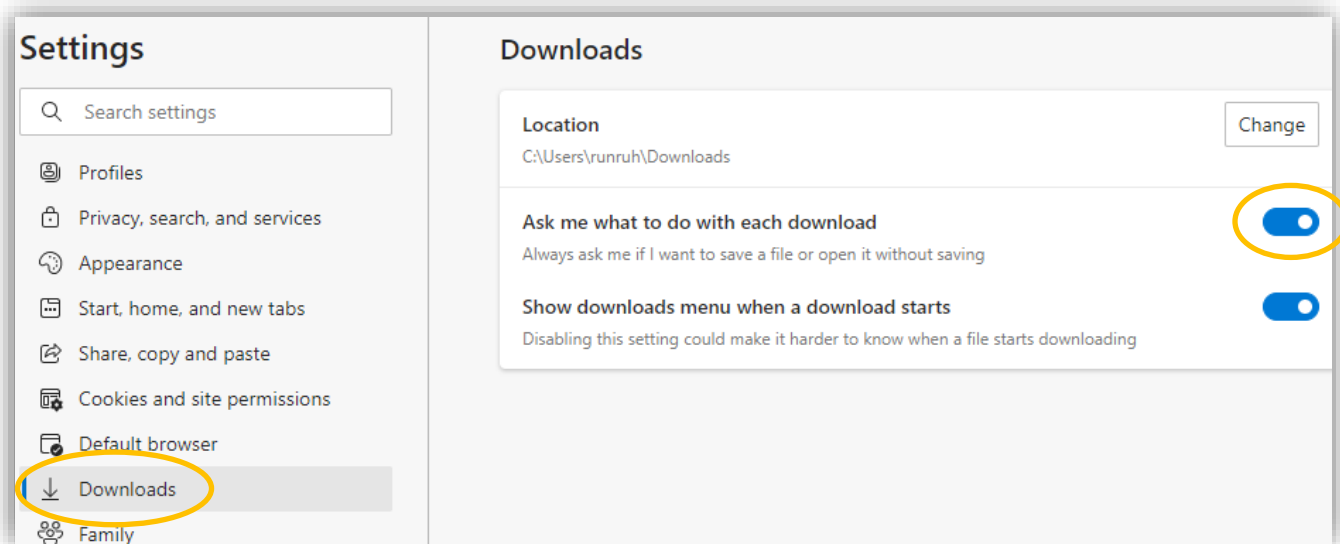
Microsoft Edge

Open the Browser Settings by clicking the ellipsis in the upper right corner of the browser and then select "Settings" from the menu.
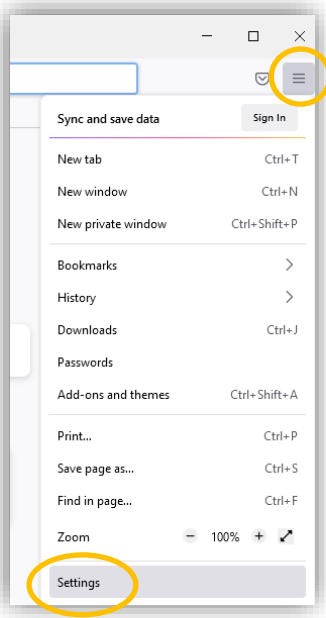

On the main menu on the right, click on "Downloads". Ensure the "Ask me what to do with each download" setting is enabled.

Firefox

Open the Application Menu by clicking the three bars in the upper right corner. Select "Settings" from the menu.

Scroll down to the Downloads section. Enable the "Always ask you where to save files" setting.