

## Recommended Firefox Add-ons

To help make your job as a Special Agent easier, and ensure that you are as well equipped as possible to provide ACE answers to *all* of our customers, we highly recommend downloading the following add-ons for your Firefox browser.

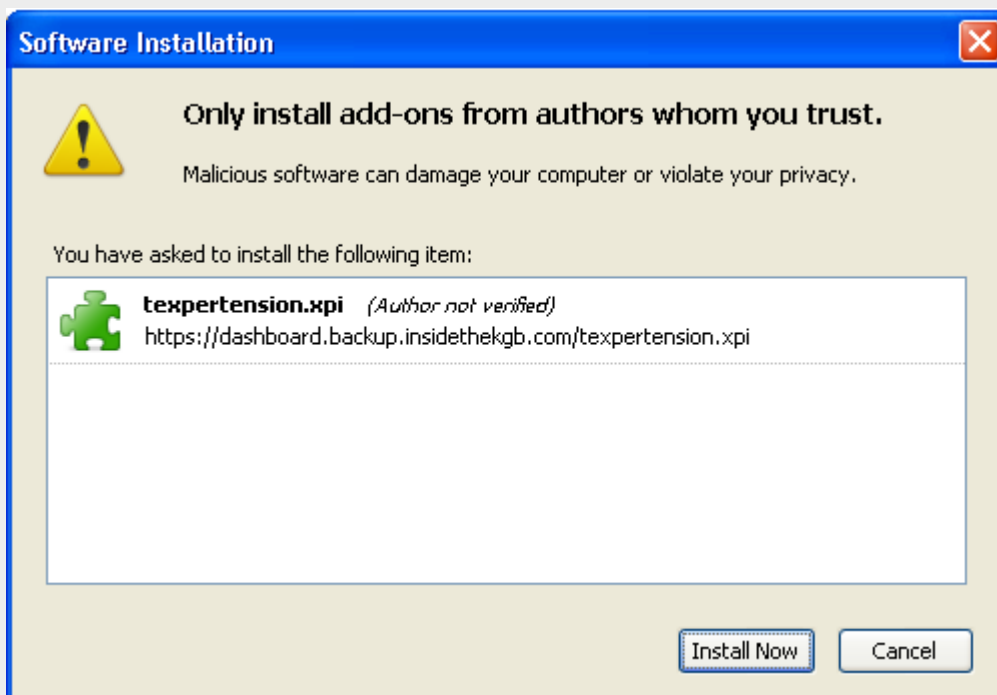
They'll help you send responses more quickly, make sure you never mix up your time zones (essential for answering questions for customers across different time zones!), and assist you in avoiding any confusion between regional differences in the English language.

## Efficiency Improvement Tool

### What is the Efficiency Improvement Tool and how do I get it?

Want to save some serious seconds off your answers by pasting text into the response box for editing, *and* adding the source automatically? Then download the Efficiency Improvement tool!

Download our Firefox add-on at the following link: <https://dashboard.insidethekgb.com/texpertension.xpi>



1. If you see a warning bar pop up, click 'Allow' to continue.
2. On the next window that appears, click the 'Install Now' button.
3. After the installation is complete, click 'Restart Firefox' to save the changes and you're ready to go!

**Note:** The add-on will be removed every time you update to a newer version of Firefox, so remember to bookmark the installation URL now: <https://dashboard.insidethekgb.com/texpertension.xpi>

### How do I use the Efficiency Improvement Tool?

1. Switch from the kgb\_ text answering platform to the window with the info you are going to use.
2. Highlight the text you want to use in your response.
3. Press Ctrl-Alt-C on PCs or Cmmd-Option-C on Macs to copy the text.
4. That's it! The URL for the webpage is automatically added as a source and the selected text will be pasted into the response field for you to edit as necessary.

**Note:** Even if you don't need to copy text, using this nifty tool will add the source anyway!

## FoxClocks Add-On

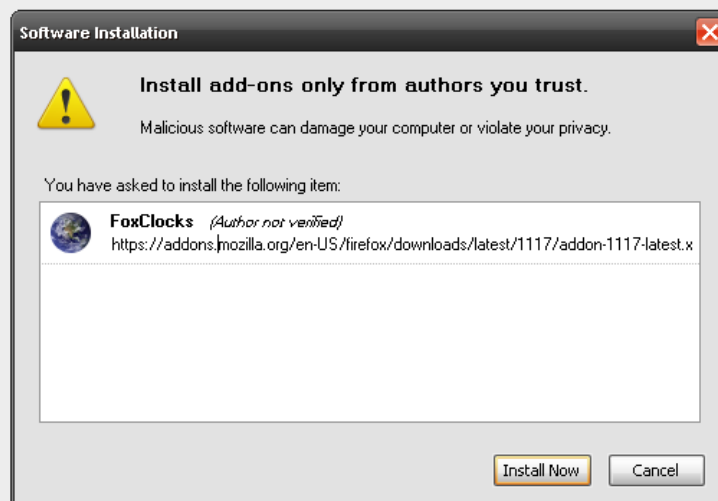
### What is the FoxClocks Add-On and how to I get it?

To help avoid time zone confusion now that Agents can answer questions from the US, UK and Ireland, we highly recommend a Firefox Add-On called FoxClocks, available at: <https://addons.mozilla.org/en-US/firefox/addon/1117>

Using it, you can choose UK and US time zones and have them displayed at the bottom of your Firefox browser. It is a great "at a glance" time zone reference that will really come in handy when answering time-sensitive questions for all of our customer.



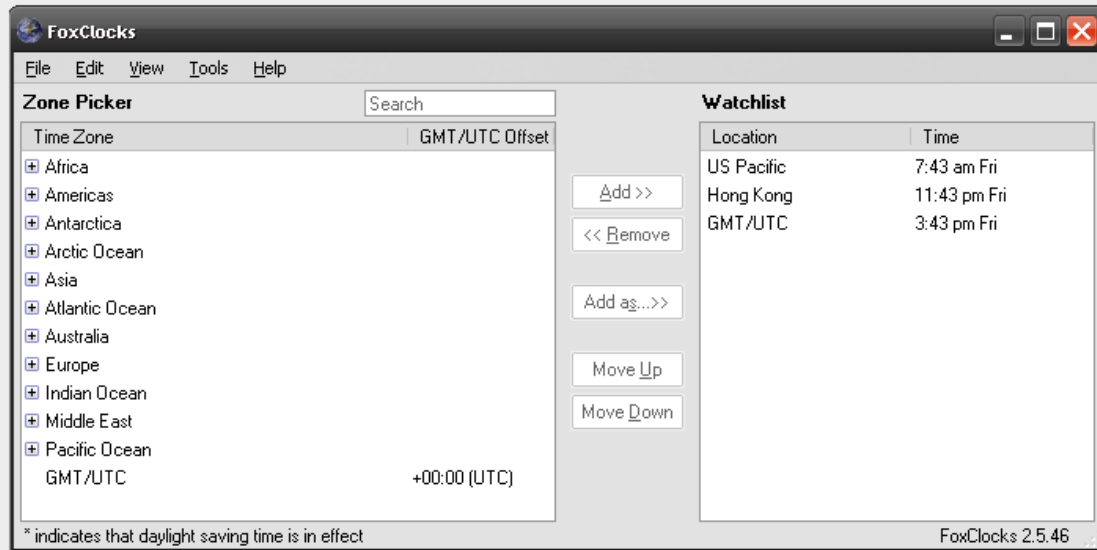
1. Visit <https://addons.mozilla.org/en-US/firefox/addon/1117> and click on the green 'Add to Firefox' button.



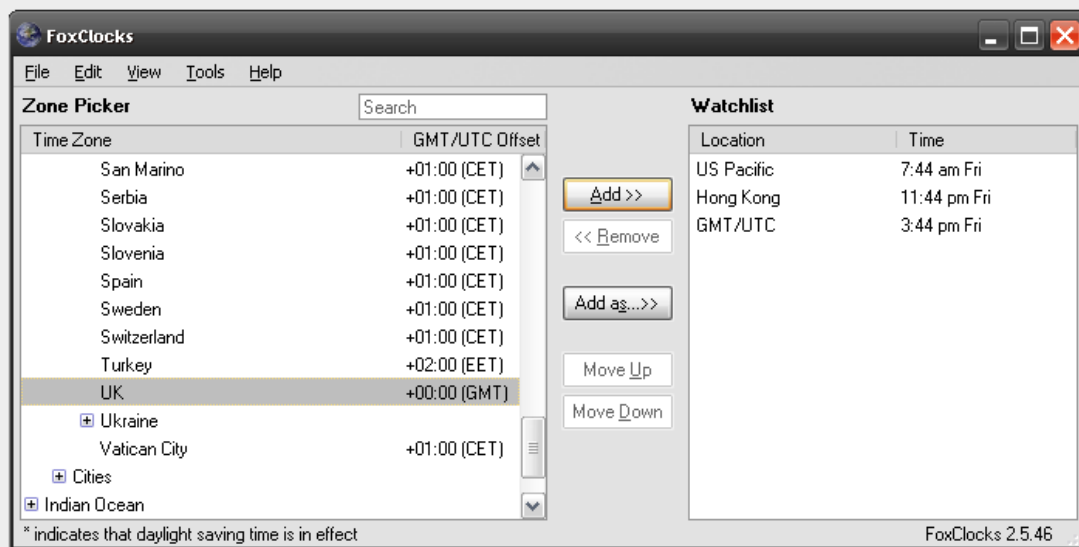
2. Click 'Install Now' when the Install add-ons pop-up box appears. Once finished, Firefox will prompt you to restart your browser.



3. Once Firefox has restarted, the FoxClocks add-on will appear at the very bottom of your browser. To add a new time zone, double click anywhere within the FoxClocks add-on.



4. The FoxClocks Menu will appear. To choose a time zone, click the + icons to identify a continent, and then a country city. In this example, we will add the UK time zone, so we will click on the + next to 'Europe' to begin.



5. Once we have found the UK within the Europe menu, we simply click on the 'Add >>' button to confirm that we want it to be displayed in the browser.

Selecting any location in the FoxClocks Watchlist and clicking the '<< Remove' button will make it disappear from your browser.



6. As you can see, the UK flag and the region's current time now displays at the bottom of the browser window.

That's it! Repeat the above steps as many times as required to add the necessary time zones. We recommend adding the UK, US, and Philippines time zones.

## Quick Locale Switcher

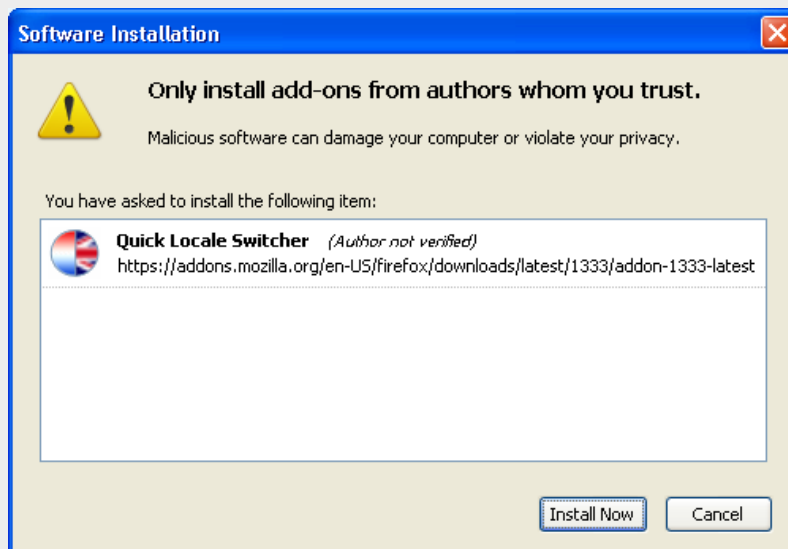
### What is the Quick Locale Switcher and how do I get it?

Now that Agents answer questions for American and British customers, it is important that your spelling caters to the customer you are asking. To avoid common slip-ups in the subtle differences between US and UK spellings, install the Quick Locale Switcher for Firefox. This add-on will allow you to switch FireFox's inbuilt spell check between US and UK language in seconds, so that catering your language for customers in different countries is made super easy!

1. Visit <https://addons.mozilla.org/en-US/firefox/addon/1333> and click on the green 'Add to Firefox' button.



2. Click 'Install Now' when the Install add-ons pop-up box appears. Once finished, Firefox will prompt you to restart your browser.



3. Once Firefox has restarted, the Quick Locale Switcher add-on will appear at the bottom-right hand side of your browser.

However, it will not work unless you have the US and UK English dictionaries installed in Firefox. Let's do that now.

|                          |                   |   |
|--------------------------|-------------------|---|
| <b>English (US)</b>      | English (US)      | <a href="#">Install Dictionary (223 KB)</a> |
| <b>English (British)</b> | English (British) | <a href="#">Install Dictionary (245 KB)</a> |

1. Visit <https://addons.mozilla.org/en-US/firefox/browse/type:3> for a list of Firefox-ready languages and dictionaries.

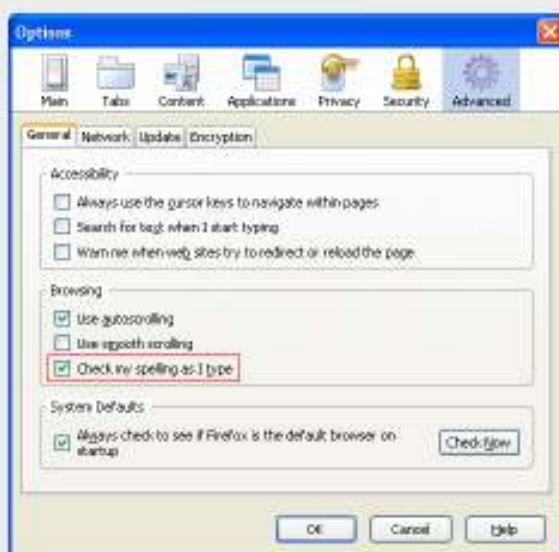
Scroll down to find US and British English, and click on their links to download and install them (you will need to restart Firefox after each install).



2. To switch between US and UK dictionaries, left-click on Quick Locale Switch in Firefox, and then click on the language of choice – either English United States or English US.

**Note:** You can remove the additional locales via the Options menu.

Firefox will need to restart every time you switch language, so if you have any important tabs open, be sure to save them before you restart!



**Important:** If you are not seeing any spelling mistakes being marked wrong with a red underline, then you may have Firefox's inbuilt spell checker switched off.

To activate it, in click the Tools menu in the Firefox browser, and click on 'Options'. On the 'Advanced' tab of the window that pops up, make sure that the 'Check my spelling as I type option is checked.