

RESET FIREFOX FROM MOZILLA.ORG

When re-installing the same version

PROBLEM

You determine that there is a problem with Firefox and in an attempt to fix it, you download and re-install the same version of Firefox that you already have on your computer.

PROBLEM

- A survey on mozilla.org found approximately 25% of all downloads were from people who wanted a “fresh copy” (not new users, updates or new installations) or had “other” reasons. A theory (based on the “other” comments and support data) is that these people are trying to fix an issue.
- Support implemented a special download button that recommends the reset article when you are up-to-date. About 25% of users click through to the article.

PROBLEM

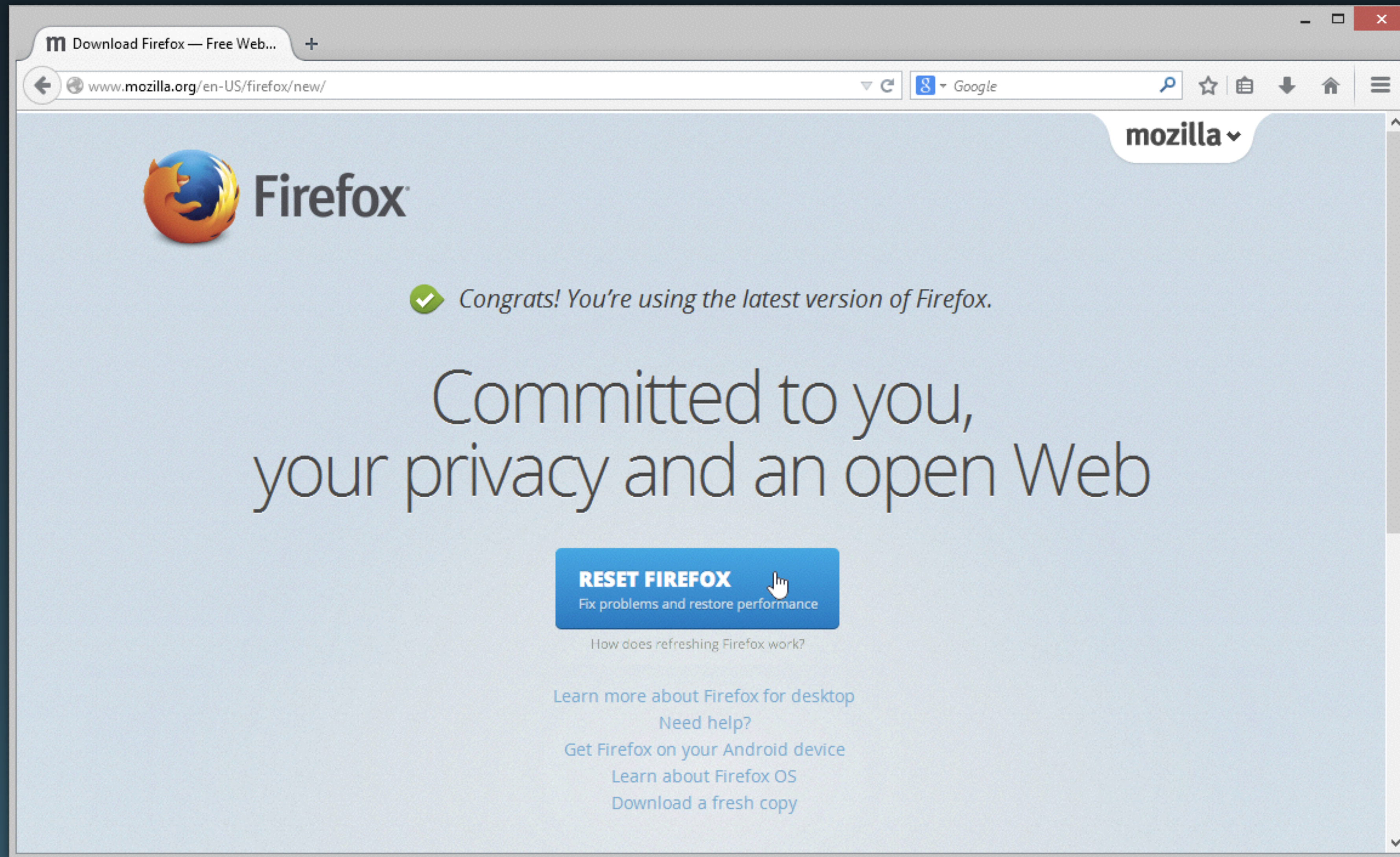
- Re-installing Firefox doesn't fix very many issues. In almost all cases it doesn't seem to do anything at all. This is contrary to users' expectations.
- What most users don't know is that resetting Firefox will produce the result that they expect re-installing to produce.

SOLUTION - SMARTER DOWNLOAD PAGE

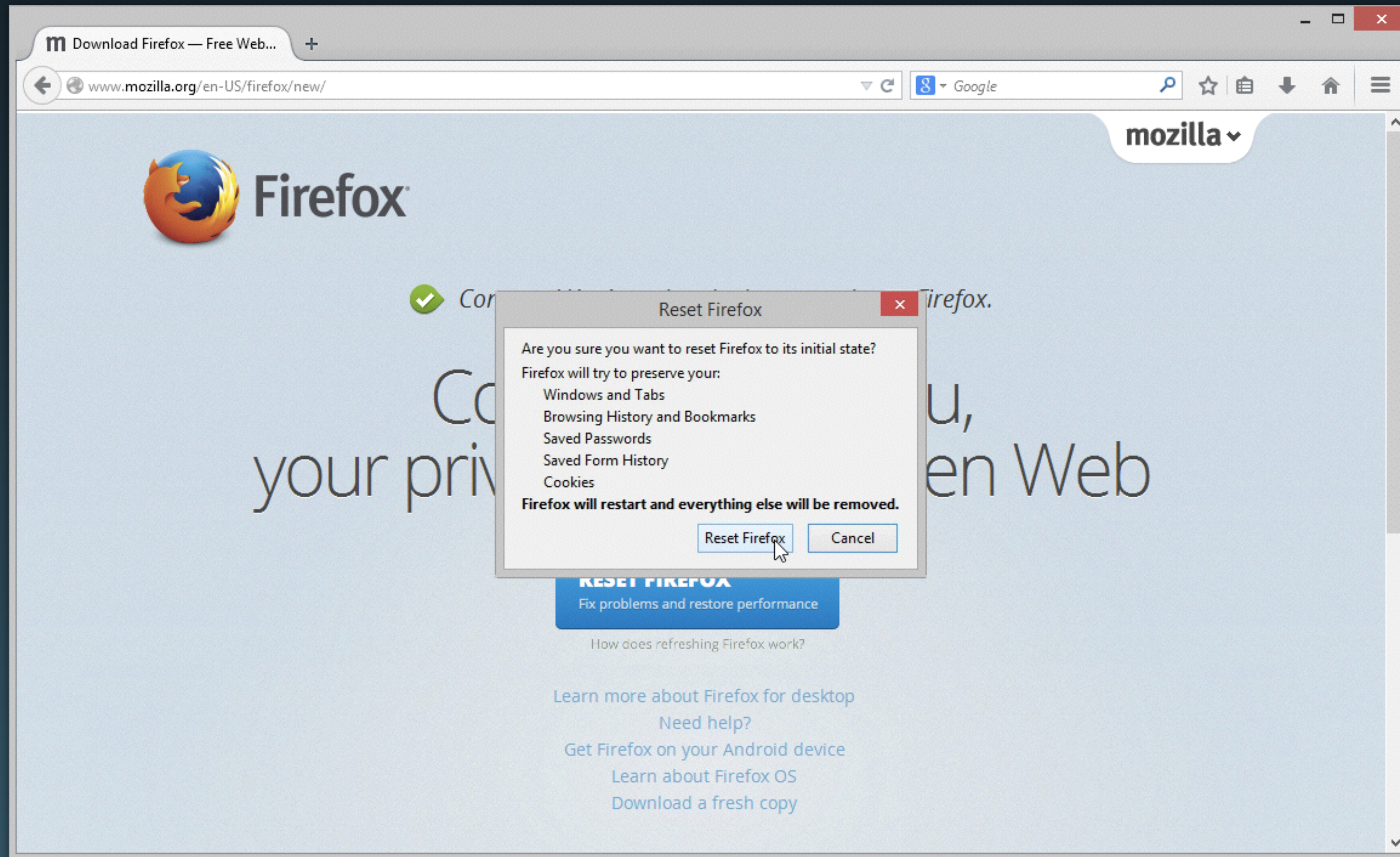
When a user tries to download the same exact version of Firefox that they are using, offer them the ability to reset Firefox.

USER FLOW 1

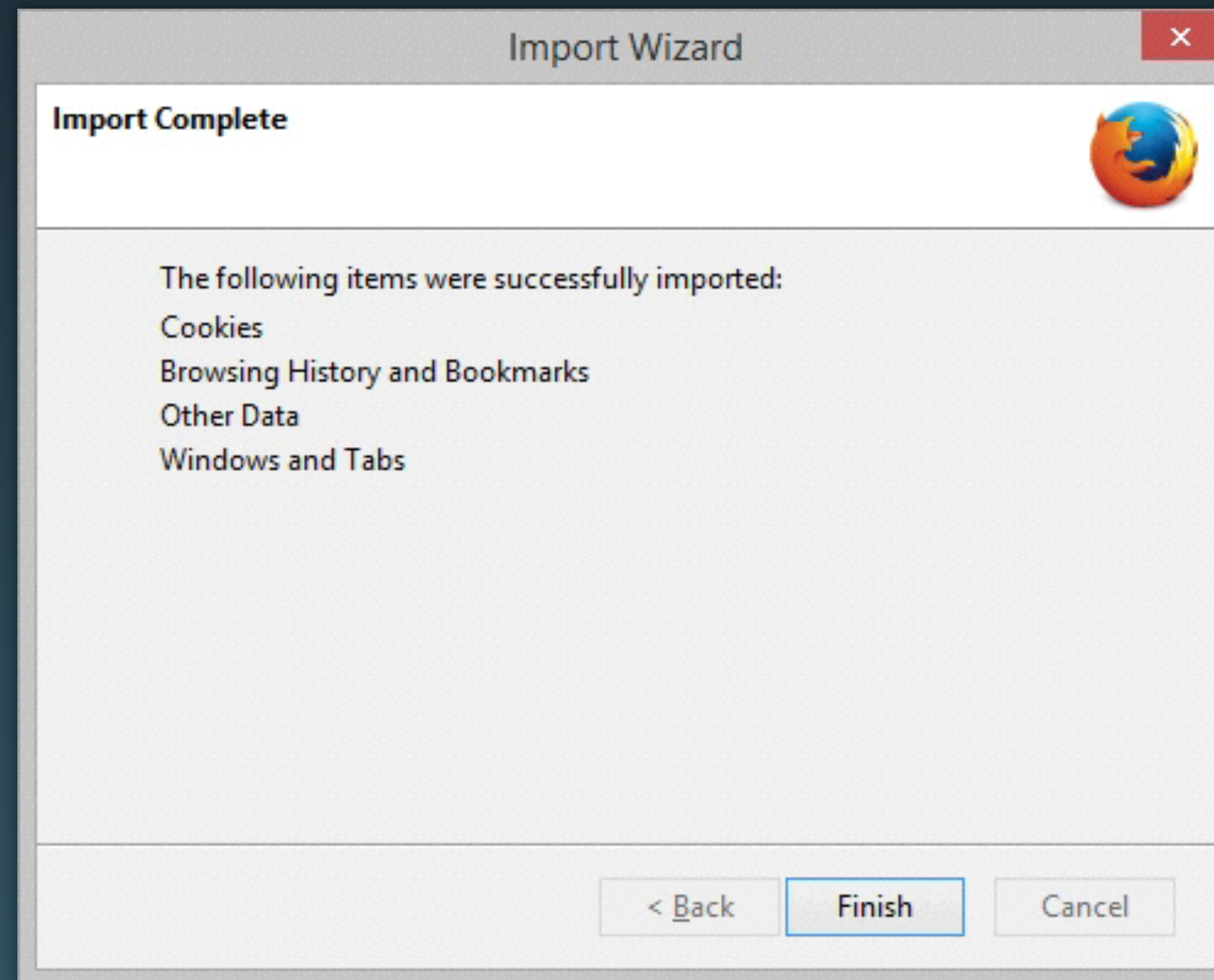
Minimal Changes

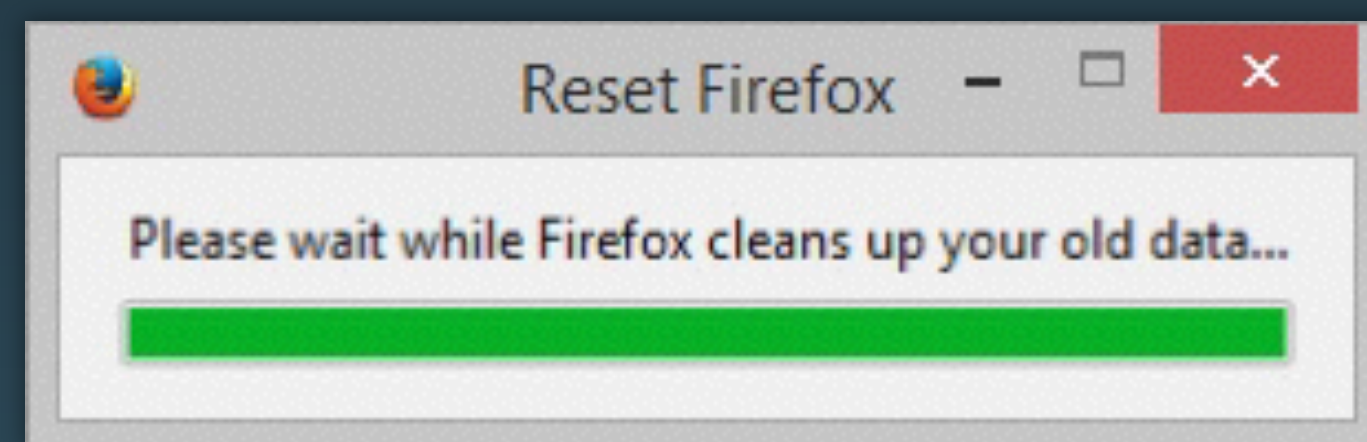


If the user has the latest version of Firefox, add a reset button to the page.



Clicking the reset button kicks off the existing reset feature just like clicking the reset button on about:support.







Welcome Back!

Firefox successfully reset your profile. Below is a list of windows and tabs you had open; you can restore them or start with a clean slate.

| Restore | Windows and Tabs |
|-------------------------------------|-----------------------------|
| <input checked="" type="checkbox"/> | Window 1 |
| <input checked="" type="checkbox"/> | Mozilla Firefox Start Page |
| <input checked="" type="checkbox"/> | Troubleshooting Information |

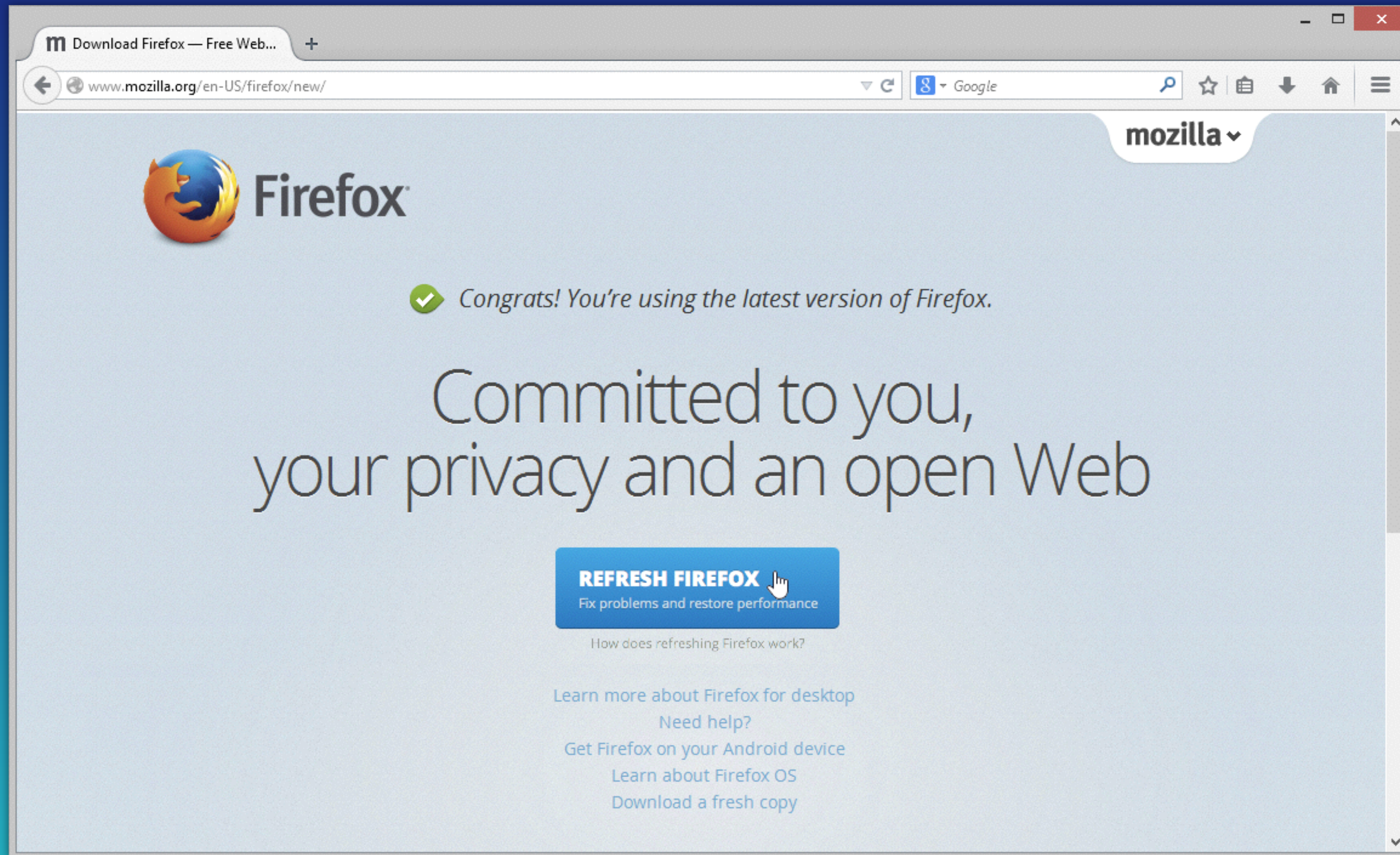
[Restore](#)[Close](#)

EXISTING RELATED BUGS

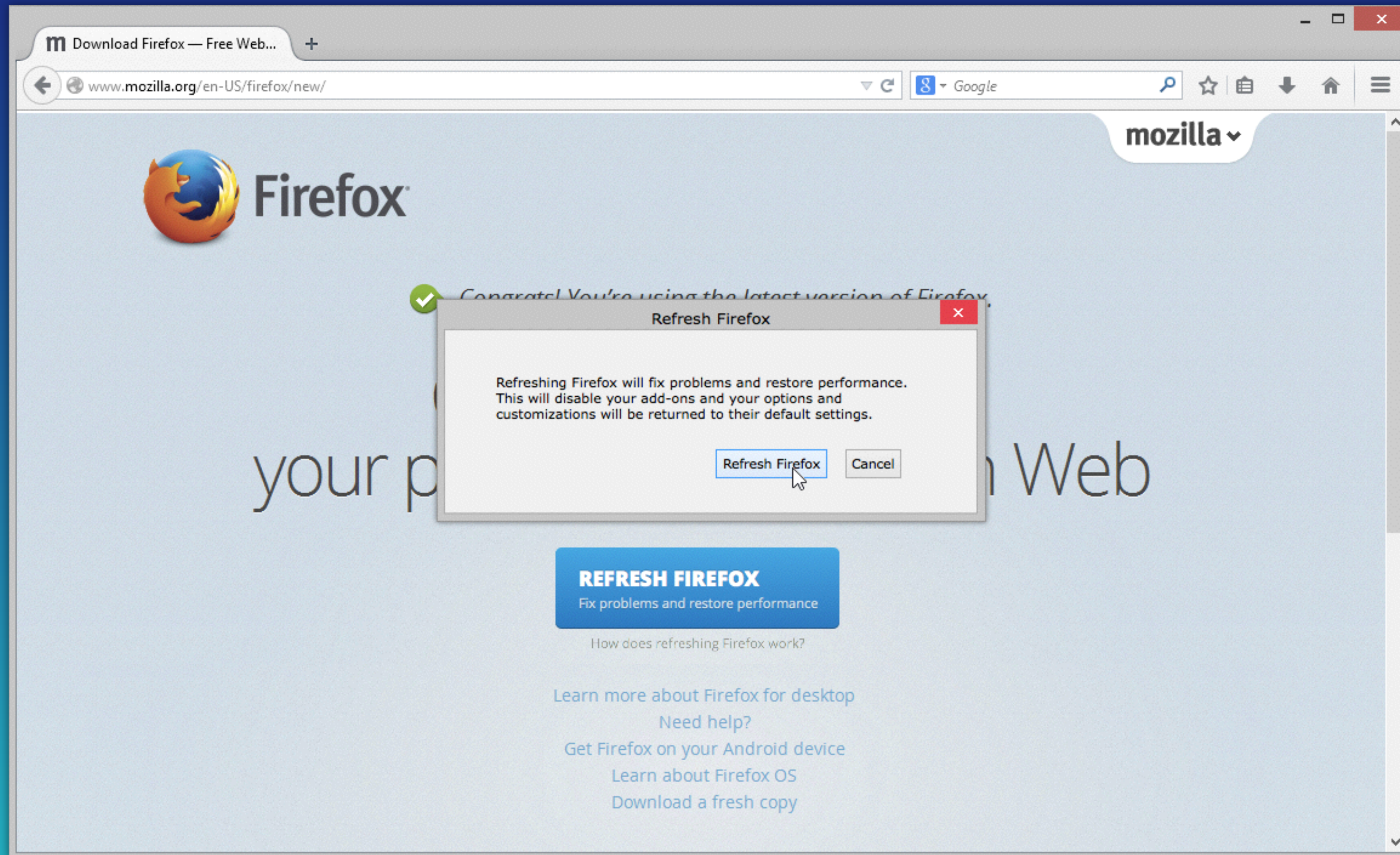
- ★ Bug 1027318 - Download button should offer a reset option before download of the same Firefox version
- ★ Bug 988725 - Override Firefox UA on *.mozilla.org to include the real version and channel

USER FLOW 2

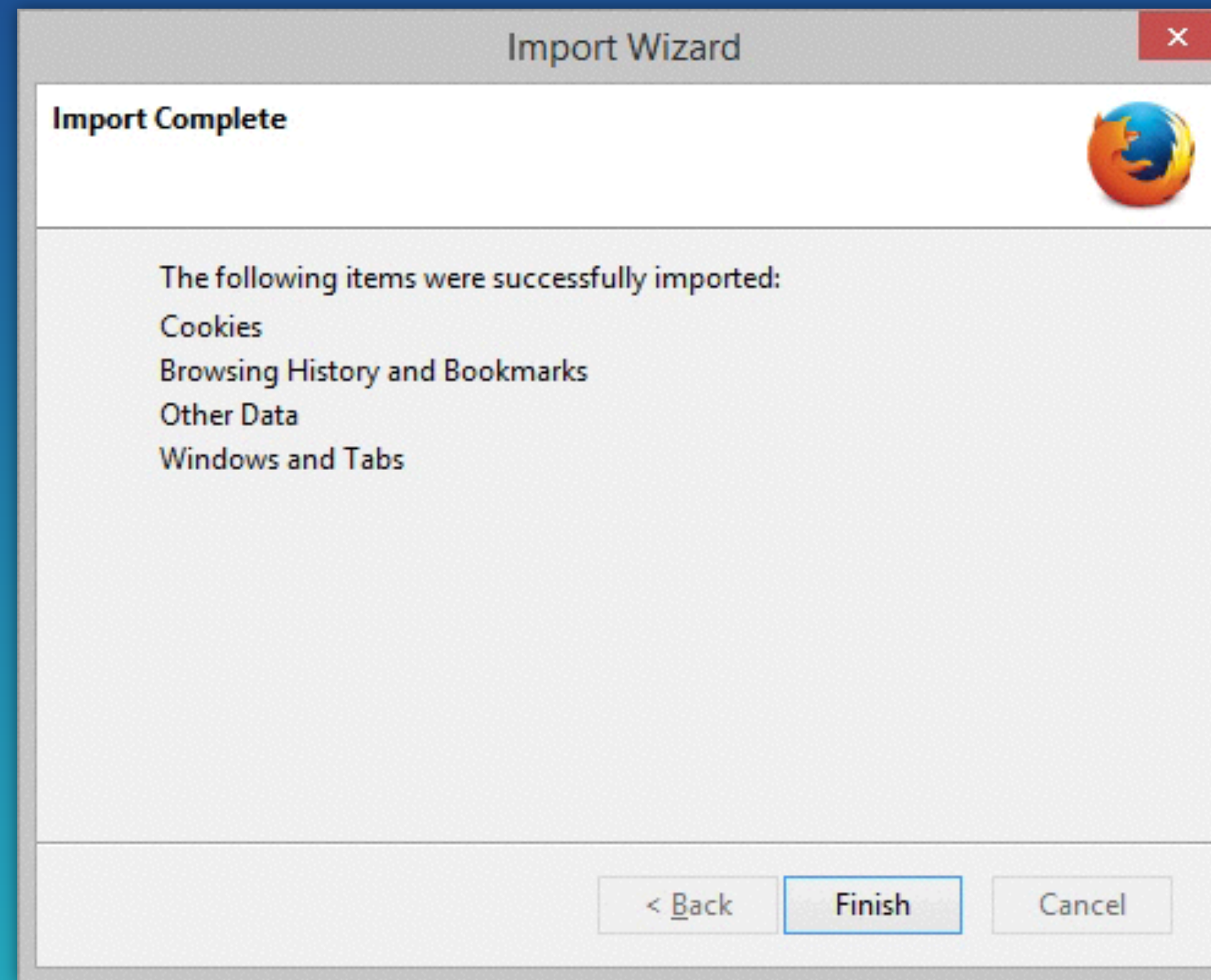
Additional recommended changes

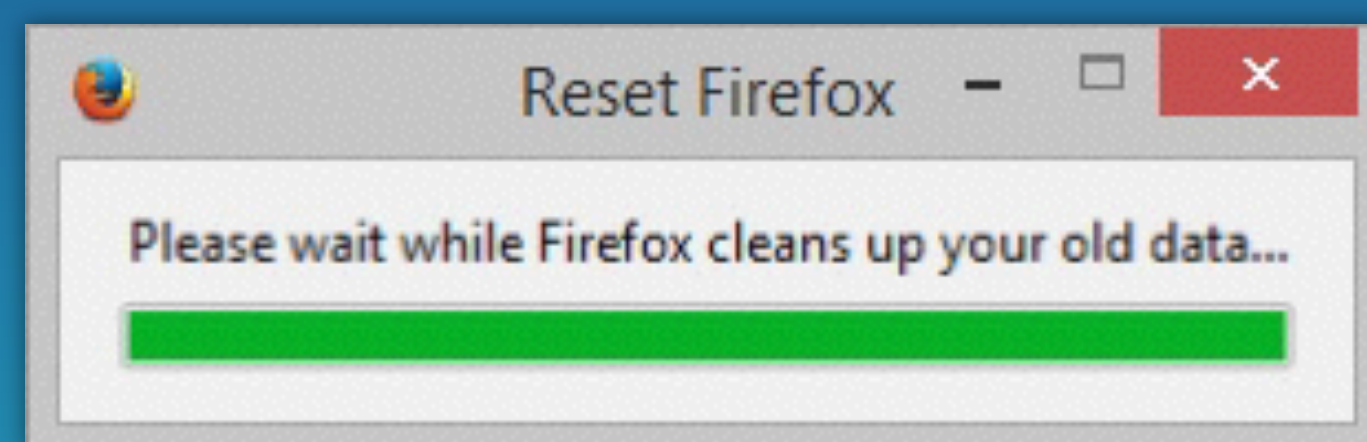


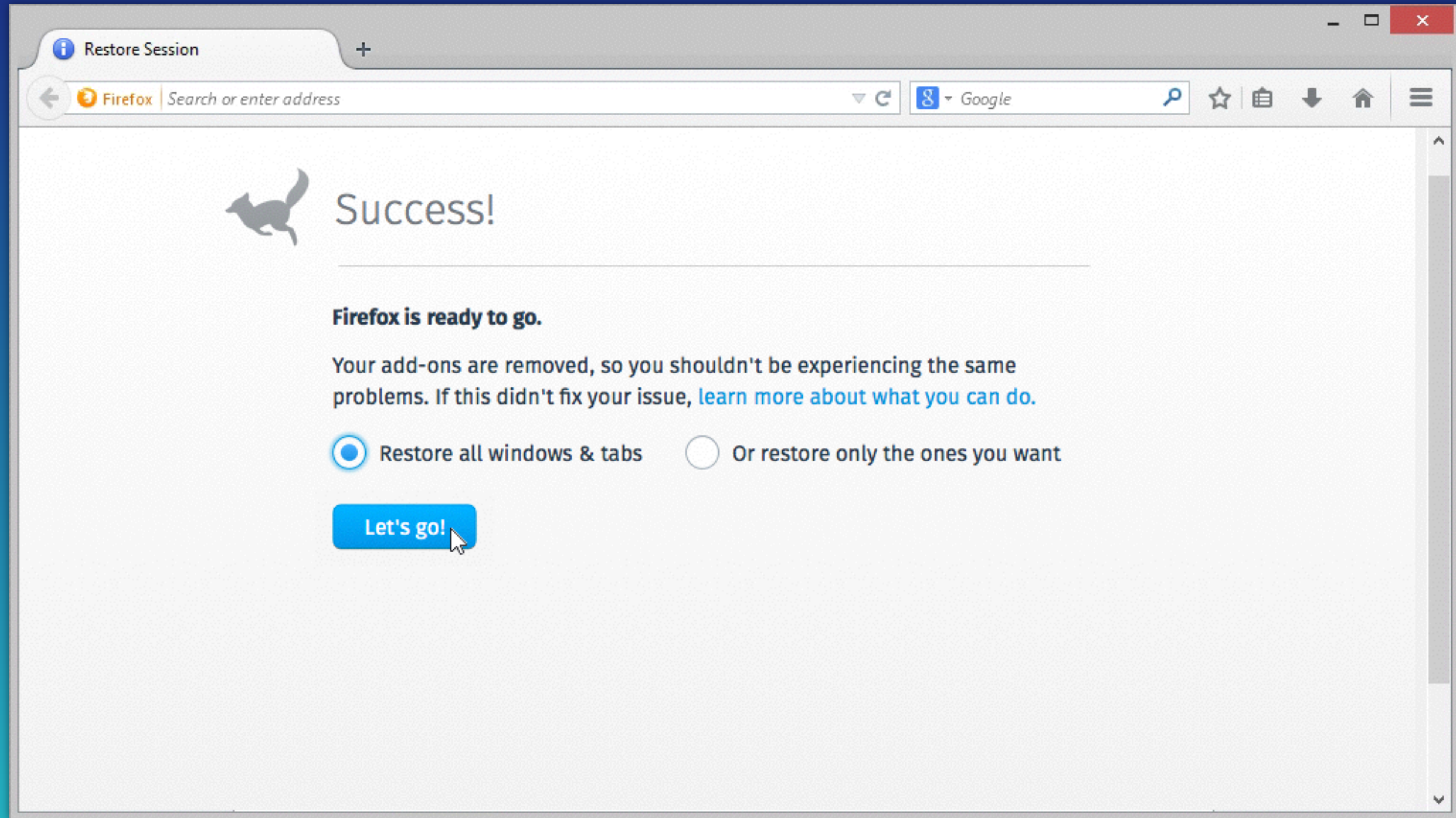
Rename the reset feature to something more appropriate/less scary (possibly “Refresh”).



Improve the initial reset dialog.







Improve the about:welcomeback page and track reset in FHR so we can learn more about its effectiveness.

EXISTING ADDITIONAL BUGS

- Bug 880884 - Polish the page displayed after a Firefox Reset
- Bug 891095 - [UX] Implement a nicer replacement for the Reset Firefox dialog
- Bug 1027884 - We need a more appropriate name for "Reset Firefox"
- Bug 860238 - Breakdown: Handle "Profile Reset" gracefully in FHR

USER FLOW 3

Fix all the things!



Firefox

mozilla ▾

✓ *Congrats! You're using the latest version of Firefox.*

Committed to you,
your privacy and an open Web

REFRESH FIREFOX 🖱️

Fix problems and restore performance

[How does refreshing Firefox work?](#)

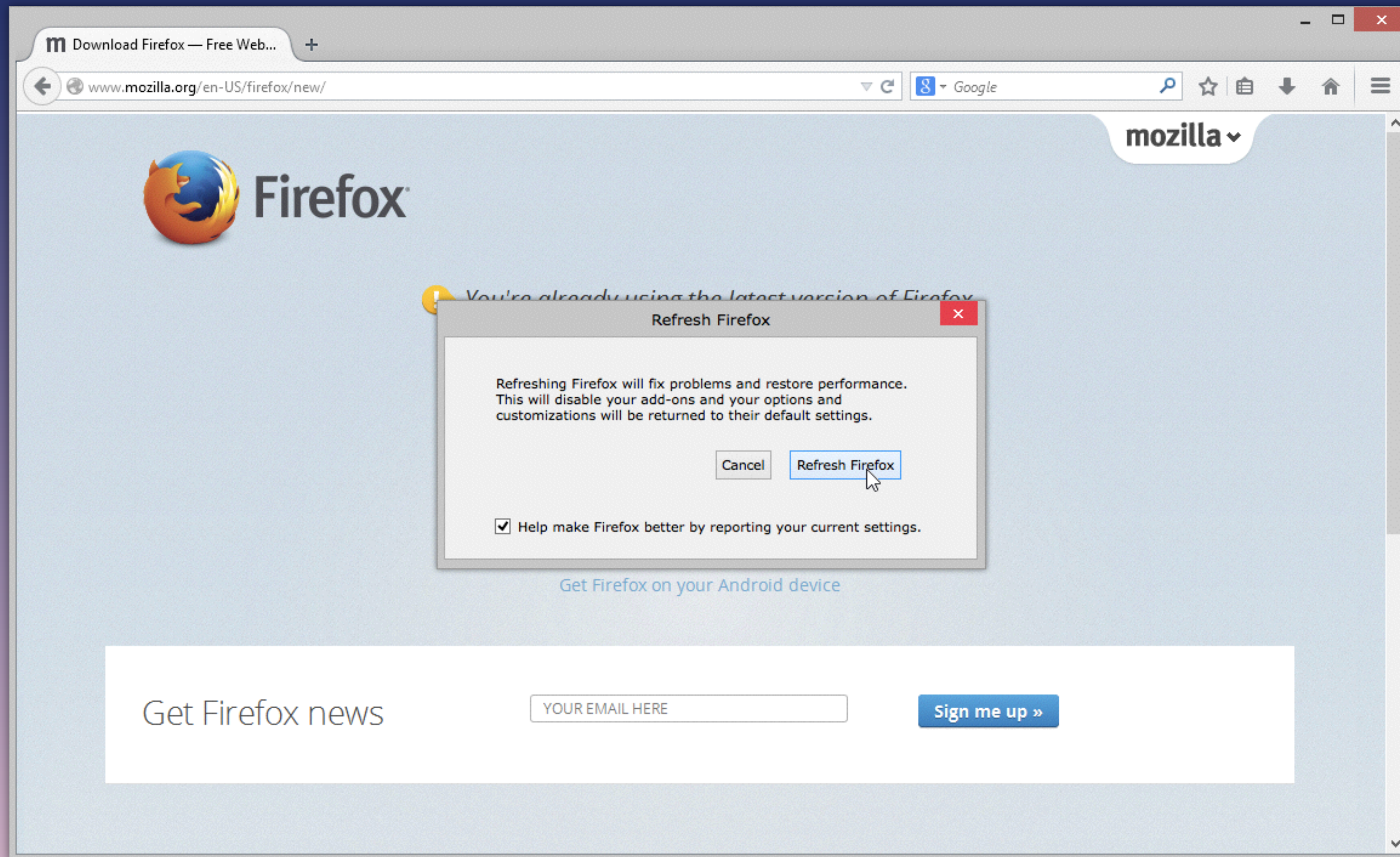
[Learn more about Firefox for desktop](#)

[Need help?](#)

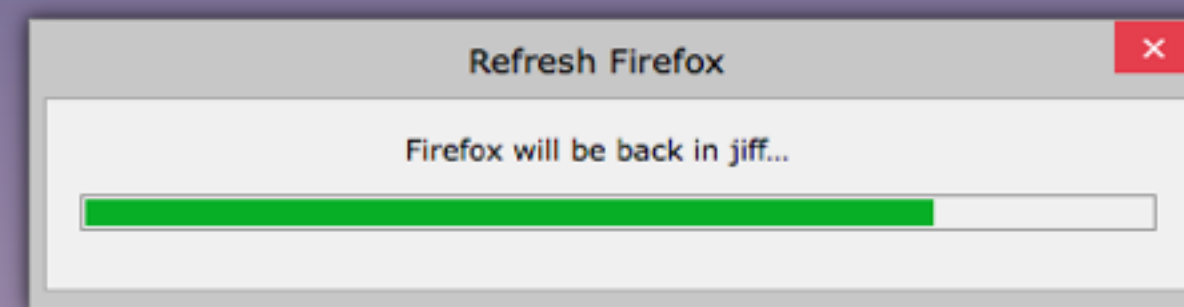
[Get Firefox on your Android device](#)

[Learn about Firefox OS](#)

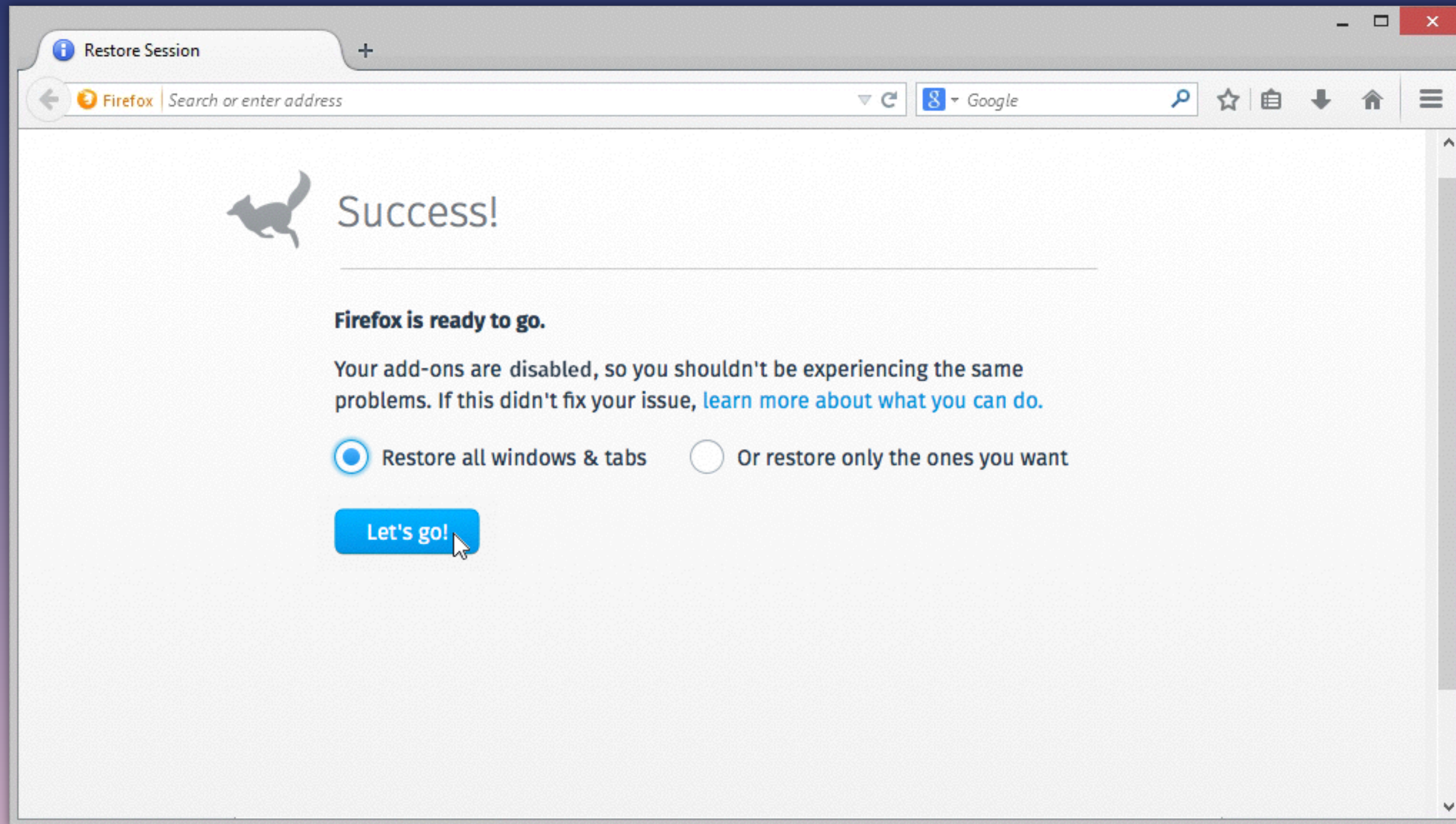
[Download a fresh copy](#)



Add the ability to save add-ons (and disable them) and provide a way to collect the about:support info from the user's Firefox.



Hide the migration screen and make the progress bar reflect progress as things are migrated.



Add the ability to display information about anything that we weren't able to restore to the about:welcomeback page (not pictured).

EXISTING ADDITIONAL BUGS

- Bug 1017919 - Reset Firefox: Preserve extensions but disable all of them
- Bug 1053569 - Improve the UX of the dialog shown during a reset