

Clearing Browser's Cache:

Please make sure to close all open browsers – then open a new browser and try the below according to the browser you are using. When done – close that browser, open a new browser window and access the application.

Microsoft Edge

1. Select the three dots in the top right corner to access the **Menu**
2. Select **Settings**, then **Privacy, Search and Services**.
3. Under **Clear Browsing Data** Select **Choose what to clear**.
4. Select **All Time** from the Time Range drop down.
5. Ensure that **Cached images and files** is checked. **Uncheck** the rest.
6. Select **Clear**.

Firefox

1. Select **History** from the Menu Bar.
2. Select **Clear Recent History**
3. Select **Everything** from the Time Range to clear.
4. Ensure the **Cache** options is selected. **Uncheck** the rest.
5. Select **Clear Now**.

Chrome

1. Select **More tools** from the 3 dot menu on the top right corner.
2. Select **Clear browsing data**.
3. Select **All time** for the time range.
4. Ensure that **Cached images and files** and **Hosted App Data** are checked. **Uncheck** the rest.
5. Select **Clear data**.