

Improve your WBCconnect experience

We periodically make changes and improvements to our system to give our users the best experience we can offer. Sometimes our changes require updates of your system. Here are our guidelines to help ensure you have an optimal and secure experience while using WBCconnect. Thank you for ensuring that your internet browser and operating systems meet our requirements.

Desktop Browser	Website	Windows® 7 and higher	Mac® OS X 10.9+
Microsoft®	http://windows.microsoft.com/en-US/internet-explorer/downloads/ie	Internet Explorer 11.x	Not Supported
Google® Chrome™	https://www.google.com/chrome/browser/desktop/index.html	Versions 50 - 56	Versions 50 - 56

What do I do if my new browser is not yet supported?

If you're are using the latest release of your browser, please be aware there may be a delay in our support while we conduct a review of that browser release to ensure it meets our security and functionality standards. We recommend you download and install another supported browser until we can officially support the new version.

Having trouble viewing WBCconnect?

Solution: Hold down the "Control" key and press the "R" key to refresh the page.

Explanation: We recently updated the site to increase the speed and experience for our WBCconnect users. If you viewed the site recently, you may have information from the old site cached or stored on your computer. To alleviate this problem, hold down the "Control" key and press the "R" key to refresh your browser.

Cookies, cache, and similar browser technologies used in WBCconnect

Most websites place “cookies” on your computer, tablet, or smartphone. Cookies are small files containing data that store or collect information about your preferences. Many of the cookies we use are necessary to heighten your experience in WBCconnect by storing preferences about your usage. If you block or delete the cookies, some of the features may not function properly.

There are several ways to manage cookies; however, if you change any settings, you may not be able to take full advantage of features in WBCconnect. You have the ability to accept/decline or remove cookies on your device through the settings in your web browser. The ‘Help’ section on most browsers tells you how to set/change your cookie preferences. To learn more, please visit:

- [For Internet Explorer™](#)
- [For Chrome™](#)

A cache is an internal temporary storage mechanism for files downloaded by your browser to display websites. Files that are cached include any documents that make up a website, such as html files, cascading style sheets, and JavaScript scripts, as well as graphic images and other multimedia content. Locally storing these cached files increases user experience and browser performance. Sometimes the temporary files stored on your

browser may need to be cleared; if the application appears to be misbehaving, doing so will allow you to take advantage of any new features.

To clear your cache on Internet Explorer 11.x:

1. Select **Tools**, then select **Delete Browsing History**.
2. If checked, uncheck **Preserve Favorites website data**.
3. Check the following: **Temporarily Internet Files** and **Cookies**.
4. Select **Delete**.

To clear your cache on Microsoft Edge:

1. Click the Hub icon.
2. Click the History icon.
3. Click the link labelled Clear all history.
4. Check the boxes for each item you want to clear.
5. Click the Clear button.

To clear your cache on Google Chrome:

1. Click the menu icon on the browser toolbar.
2. Select Settings.
3. Select **Clear Cache**.