



Dealing with Internet Browser Issues

Sometimes browsers get confused, and they'll think you're doing one thing when you're trying to do something else! Here are some actions you can take to try to resolve these issues.

STEP ONE: TRY ANOTHER BROWSER

If you have access to another browser, try using that instead. For example, if you typically use Chrome, try using Microsoft Edge (preinstalled on all Windows 10 PCs) or Mozilla Firefox. All internet browsers are free, and it's typically good practice to have more than one installed in case of compatibility issues.

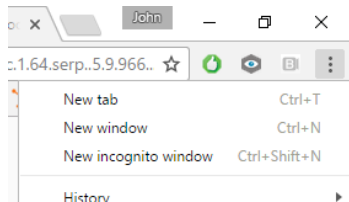
- Google Chrome: <https://www.google.com/chrome/browser/>
- Mozilla Firefox: <https://www.mozilla.org/firefox>

STEP TWO: TRY USING 'PRIVATE BROWSING' MODE

Every browser now has a so-called private browsing mode where internet cookies and history is typically not stored like it would be in a typical browser session. This can help to alleviate some issues.

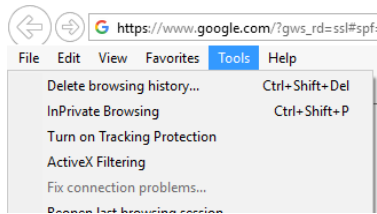
Chrome

Access the menu at the right-hand side of the screen and select **New incognito window**, or hit Ctrl-Shift-N.



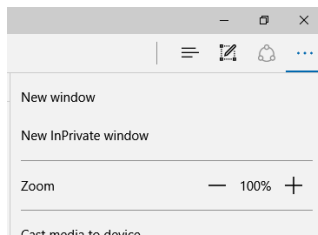
Internet Explorer 11

Access the Tools menu and select **InPrivate Browsing**, or hit Ctrl-Shift-P.



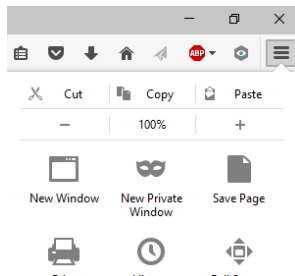
Edge

Access the menu at the right-hand side of the screen and select **New InPrivate window**.



Firefox


Access the menu at the right-hand side of the screen and select **New Private Window**.



STEP THREE: CLEAR YOUR BROWSER HISTORY

If neither of the suggestions above work, try the following. Clearing your internet browser history can help improve the way you interact with our system, and can keep your browser from holding onto old, incorrect data.

Internet Explorer (version 11.0 and above)

1. In Internet Explorer, select the **Tools**  button, point to **Safety**, and then select **Delete** browsing history.
2. Choose the types of data or files you want to remove from your PC, and then select **Delete**.

- What you are clearing
 - Browsing History

- Cached images and temporary files
- Cookies

Microsoft Edge

1. To view your browsing history, select **Hub** ≡ > **History** 🕒.
2. Select **Clear all history**.
3. Choose the types of data you want to remove from your PC, then select **Clear**.
4. If you use Cortana and want to clear browsing history that's stored in the cloud, select **Change what Microsoft Edge knows about me in the cloud**, then select **Clear browsing history**.

- What you are clearing:
 - Browsing History
 - Cached images and temporary files
 - Cookies

Google Chrome (the latest version, and the two prior)

1. On your computer, open Chrome.
2. At the top right, click More ⋮.
3. Click **History** > **History**.
4. On the left, click **Clear browsing data**. A box will appear.
5. From the drop-down menu, select how much history you want to delete. To clear everything, select **the beginning of time**.
6. Check the boxes for the info you want Chrome to clear, including "browsing history."
7. Click **Clear browsing data**.

- What you are clearing:
 - Browsing History
 - Download History
 - Cached images and temporary files
 - Cookies
 - Saved passwords
 - Autofill form data

Mozilla Firefox (Extended Support Release)

1. Click the menu button



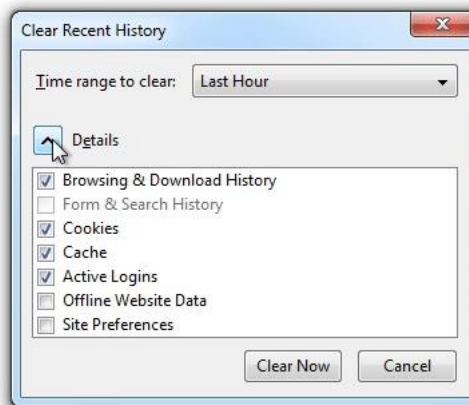
, choose **History**, and then Clear Recent History....

2. Select how much history you want to clear:

- Click the drop-down menu next to **Time range to clear** to choose how much of your history Firefox will clear.



- Next, click the arrow next to **Details** to select exactly what information will get cleared.

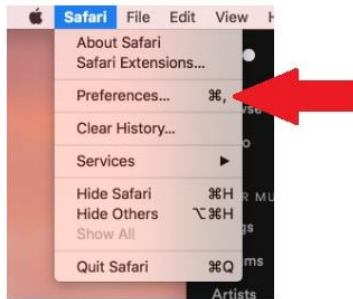


3. Finally, click the **Clear Now** button. The window will close and the items you've selected will be cleared.

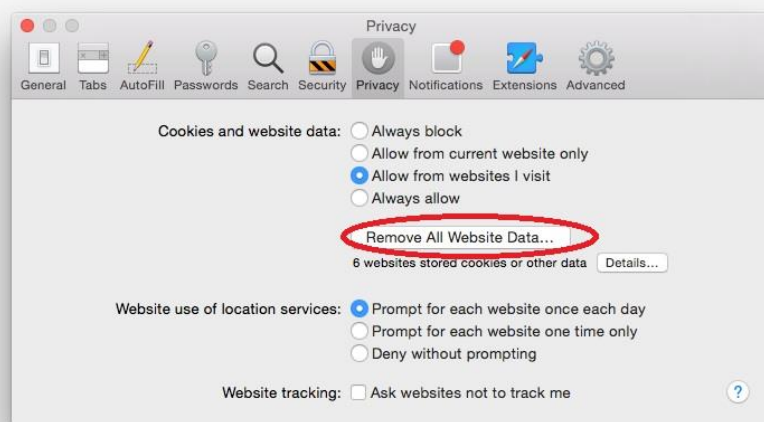
- What you are clearing:
 - Browsing History
 - Download History
 - Cached images and temporary files
 - Cookies
 - Active Logins
 - Autofill form data

Safari for MacOS

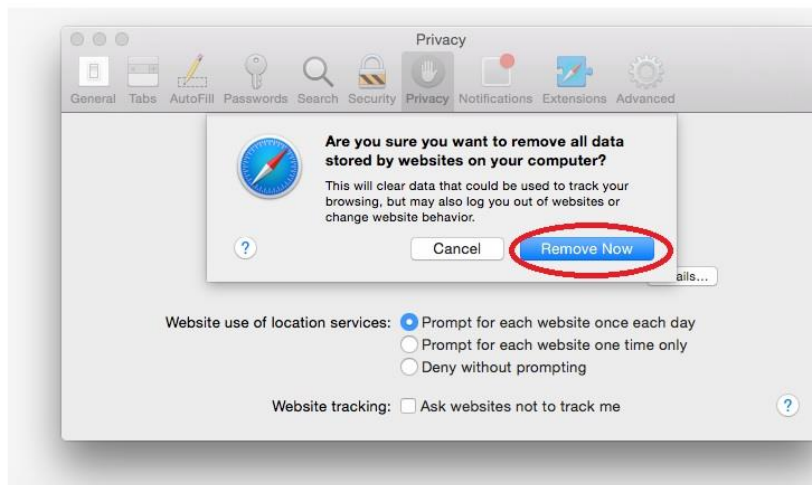
1. Click on Safari and then on Preferences.



2. Select Privacy and then click Manage Website Data.



3. Click Remove Now in the pop up window that appears.



- What you are clearing:
 - Browsing History
 - Download History
 - Cached images and temporary files
 - Cookies