

## TROUBLESHOOTING

### BROWSER ISSUES

Some issues that you encounter with your Firefox or Google Chrome browsers can be solved by changing your browser settings, refreshing the page, or clearing the browser cache and cookies

#### Force Refresh

A force refresh or reload will cause the browser to re-check with the web server to make sure it has the latest copy of the web page you are viewing. Here are keyboard shortcuts to force refresh your browser:

- **Windows:** Ctrl F5
- **Mac/Apple:** Apple + R or Cmd +R
- **Linux:** F5


#### Clearing Your Browser Cache

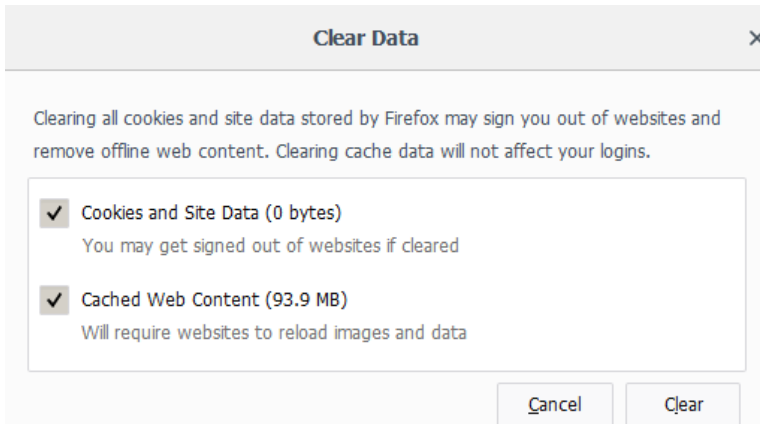
If you are experiencing problems displaying eReferral pages, clearing the browser cache is a good first step to try to resolve the issue. Each time you access a web page, your web browser stores a temporary copy of the files needed to display the web page to you. Those temporary files are called the browser cache. If your cache is not updating properly or if it's stuck, you could be viewing an older version of some of the supporting files that run eReferral. If you clear the cache, this will force your browser to fetch all of the files for a website again, so you will see the most recent version of the page.

Instructions for clearing your browser cache will be different for each browser and version.

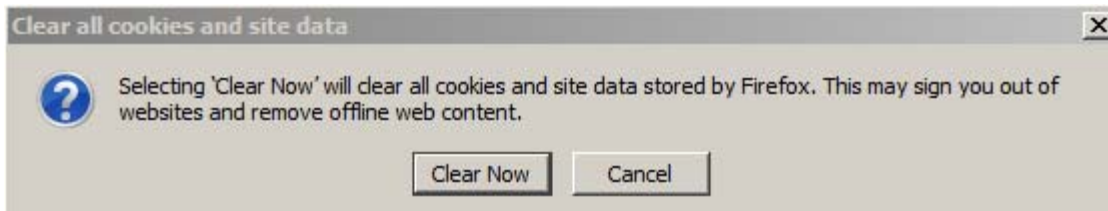
**See below for step by step instructions for Firefox & Google Chrome**





1. Click the menu button  and choose Options
2. Click Privacy & Security
3. Scroll down the page to **Cookies and Site Data**
4. Click **Clear Data**
5. Click **Clear** (ensuring both Cookies and Cached Web Content are checked)

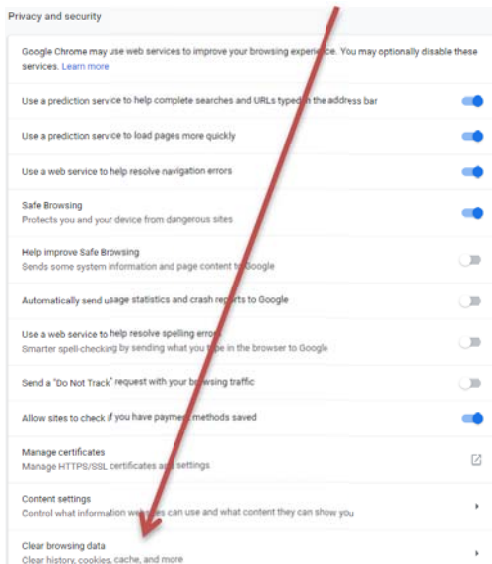


6. Click Clear Now from the windows pop-up box





1. Click the 
2. Click **Settings**
3. Click  from the top left of the browser and a sidebar menu will open
4. Click **Privacy and Security**
5. Click **Clear browsing data**



6. Select the **Advanced** tab from the **Clear browsing data** pop-up and ensure all items in the list are checked and change the time range to **All Time**, then click **Clear data**

