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# I am experiencing browser issues when trying to access the system, what can I do?

Browser Related Issues

If clients are having a hard time logging in or accessing the system due to browser issues. Do the following:

a. Ensure the client is using a supported browser. Internet Explorer is not support, Firefox is recommended. The system will also support Microsoft Edge, Google Chrome, and Safari.

b. If the client is using a supported browser, then have them clear the cache. This is done differently for every browser.

Clearing the browser cache in Google Chrome.

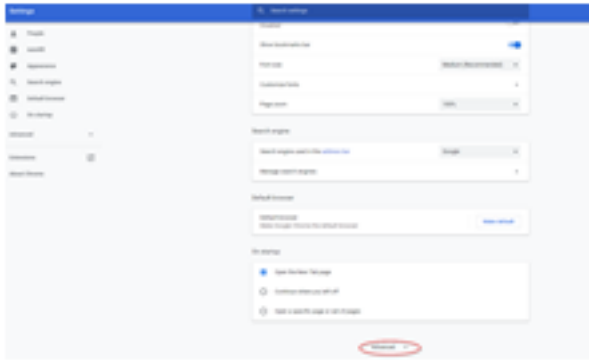1. Hit the 3 vertical buttons on the top right-hand side of the browser.
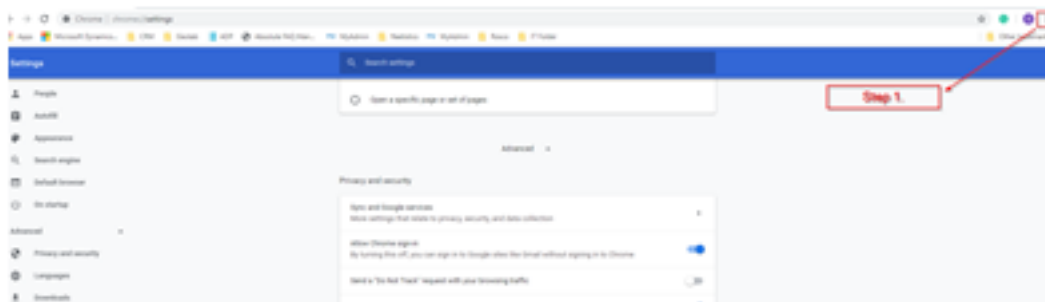
2. From the drop-down menu, click on Settings
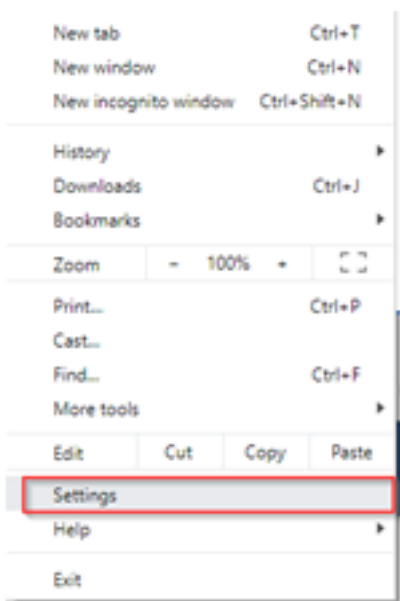
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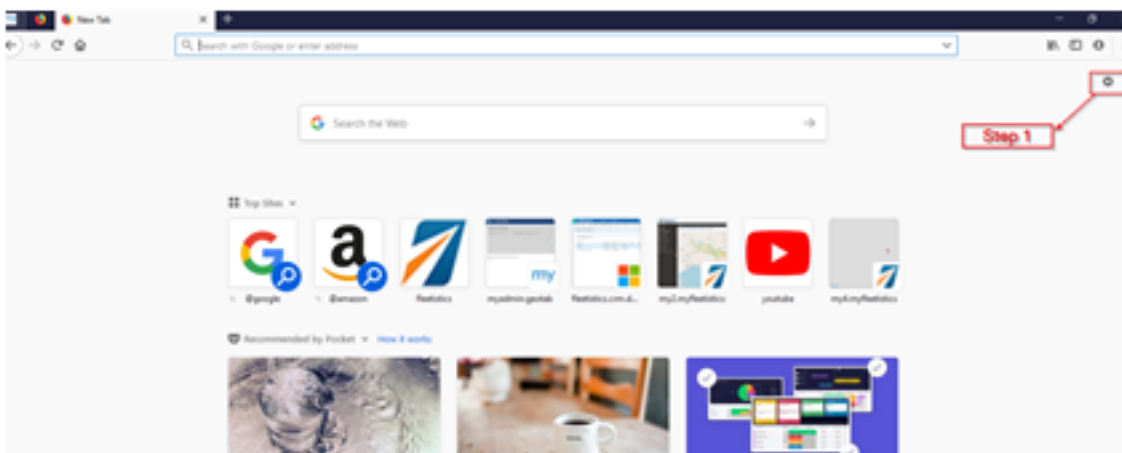3. From settings scroll all the way down and click advanced.

4. From the advanced drop-down menu, navigate to Privacy and Security and you will see the clear browsing data.

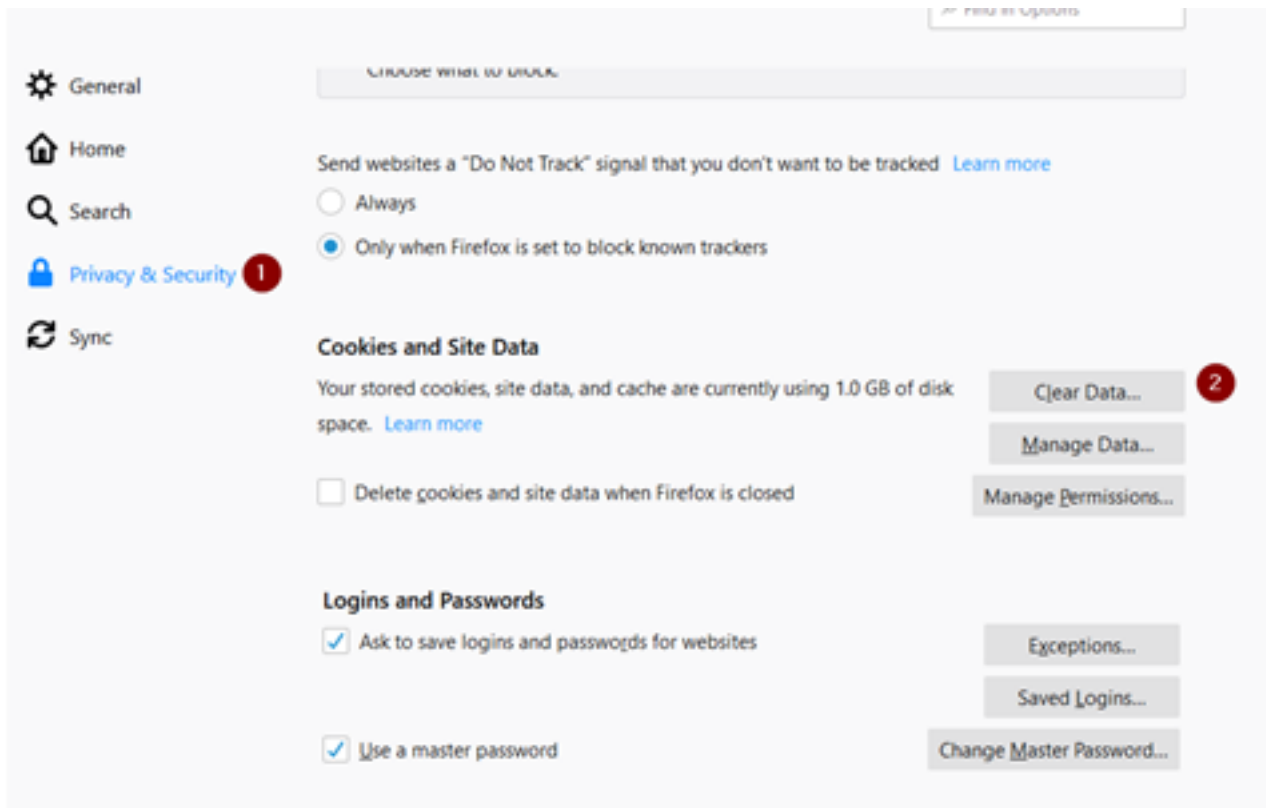### *Clearing the browsing history in Firefox:*

1. Click on the gear icon that is located at the top right-hand side of the browser.
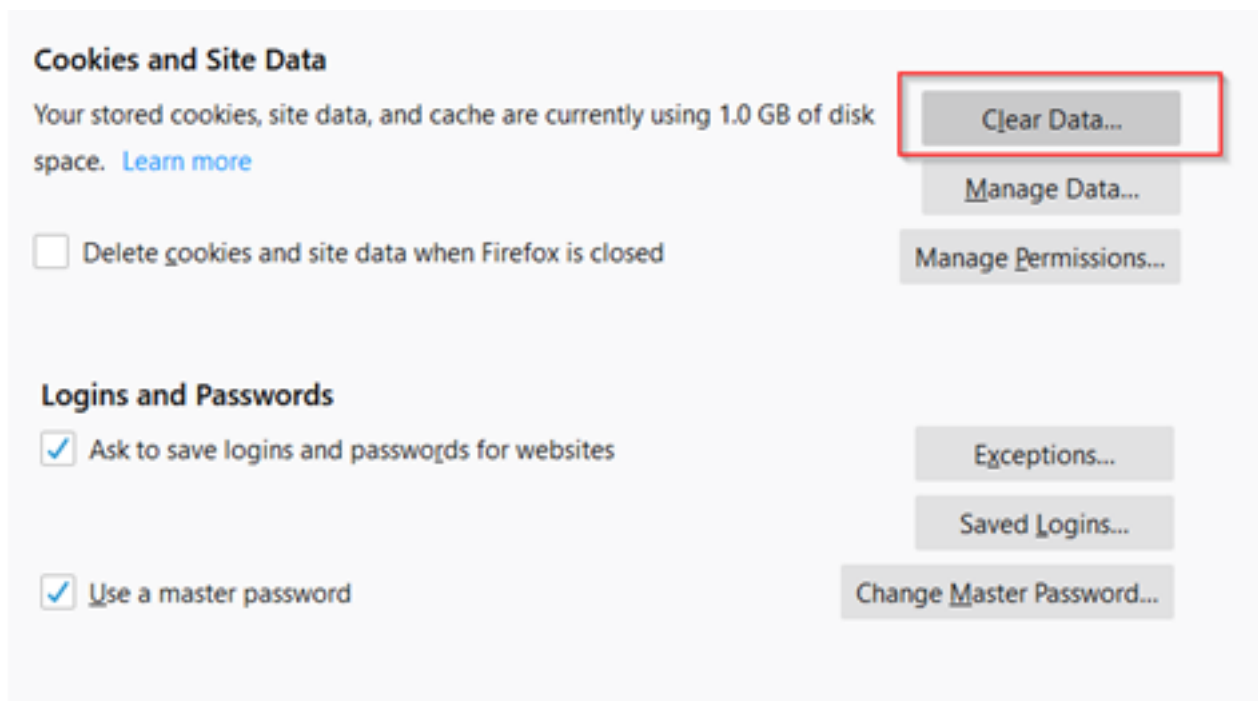

2. From the gear icon, click on Privacy and Security on the left-hand side menu with

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the lock icon next to it

3. From the Privacy and Security window click on the clear data button.

If you are still having issues, please contact support at 1(800)481-1319.

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