



# Technology Assistance Guide

## Simple Tips to Help Resolve Technical Difficulties

### Start with the Basics

Start applications early to confirm system compatibility & avoid last-minute issues.

Page Refresh

Check Internet  
Connection

Computer  
Restart

### Clear Cashe & Cookies



Google  
Chrome

- On your computer, open Chrome.
- At the top right, click 3 dot icon and then select Delete browsing data.
- Choose a time range, like Last hour or All time.
- Select the types of information you want to remove.
- Click Delete Data.



Firefox

- Click the padlock icon at the left of the address bar.
- Click the Menu button and select Settings.
- Select the Privacy & Security panel and go to the Cookies and Site Data section.
- Click the Manage Data button.
- In the Search websites field, type the name of the site whose cookies you want to remove. Items that match your search will be displayed.
- Click Save Changes.



Safari

- In the Safari app on your Mac, choose Safari > Settings, then Privacy.
- Click Manage Website Data.
- Select one or more websites, then click Remove or Remove All.

### Additional Tips

#### Different Browser

Chrome and Firefox are often the preferred browsers, if not working try another.

#### Private or Incognito Window

Incognito (Private) windows open a fresh session without saving history or cookies.