

## Solving Login Errors and Website Problems

Take the following steps if you are having problems logging into the website;

- 1) The most common issue is that data in your cache needs to be cleared.
  - a. There are several web browsers, here is a website link that explains how to clear your cache for some of them. - <https://clear-my-cache.com/windows.html>

- Browsing history  
2,120 items (and more on synced devices)
- Download history  
17 items
- Cookies and other site data  
From 866 sites (you won't be signed out of your Google Account)
- Cached images and files  
317 MB

**\*\*\*If allowed select all 4 of these boxes\*\*\***

- Passwords and other sign-in data

**\*\*\*Do not check this box or you will lose your synced password\*\*\***

- 2) Try a different browser
  - a. Microsoft Edge
  - b. Opera
  - c. Internet Explorer
  - d. Mozilla Firefox
  - e. Google Chrome
- 3) Download and run ccleaner -  
<https://www.ccleaner.com/ccleaner/download>
- 4) Talk to your IT department to see if there is an internal system error causing the problem.