

ONLINE SERVICE REQUEST TROUBLESHOOTING

Trouble with submitting service requests may be resolved by clearing the cache on your phone or computer. See below on how to for computers and mobile devices

Computer

Chrome

1. Select the 3 dots in the far-right top corner
2. Select More Tools from the drop-down menu
3. Select Clear Browsing Data from the drop-down menu
4. Check Cached Images / Files / Cookies and other Site Data
5. Select Clear Data

Microsoft Edge

1. Type edge://settings/clearbrowserdata into your search bar
2. Select Clear Browsing Data
3. Select the "Choose what to clear" button
4. Check Cookies and other site data and Cached images and files
5. Select Clear Now

Firefox

1. Select the Settings icon in the top right corner below the URL bar
2. Select Manage more settings
3. Select Privacy and Security from the menu on the left
4. Scroll down to Cookies and other Site Data
5. Select Clear Data
6. Check Cookies and Site Data and Cached Web Content
7. Select Clear

Safari



1. In the Safari app on your Mac, choose History
2. Clear History, then click the pop-up menu.
3. Choose how far back you want your browsing history cleared.

Mobile phones

Android

1. On your Android phone or tablet, open the Chrome app.
2. At the top right, tap More.
3. Tap History. Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and site data" and "Cached images and files," check the boxes.
6. Tap Clear data.

iPhone / iPad

1. In Safari, tap .
2. Tap , then tap Clear.
3. Choose how much of your browsing history to clear.