A small subset of users might experience trouble accessing the Tracking portal. We have found that most of these cases can be resolved by clearing your browser’s cache. The steps below will walk you through that process for each portal-compatible Internet browser.

**CHROME**

Information courtesy of [support.google.com](http://support.google.com).

1. Open Chrome.
2. On your browser toolbar, click the Chrome menu (≡).
3. Click More tools, then Clear browsing data.
4. In the box that appears, click the checkboxes for “Cookies and other site and plug-in data” and “Cached images and files.”
5. Use the menu at the top to select the amount of data that you want to delete. Choose beginning of time to delete everything.
6. Click Clear browsing data.

**FIREFOX**

Information courtesy of [support.mozilla.org](http://support.mozilla.org).

1. Open Firefox.
2. On your browser toolbar, click the menu button (≡).
3. Click Options, then the Advanced panel on the left.
4. Under the Network tab, locate the Cached Web Content section. Click the Clear now button.

**NEED MORE HELP?**

If clearing the cache doesn’t solve the problem and you need more assistance, let us know! Email us or call us at 608-267-2488.
INTERNET EXPLORER
Information courtesy of refreshyourcache.com. These instructions are compatible with Internet Explorer versions 9-11. If you are using an older version, scroll to the bottom of this webpage to get instructions for earlier versions of Internet Explorer.

1. Open Internet Explorer.
2. On your browser toolbar, click the gear wheel in the top right corner (⚙).
3. Click Safety, then Delete browsing history.
4. In the box that appears, click the checkbox for “Temporary Internet files and website files.”
5. Click Delete.
6. A notification appears at the bottom of the screen to notify you that your browser cache has cleared.

SAFARI
Information courtesy of kb.wisc.edu.

1. Open Safari.
2. Click Safari in the upper left hand side of your screen.
3. Click Preferences.
4. Under the Privacy tab, click the button that says Remove All Website Data. Click Remove Now in the pop up window that appears.