



WISCONSIN ENVIRONMENTAL PUBLIC HEALTH TRACKING PORTAL TROUBLESHOOTING

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.

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.

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.


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PORTAL TROUBLESHOOTING

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.

