

## How to clear your cache

Some clients are running into issues when they try to access the program schedules online. The most common complaints are that the website is not loading any information, or the information being presented is old/outdated. In order to fix this problem, they need to clear their device's cache.

### **How to clear your browser's cache on an Android mobile device.**

1. Open your browser.
2. Go to Menu > More > Settings > Privacy & Security. Chrome: Go to Menu > Settings > Privacy and Security.
3. Tap the **Advanced** option.
4. Select **Browsing History, Cookies and site data,** and **Cached images and files** as appropriate. Do not select **Saved passwords** or **Auto-fill form data.**

### **How to clear your browser's cache on an iPhone or iPad**

1. Open Settings, and scroll down to the fifth group of options (starting with Passwords & Accounts). Tap **Safari.**
2. Scroll down and tap **Clear History and Website Data.** Do not select **Saved passwords** or **Auto-fill form data.**
3. In the popup, tap **Clear History and Data** to confirm.

