If you’re getting errors during training *(including missing checkmarks from sections you’ve already completed, getting timed out after a few minutes, etc.)*, click below on the browser you are using and follow the directions for updating your cache settings.

- Internet Explorer
- Mozilla Firefox
- Google Chrome
1. Open Internet Explorer. Under the Tools Menu, select Internet Options.

2. In the window that appears, make sure you’re on the General Tab, and click on the Settings button under Browsing history.

3. In the window that appears, select Every time I visit the webpage and click OK to close the window.

4. Click OK in the Internet Options window to close it.

5. Close your Internet browser application by clicking the in the upper right corner of all open Internet Explorer windows.

6. Open Internet Explorer again.

7. Return to the training webpage, click the Refresh ( ) button next to the URL field at the top of the window, then log in.
1. Open Mozilla Firefox. Under the Tools Menu, select Options.

2. In the window that appears, select the Advanced section and click on the Network tab.

3. Click the Clear Now button under Cached Web Content.

4. Check the box next to Override automatic cache management, and change the limit cache to 0 MB of space.

5. Click OK in the Options window to close it.

6. Close your Internet browser application by clicking the X in the upper right corner of all open Mozilla Firefox windows.

7. Open Mozilla Firefox again.

8. Return to the training webpage, click the Refresh ( ) button next to the URL field at the top of the window, then log in.

If these directions do not work, the version of Firefox you have installed on your computer may require modifying code to adjust the cache setting, which is fairly complicated. You may override the cached page by pressing: Ctrl+F5 or Ctrl+Shift+R. Or, call our customer service team to help you: 1-800-956-0333.
1. Open Google Chrome. Click on the Chrome menu icon, then select **Tools**.

2. Select **Clear browsing data** from the submenu that appears. A new window will open.

3. Make sure the drop-down menu is on **the beginning of time**, and that the box is checked next to **Empty the cache**.

4. Click the **Clear browsing data** button.

5. Close your Internet browser application by clicking the **X** in the upper right corner of all open Google Chrome windows.

6. Open Google Chrome again.

7. Return to the training webpage, click the **Refresh** (↻) button next to the URL field at the top of the window, then log in.