How to clear your internet browser

Are you going round in a loop when you click on *'Forgotten password'* or *'Don't have an account, register'* when trying to access your account? It could be that items from your previous web sessions have cached and you need to clear your web browsing history to remove these. Please read on to find out how to do this to get you online. Clearing your browser may also help on other websites that you try and access.

Clearing your internet browser – Google Chrome

Detailed below is the process to clear your browsing data on Google Chrome however the process is similar on other internet browsers such as Microsoft Edge, Safari etc. Please note Internet Explorer is now retired and no longer supported.

- On your web page, click on the 3 dots on the top right-hand side or on your keyboard press *Ctrl Shift and Delete* at the one time. This should bring up the below screen. You don't need to clear any saved passwords, only your Browsing History, Download History, Cookies and Cached Images:
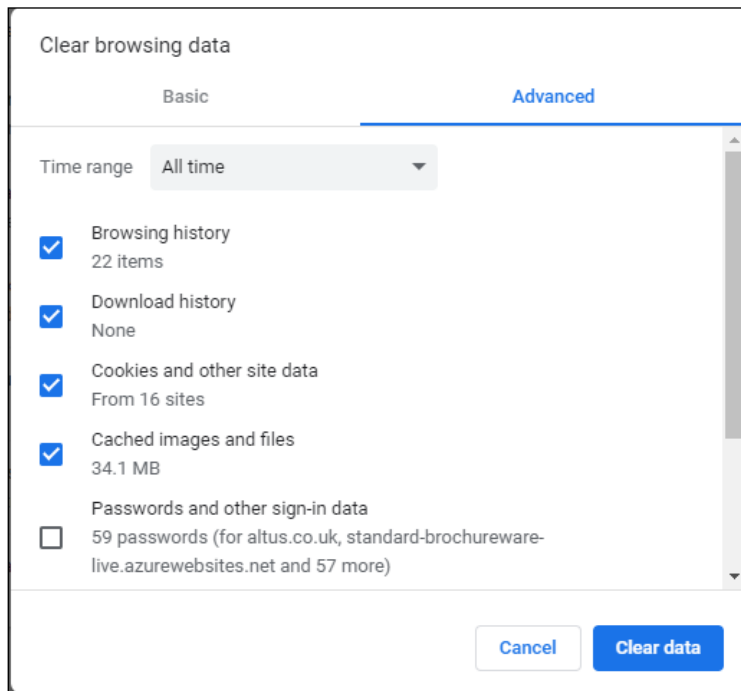
- Once your browsing data has cleared, please fully close your internet browser then open the website in a new internet browser. This should reset your browser and remove any cached data so you can retry the forgotten password/registration process again.

Thank you for your interest in your account. We hope you find this guide helpful however our administration team are available to assist you with any queries to get you online. They can be contacted Monday to Friday between the hours of 9am and 5pm (see the *Contact us* section of the site).