CORRECT USERNAME/PASSWORD BUT STILL UNABLE TO LOG IN

SOMETIMES AFTER RESETTING A USERNAME OR PASSWORD, YOUR COMPUTER MAY REQUIRE YOU TO CLEAR YOUR BROWSER HISTORY AND CACHE BEFORE ALLOWING YOU TO LOG IN CORRECTLY.

SECTION 1: LINKS TO CLEARING BROWSER HISTORY

CLICK ON THE BROWSER YOU ARE USING FOR FURTHER INSTRUCTIONS TO CLEAR YOUR BROWSER HISTORY.

Google Chrome
Safari
Mozilla Firefox
Internet Explorer

*If prompted "Do you trust this site," click ALLOW
if you wish to continue to the instructions.

SECTION 2: ABOUT CACHE AND COOKIES

What is a browser?
A web browser is the application used on your computer, laptop, or mobile device to explore the internet. Some examples of commonly used browsers are Internet Explorer, Firefox, Chrome, and Safari.

What are cookies?
Cookies are small files that are downloaded to your computer when visiting a website. They can store previous activity on that site and user preferences so this information can be retrieved the next time you visit the same site. Cookies may also be used by 3rd parties to track a user's browser history over a long period of time which can be considered a privacy concern. It is recommended that you clear your browser cookies every few weeks to keep it running efficiently. You may want to configure your browser's settings to not accept cookies (on work computers) or remove cookies upon closing or exiting the browser window.

What is browser cache?
Browser cache or temporary internet files are a way that browsers download website images, data and documents for faster viewing in the future. By keeping a local copy of some website information, your browser will be able to load at least some information from each page you have visited without downloading that information again from the server. This can decrease the time it takes to load a webpage. The downside is that the information on a website may have changed while your browser loads an older version. It is recommended that you clear your browser cache every few weeks to keep it running efficiently. You may want to configure your browser's settings to delete or remove your browser's cache upon closing or exiting the browser window.