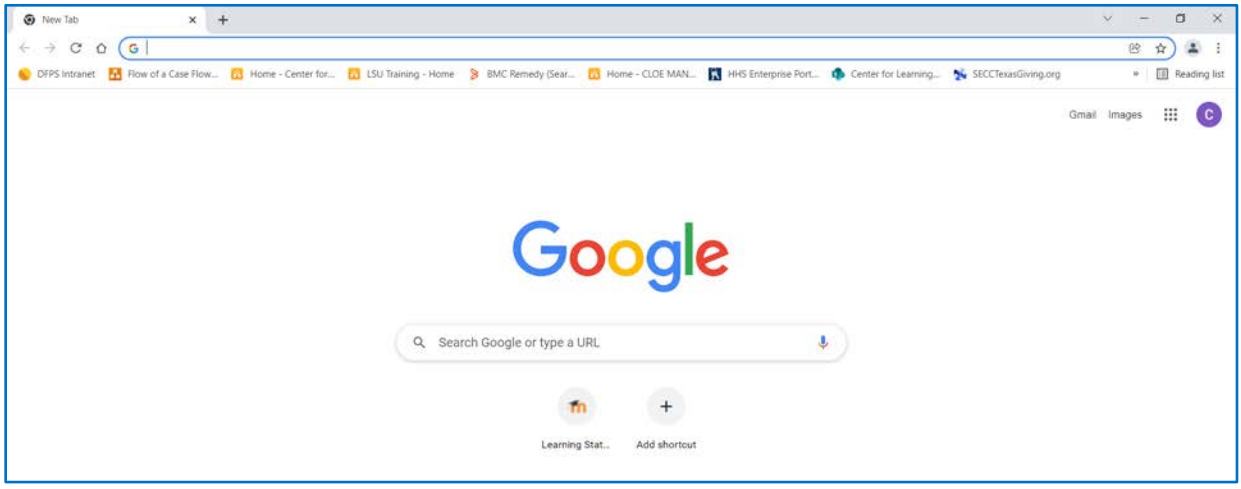
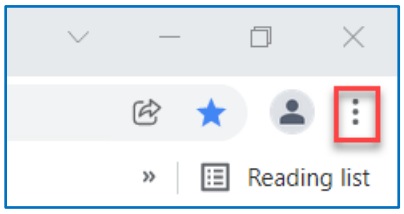
Troubleshooting Job Aide for Caregiver Training Hub Accounts

Clear Cache – Google Chrome

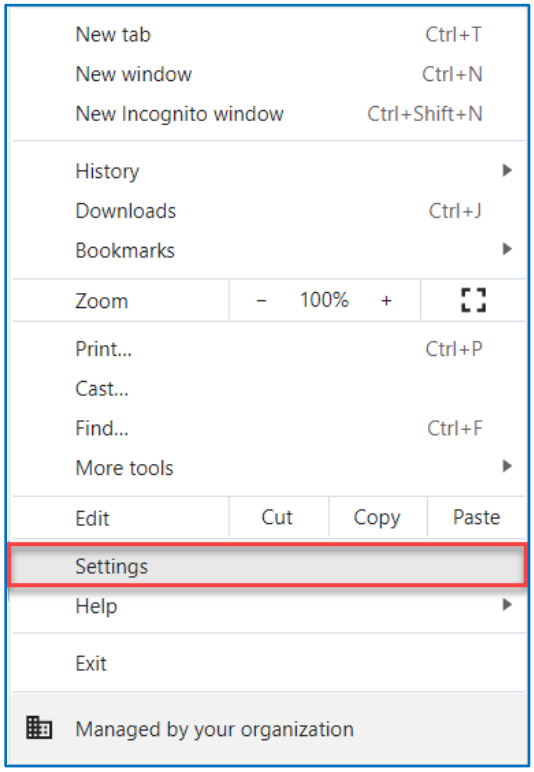
1. Launch **Google Chrome**.



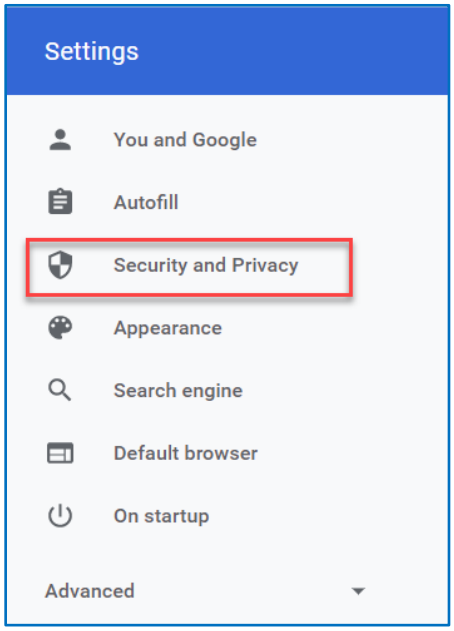
2. Select the **ellipses** in the upper right corner of the screen.



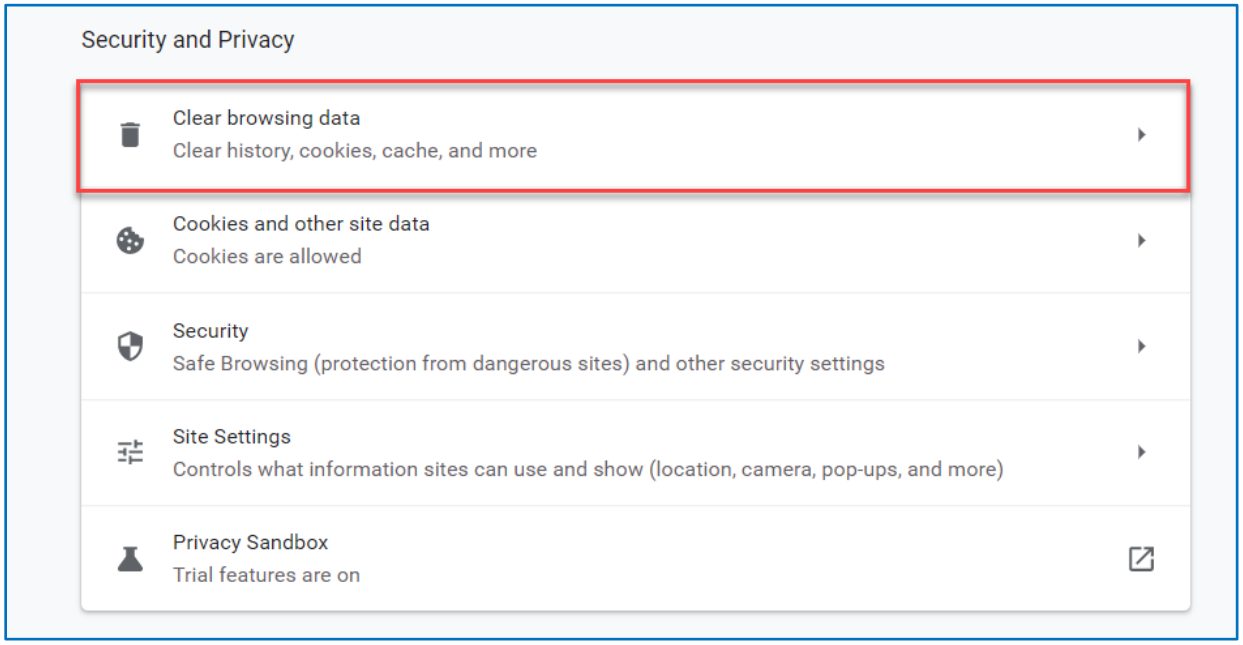
3. Select **Settings**.



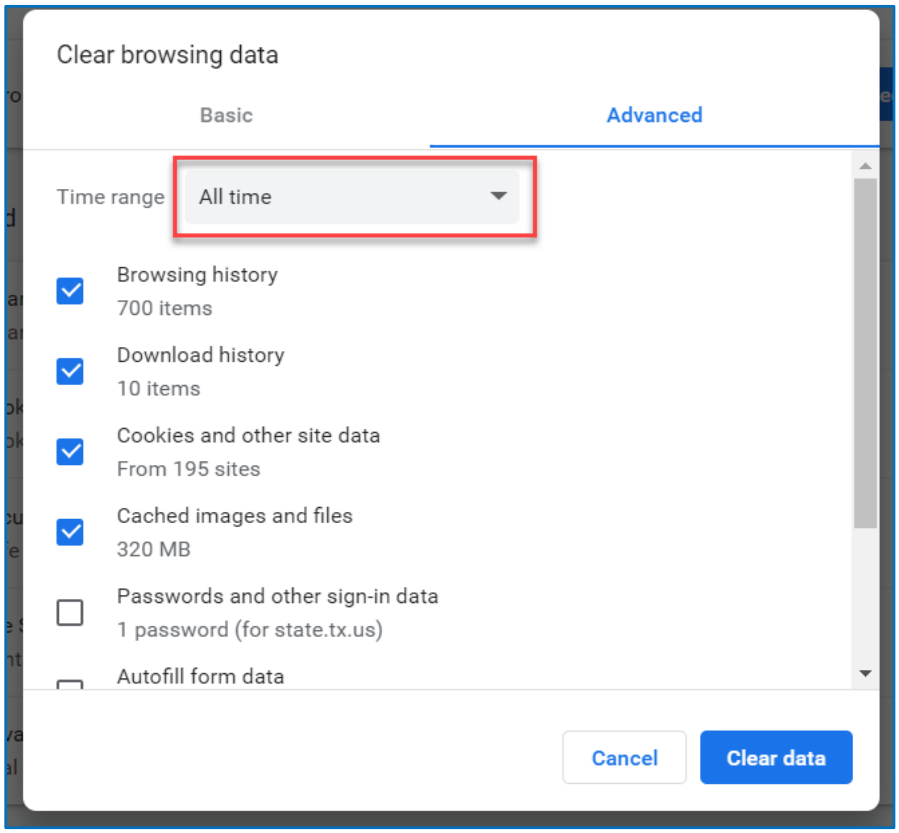
4. Select **Security and Privacy**.



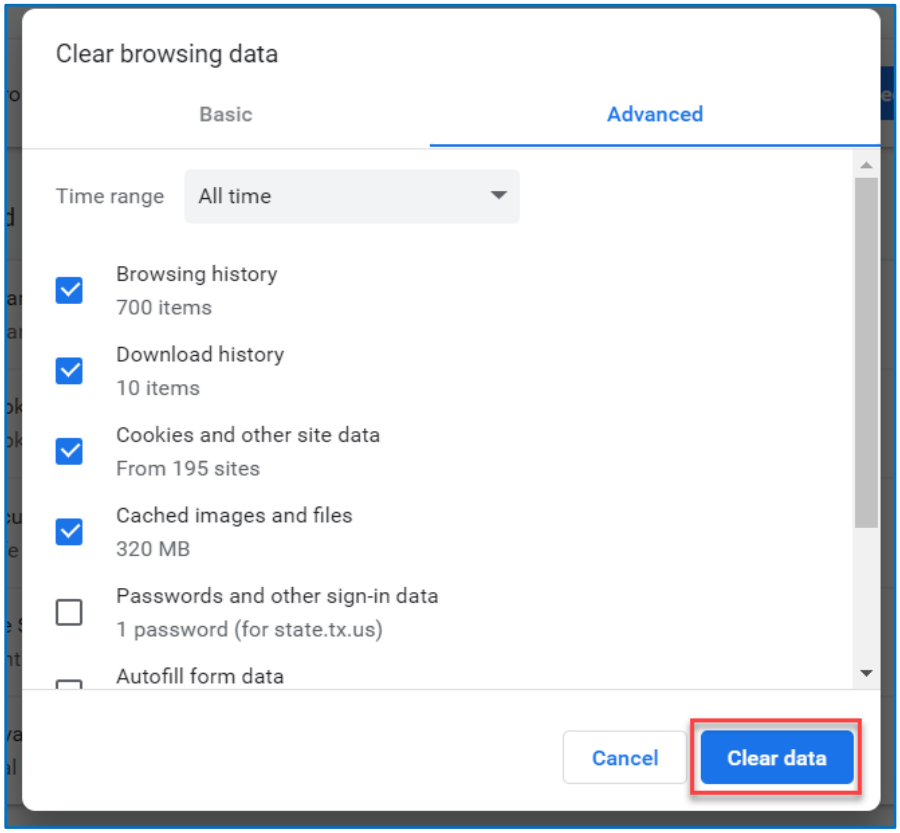
5. Select **Clear browsing data**.



6. Set the Time range field to **All time**.



7. Select **Clear data**.

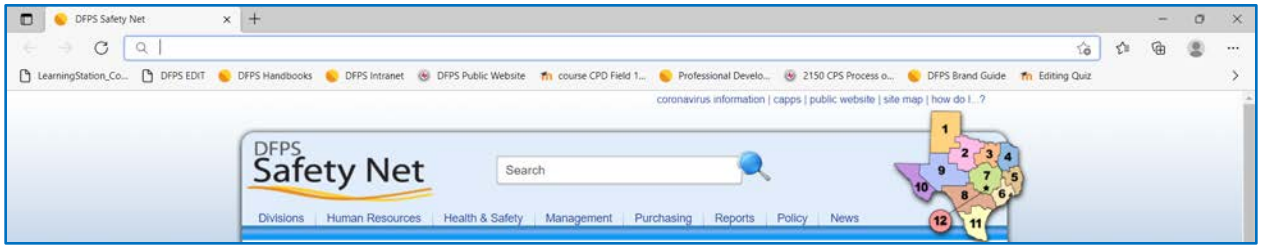


8. Exit the browser.

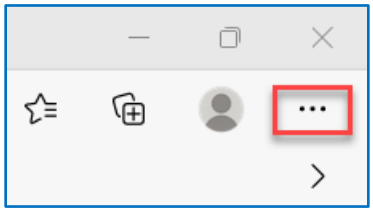
9. Launch Google Chrome and attempt to log in to the Caregiver Training Hub.

Clear Cache – Microsoft Edge

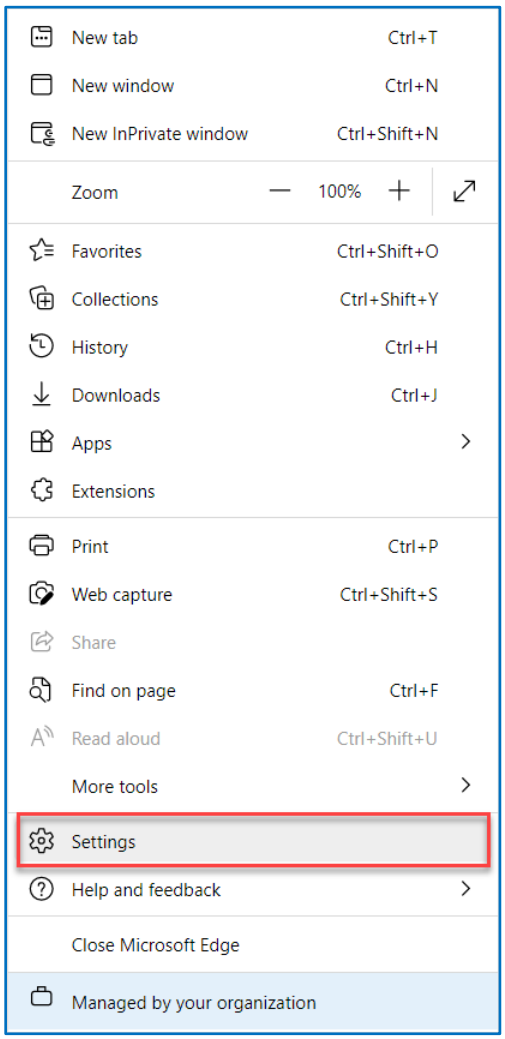
1. Launch **Microsoft Edge**.



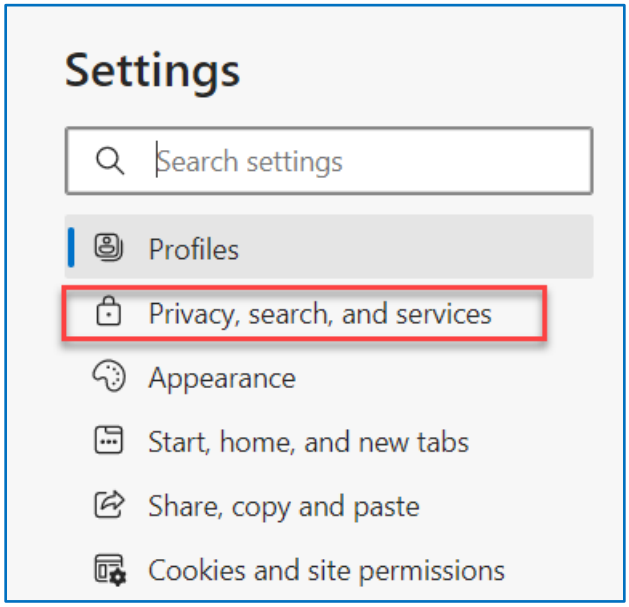
2. Select the **ellipses** in the upper right corner of the screen.



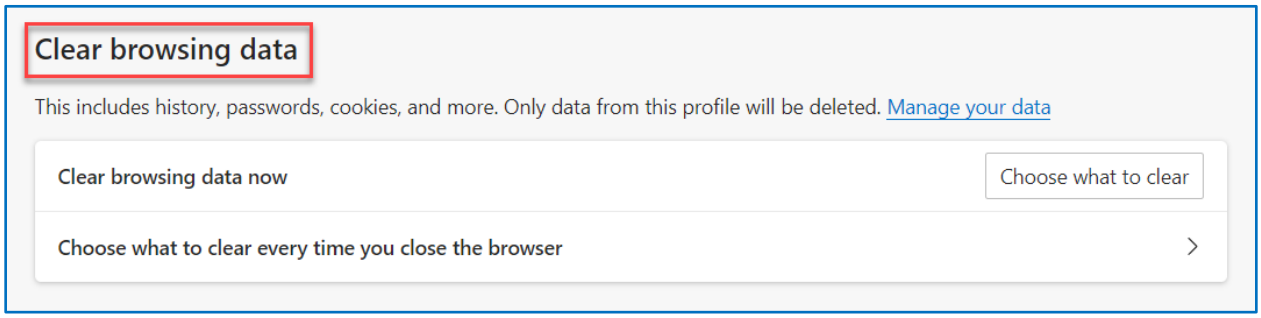
3. Select **Settings**.



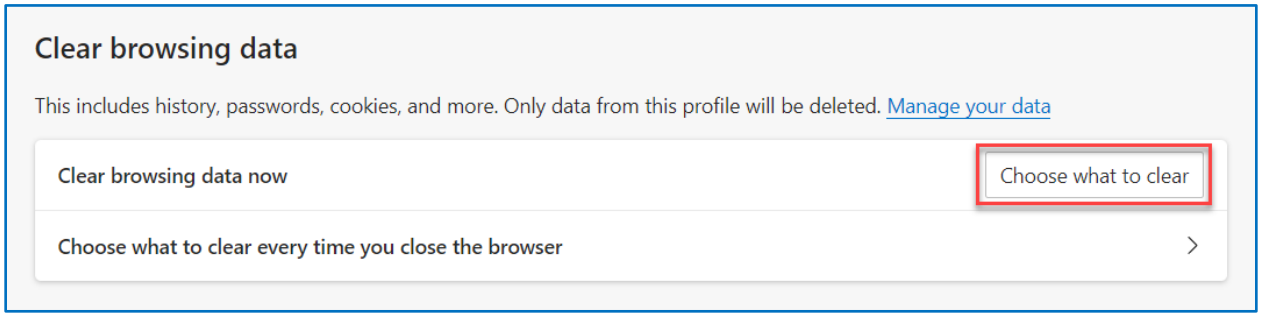
4. Select **Privacy, search, and services**.



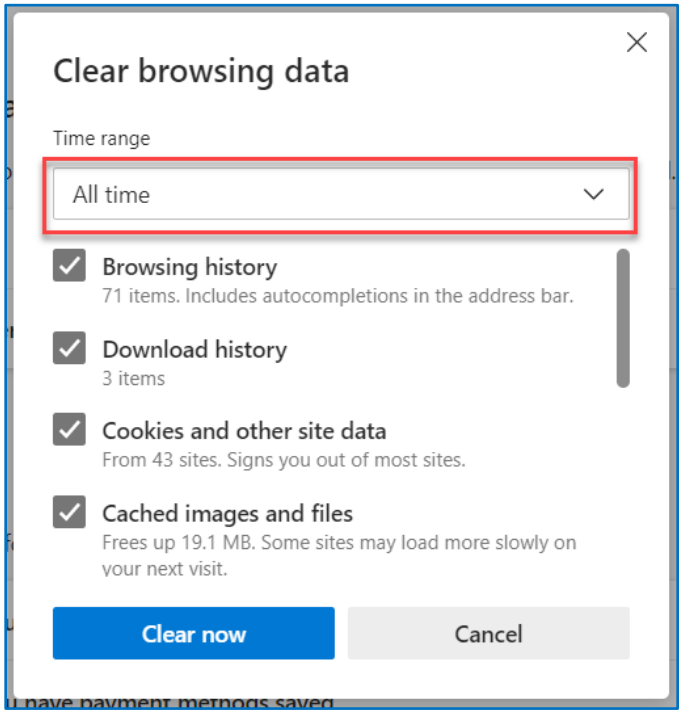
5. Navigate to the Clear browsing data section.



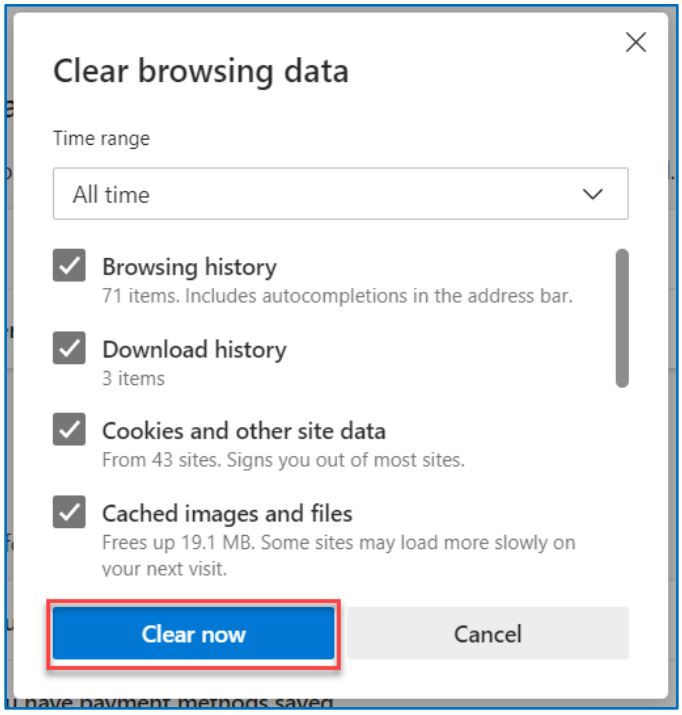
6. Select **Choose what to clear**.



7. Set the Time range field to **All time**.



8. Select **Clear now**.

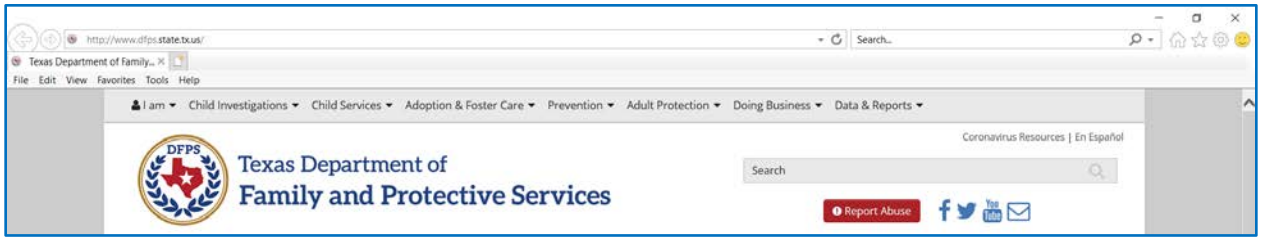


9. Exit the browser.

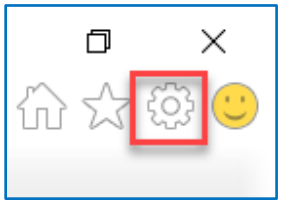
10. Launch Microsoft Edge and attempt to log into the Caregiver Training Hub.

Clear Cache – Internet Explorer

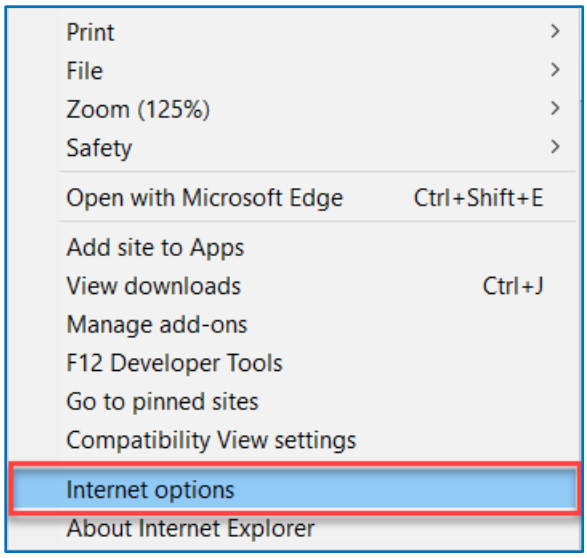
1. Launch **Internet Explorer**.



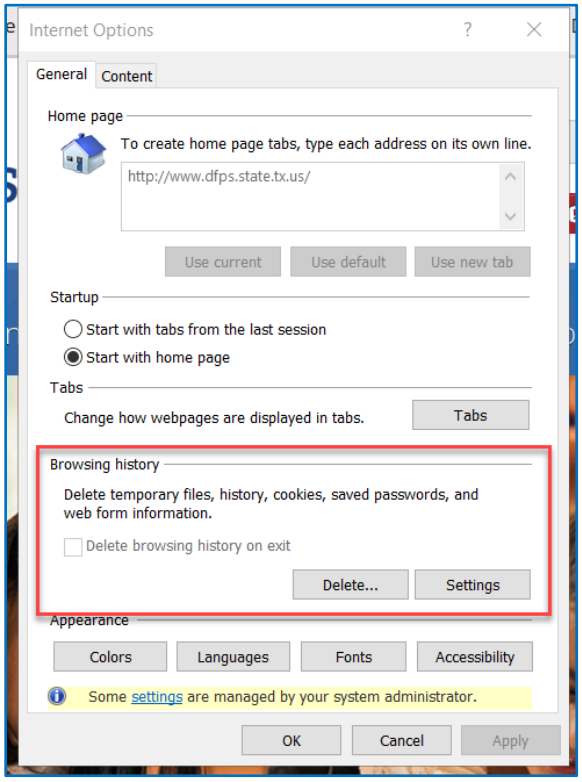
2. Select the **Settings icon** in the upper right corner of the screen.



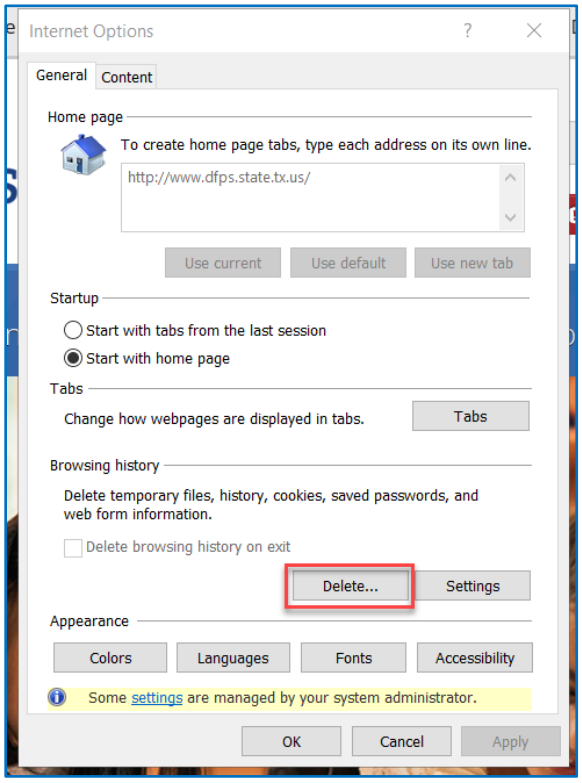
3. Select **Internet options**.



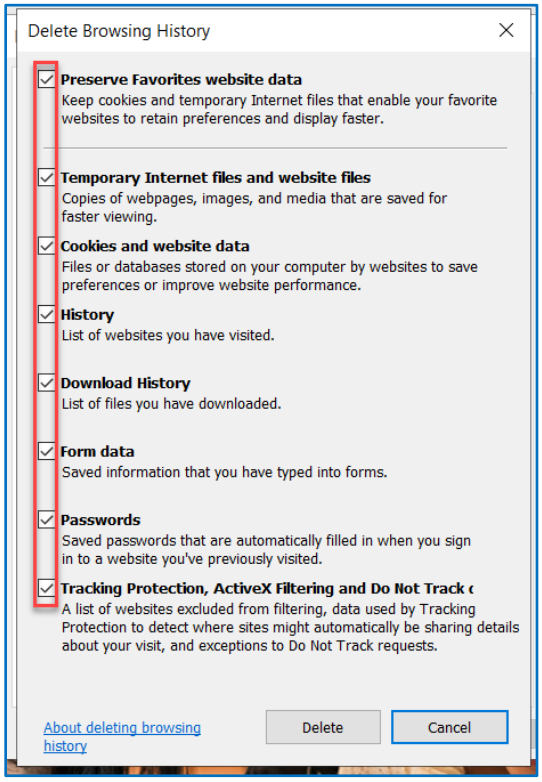
4. Navigate to the Browsing history section of the Internet Options pop-up.



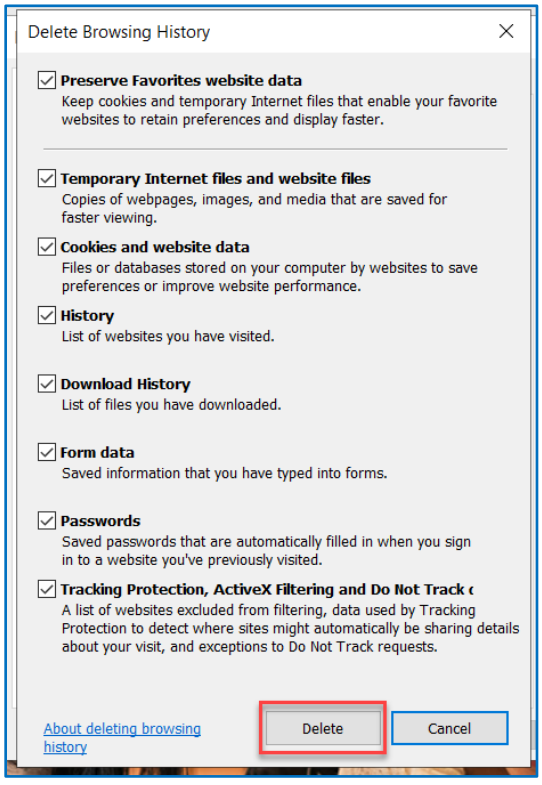
5. Select **Delete…**.



6. Select **all of the options** on the Delete Browsing History pop-up.



7. Select **Delete**.



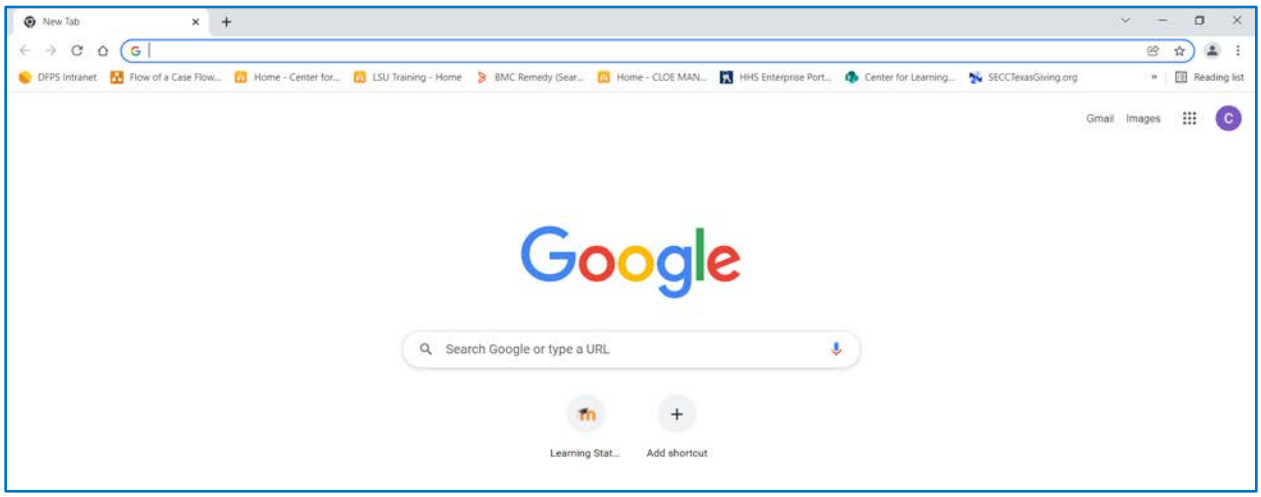
8. Exit the browser.

9. Launch Internet Explorer and attempt to log into the Caregiver Training Hub.

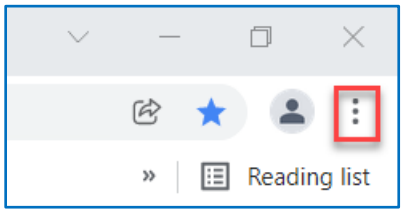
Incognito Mode

If clearing the cache does not work, attempt the steps below to allow the user access to the Caregiver Training Hub:

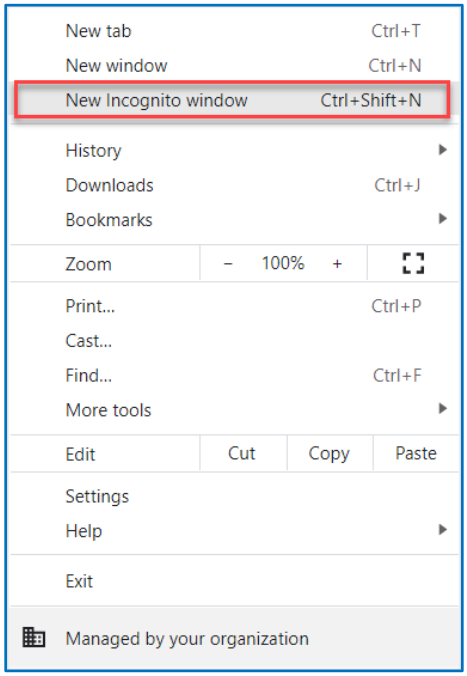
1. Launch **Google Chrome**.



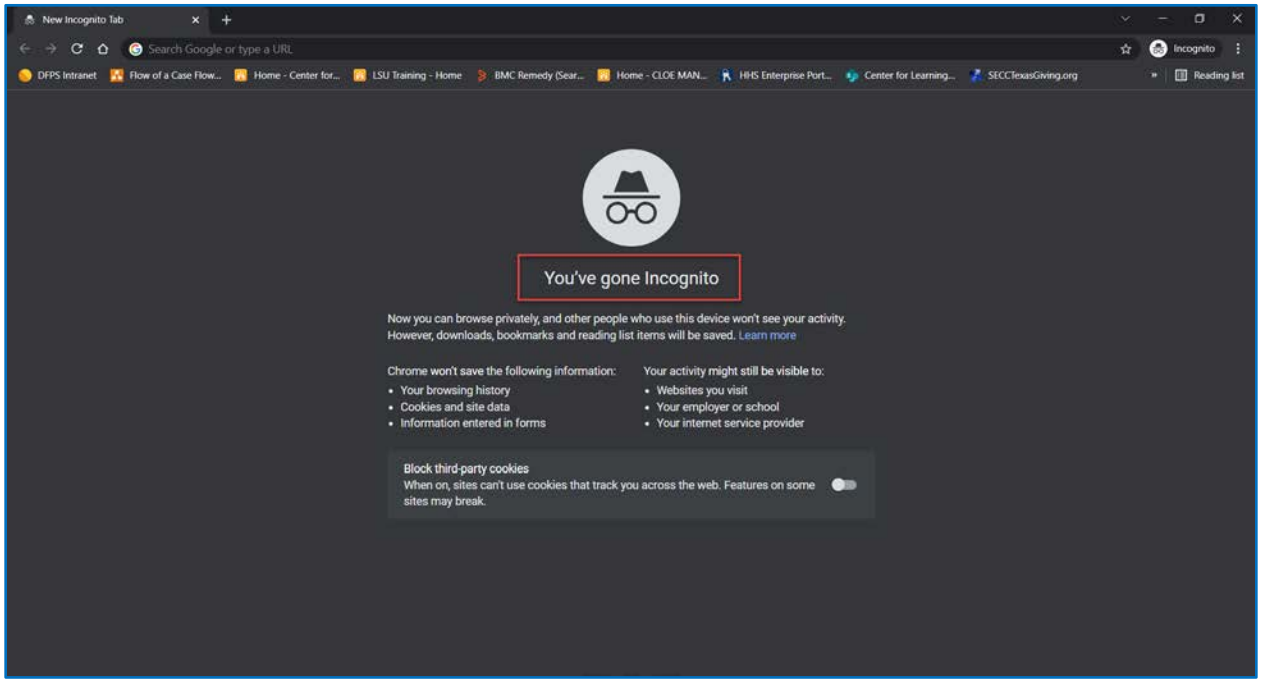
2. Select the **ellipses** in the upper right corner of the screen.



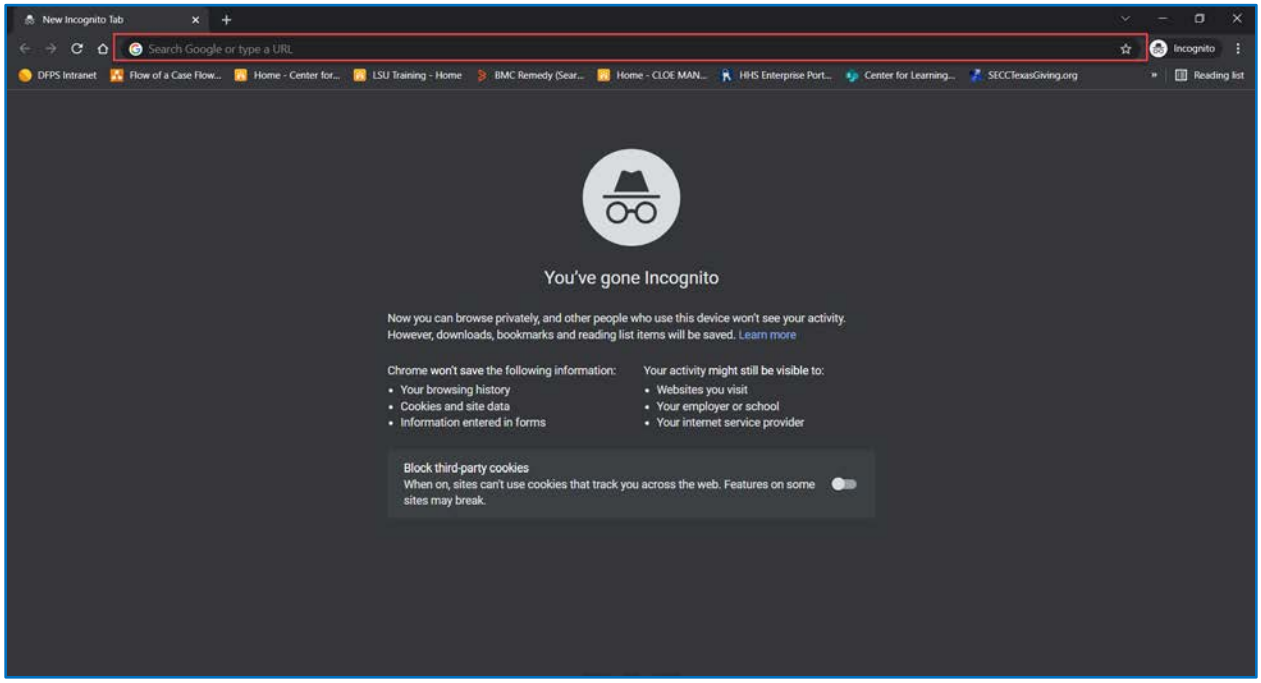
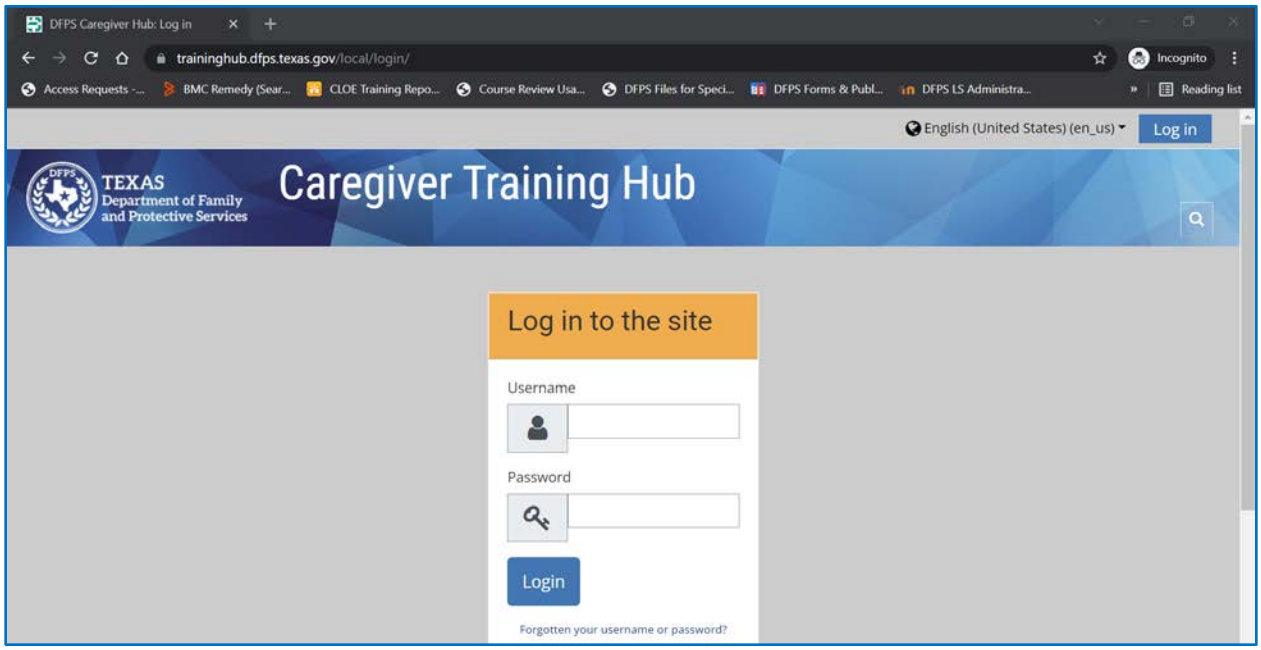
3. Select **New Incognito Window**.



4. A new tab opens, letting you know “You’ve gone Incognito”.



5. Enter the Caregiver Training Hub URL into the **address bar**.



6. Select **Enter**.