

Clear Cache for Xtender Upgrade

On your first attempt to log into the upgraded Xtender environment, you may experience some issues that prevent you from gaining access to the application. This is likely caused by a cookie/cache incompatibility between the old version of Xtender and the new version. This can easily be resolved by clearing your cache and restarting your browser. After you have done this the first time, it should no longer be necessary for future logins.

To clear your cache:

First, try **CTRL + F5**. This is a hard refresh and should fix the issue. **CTRL + F5** will work in Chrome, Firefox and IE11. Should you continue to experience Xtender Login issues, please follow the instructions below for your specific browser.



1. **Ctrl + Shift + Delete**

“Clear Browsing Data” will pop-up in a new tab

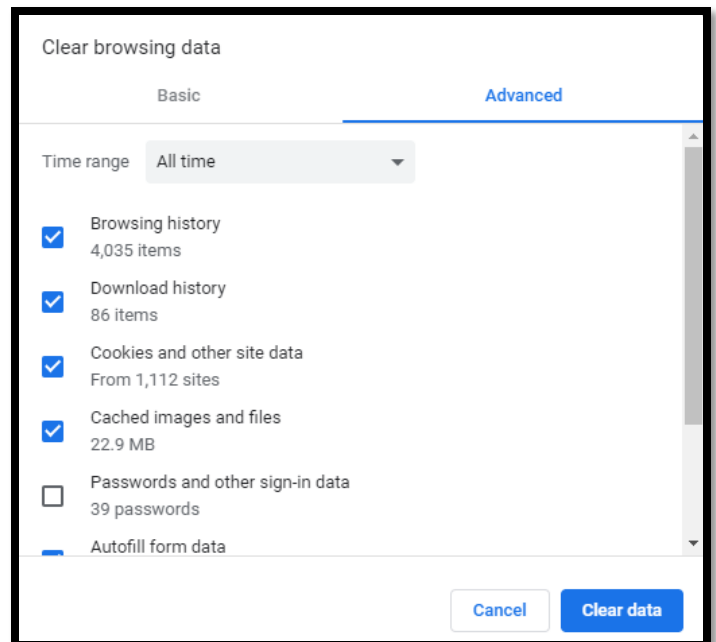
2. Go to the “Advanced” tab

3. Time Range = All Time

4. Check everything except “Passwords and other sign-in data”

5. Clear Data

6. Close browser, then open again.



Internet Explorer 11

1. **Ctrl + Shift + Delete**

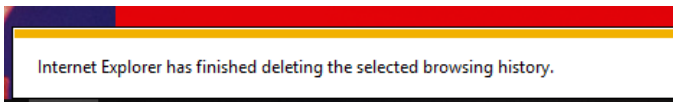
“Delete Browsing History” will pop-up

2. **Uncheck** “Preserve Favorites website data”

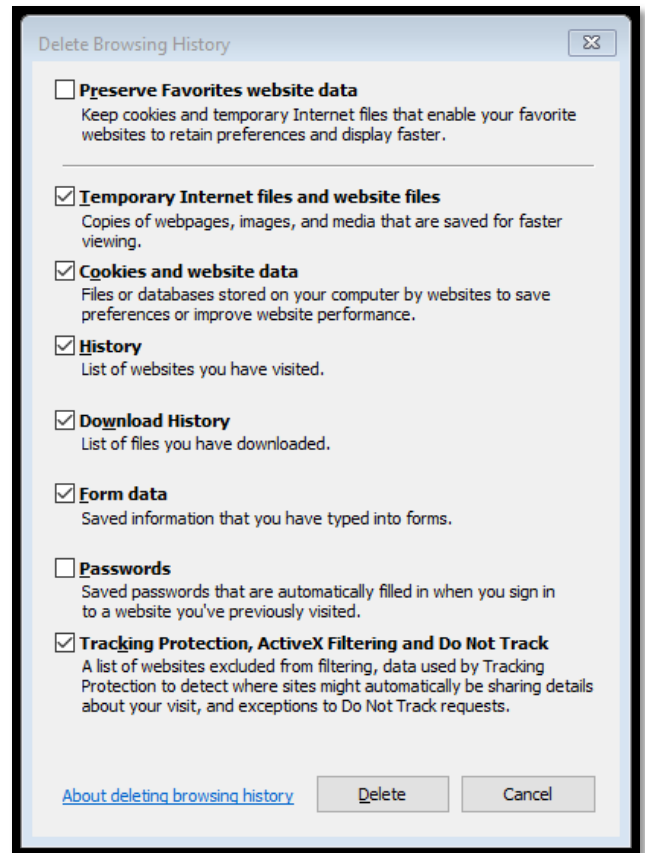
3. Check everything else, except “Passwords”

4. Click Delete

You will see a confirmation at the bottom of the window when the process is complete.



5. Close browser, then open again.



Firefox

1. **Ctrl + Shift + Delete**

“Clear Recent History” will pop-up

2. Time range to clear = Everything

3. Check everything under “History”

4. Click “Clear Now”

5. Close browser, then open again.

