

The Display is Distorted

Thank you for visiting either ALZConnected® or Alzheimer's Navigator®. We recently launched a system upgrade which may require you to take action in order for the display to be shown properly. This action is to remove your 'cache', otherwise known as internet browsing history. This will NOT affect your saved internet passwords.

Below are some quick directions to help you see the latest version of our sites and help you resume normal functioning of the site.

Click on your browser link below for instructions:

- [Internet Explorer](#)
- [Firefox](#)
- [Chrome](#)


Performing these steps will provide you with the latest version of the site and is also a security enhancement.

Should you continue to experience any issues, please use our [Contact US page](#) (<https://www.alzconnected.org/contact.aspx>) to report the situation. The eServices Team is ready to help you.

Thank you –
eServices Support Team

For Internet Explorer:

How to Clear the Cache

1. Open Internet Explorer.
2. Depending on your version of Internet Explorer (IE):
 - a. **For IE8:** From the **Tools** menu choose **Internet Options**.
 - b. **For new versions:** In the upper right corner, click the small gear icon  (to the right of the star icon) and choose **Internet Options**.
3. On the General tab, under Browsing history, click **Delete**.
4. **Un-check** the **Preserve Favorites website data** box.
5. **Check** the **Temporary Internet files**, **Cookies**, and **History** boxes.

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6. The Form data, Passwords, and in Private Filtering data boxes may be left un-checked. You can check them to delete this data if you so choose.
7. Click **Delete**.
8. When finished, click **OK** to return to your Internet Explorer window.
9. Close the Internet Explorer window and reopen.

Preventing future caching issues

To reduce some potential caching issues, it's best to have Internet Explorer set to request the latest version of the page rather than relying on a cached copy. To do this:

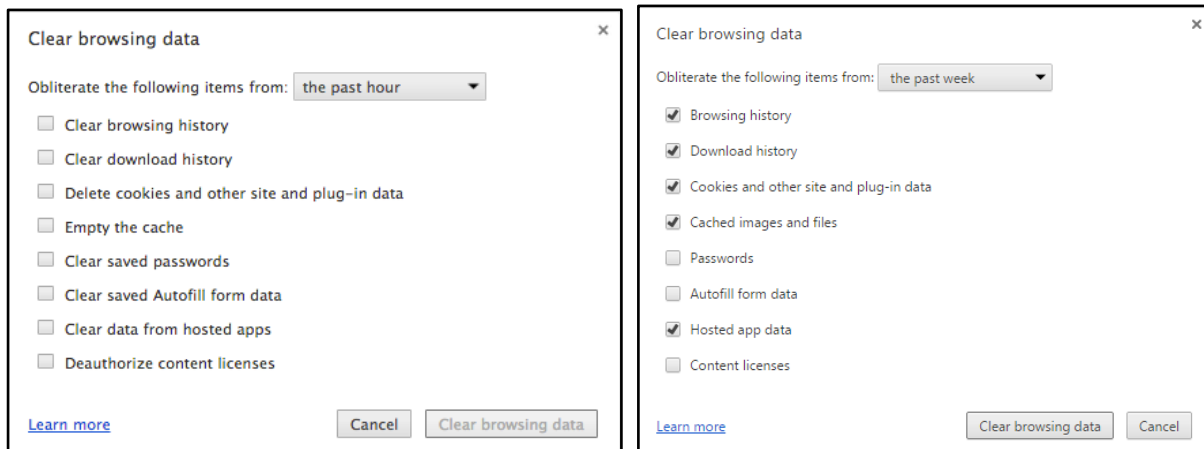
1. From the **Tools** menu choose **Internet Options**.
2. On the General tab, under Browsing history, click **Settings**.
3. Under "Check for newer versions of stored pages" make sure "**Every time I visit the webpage**" is selected.
4. Click the **OK** button.

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For Chrome:

How to Delete your Cache

1. Click the Chrome menu ☰ on the browser toolbar.
2. Select **Tools**, or depending on the version it may say **more Tools**.
3. Select **Clear browsing data**. Sample screens are shown below.
4. Use the menu dropdown at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
5. Depending on the version of your browser, the actual terms may be different. The main items to check are:
 - a. Browsing history or Clear browsing history
 - b. Download history or Clear download history
 - c. Delete cookies or Cookies.
 - d. Empty the cache, or Cached images and files.
 - e. Hosted app data, or Clear data from hosted apps.
6. Click **Clear browsing data**.

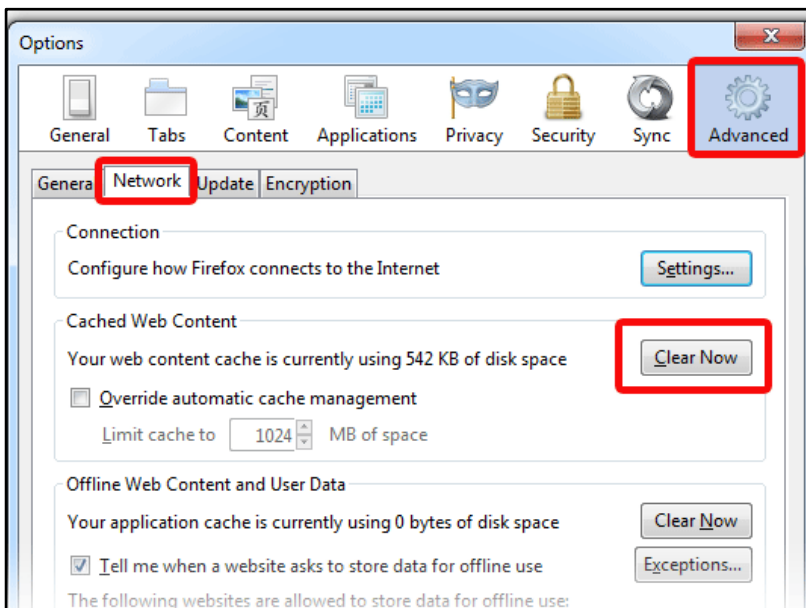


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For Firefox:

Clear the cache for Firefox

1. Click the menu button ☰ and choose **Options**.
2. Select the **Advanced** panel.
3. Click on the **Network** tab.
4. In the *Cached Web Content* section, click **Clear Now**.




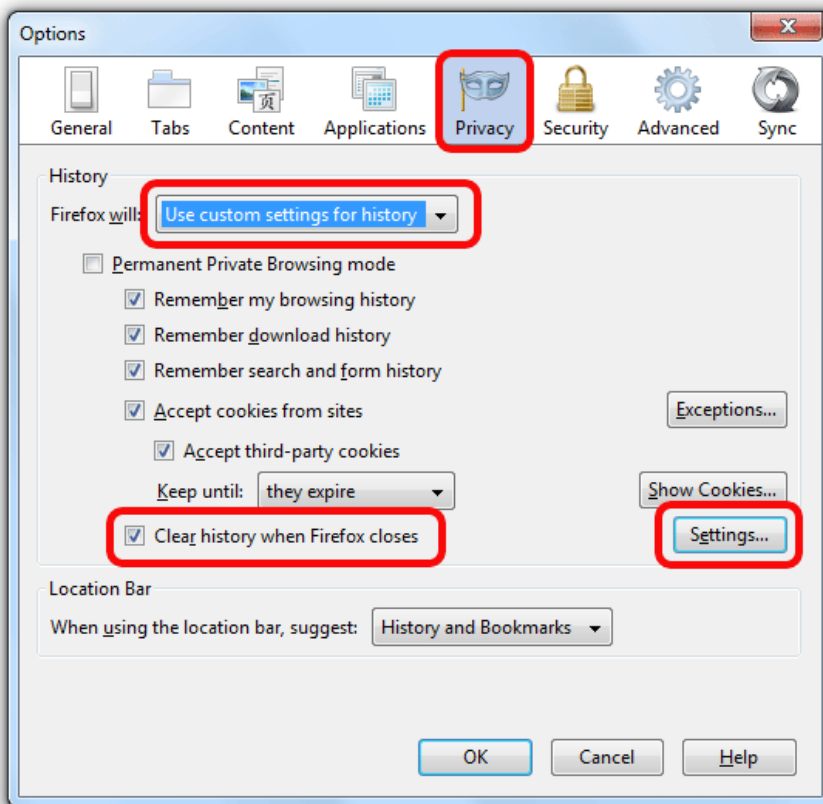
5. Click **OK** to close the Options window.
6. If you want to automatically clear your cache regularly, see the directions below.

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To Automatically Clear the Cache

You can set Firefox to automatically clear the cache when Firefox closes:

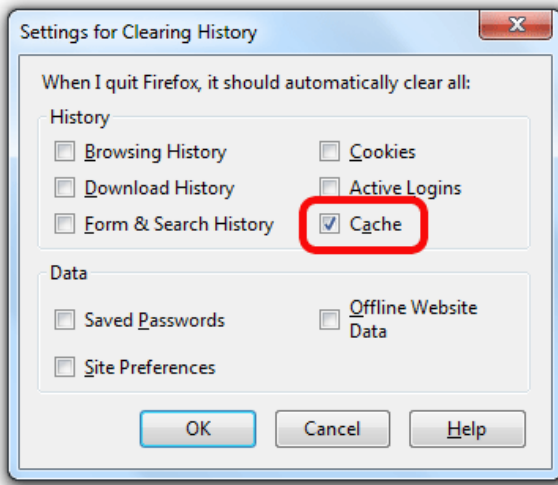
1. Click the menu button  and choose **Options**.
2. Select the **Privacy** panel.
3. In the *History* section, set the *Firefox will:* value to **Use custom settings for history**.
4. Select the check box for **Clear history when Firefox closes**.



5. Beside *Clear history when Firefox closes*, click the **Settings** button. The Settings for Clearing History window will open.

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6. In the Settings for Clearing History window, click the check mark box next to **Cache**.



7. Click **OK** to close the Settings for Clearing History window.
8. Click **OK** to close the Options window.