**How to clear your browser cache history**

**Did you know? The most common problems users experience aren’t caused by the IBC systems or the system upgrade**

We recommend accessing the IBC through Microsoft Edge.

If you encounter an issue clare your cache and try the process again before contacting the IBC.

Google Chrome has some browser settings which can cause problems with opening PDF documents. If you can’t use Microsoft Edge and need to use Google Chrome, you can take these four steps to resolve this issue:

* Paste the following into the Chrome address bar: chrome://flags/#pdf-oopif
* Change to ‘Disabled’
* Paste the following into the Chrome address bar: chrome://settings/content/pdfDocuments
* Change to 'Open PDFs in Chrome'
1. **If you’re having issues with accessing the IBC portal access, try clearing your browser cache history**

**Microsoft Edge**

* Open Microsoft Edge
* Click on the menu button in the upper right corner
* Choose ‘Settings’
* Under Clear browsing data, select ‘Choose what to clear’
* Click on ‘Clear’.

**Google Chrome**

* On your computer open Chrome
* At the top right, click ‘More’
* Choose ‘More tools. Clear browsing data’
* At the top, choose a time range. To delete everything, select ‘All time’
* Next to ‘Cookies and other site data’ and ‘Cached images and files’ check the boxes
* Click ‘Clear data’
1. **If clearing your cache doesn’t solve the problem, try the following:**

**General steps**

* Close any tabs and ensure that just the one tab you are using is open
* Close and open a new browser
* Try the application using a different browser
* Try using a different computer to the one you use currently
* Sign out of ESS/IBC portal, restart your computer, and see if this issue persists
* Try disabling the pop-up blocker (instructions below)

**Microsoft Edge**

* Click Settings
* Click Privacy & Security on the left
* Under Security, click the Block pop-ups toggle to turn it to Off

**Google Chrome**

* Click the Customize and control Google Chrome menu (the three dots in the upper right corner) - Select Settings
* Click Advanced at the bottom
* Under Privacy and security, click the Site Settings button
* Select Pop-ups and redirects
* To disable the pop-up blocker, uncheck the Blocked (recommended) box

**Internet Explorer (Windows IE 9 and later)**

* Click the GEAR icon and select Internet Options
* Select the Privacy tab
* Uncheck Turn on Pop-up Blocker to disable the pop-up blocker
* Click the Settings button to disable pop-up blockers for specific sites
* Click OK
* If using Internet Explorer browser, also ensure that ActiveX Control is switched off - you can do this by clicking the 'Tools' tab located on the browser. If there is a tick next to the button that says, 'ActiveX Filtering', this means that the filter is turned on. To turn off the filter, click the button that says, 'ActiveX Filtering'.