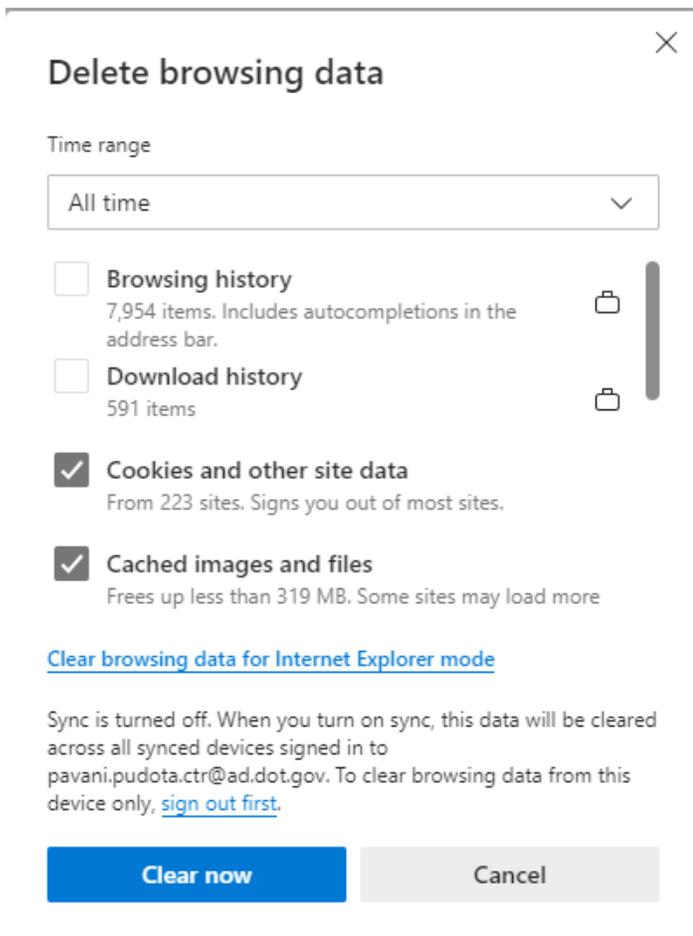


## Attention Users

Upon releasing a new version of our Portal applications, some, not all, users may experience a browser issue where the Portal blue menu bar is not visible or prompts are not presented to the screen. Below is a quick “how to” for clearing your browser session cache on Microsoft Edge.

To fix this issue permanently, you need to clear your browser history, by following these steps:

1. Click **Ctrl + Shift + Delete** and “Delete browsing data” window will pop-up
2. Select the below two options to clear the cache



3. Make sure that the above matches your screen and click **Clear now**.