

Web pages not loading as expected

Problem

- Some webpages you commonly visit may not load as expected have content parts missing
- **OR** You get a Departmental error message **an error occurred whilst processing your request** when accessing Departmental applications (e.g., EDUPortal, EIK, HRS, IESP, LEAP, VSP)



Government of South Australia
Department for Education

An error occurred whilst processing your request.

Exception: Response was not a success

Controller: Saml

Action: response

Solution: Clear your web browser cache



Google Chrome

1. Click the ☰ button (top-right corner)
2. **More tools** > **Clear browsing data**
3. Select **All time** in the time range
4. Ensure **Cookies and other site data** and **Cached images and files** are checked/ticked at minimum (~)
5. Click the **Clear data** button



Mozilla Firefox

1. Click the ☰ button (top-right corner)
2. **Select Settings**
3. Select the **Privacy & Security** panel
4. In the Cookies and Site Data section, click **Clear Data**
5. Ensure **Cached Web Content** is checked/ticked at minimum (~)
6. Clear the **Clear** button



Microsoft Edge

1. Select the ... button (top-right corner)
2. **Settings** > **Privacy, search, and services**
3. Under **Clear browsing data** select **Choose what to clear**
4. Select **All time** in the time range
5. Ensure **Cookies and other site data** and **Cached images and files** are checked/ticked at minimum (~)
6. Click the **Clear data** button



Internet Explorer

1. Click the **Tools** (cog) button
2. **Safety** > **Delete browsing history**
3. Ensure **Cached images temporary Internet files** and **Cookies** are checked/ticked at minimum (~)
4. Clear the **Delete** button

(~) Learning Technology suggest avoiding checking/ticking boxes for clearing passwords and autofill, as this may result in being unable to quickly login to systems used for teaching and learning