

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)

Solution: Clear your web browser cache



Google Chrome

1. Click the ☰ button (top-right corner)
2. **Delete 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 **Delete data** 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



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

(~) 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