

## Tips Before You Begin Using ctcLink Navigating ctcLink (Desktop/Browser)

- x Do not use the back button as you navigate in ctcLink. Information from previous windows you've left will be lost and are not retrievable.
- x If you encounter browser issues, good first steps to address this include [clearing your browser cache](#) S D J H V and [allowing pop-up windows](#) S D J H V .

## Clear web browser's cache, cookies, history

### PLEASE NOTE before you begin

Clearing your web browser's cache, cookies, and history may remove data such as the following:

- x Saved passwords
- x Address bar predictions
- x Shopping cart contents, etc.

While you should clear your web browser's cache, cookies,

browser, search your browser's Help menu for "clear cache". If you're unsure what browser version you're using, from the Help menu or your browser's menu, select About [browser name].

### Tip to quickly open menu to clear browser cache

For desktop browsers, to quickly open menu used to clear your cache, cookies, and history, ensure that the browser is open and selected, and press Ctrl Shift Delete (Windows) or Command Shift Delete (Mac).

## CLEARING BROWSER CACHE INSTRUCTIONS

### Chrome

1. In the browser bar, enter: `chrome://settings/clearBrowserData`
2. At the top of the "Clear browsing data" window, click Advanced.
3. Select the items you want to clear. *If you wish to keep saved browsing history, saved passwords, cookies, etc. check only the Cached images and files box.* The following are suggested:
4. Browsing history
5. Download history
6. Cookies and other site data
7. Cached images and files
8. From the "Time range" dropdown menu, you can choose the period of time for which you want to clear cached

- Cache
- 7. Click Clear Now.
- 8. Close all browser windows and restart Firefox.

## Edge

1. Click on the ellipsis in the upper right corner of the Edge browser window.
2. Click Settings.
3. Select Privacy, Search and Services from the pane on the left side.
4. Scroll down to Clear Browsing data in the pane on the right side and click the Choose What to Clear button.
5. Choose a Time Range for what you want to clear.
6. Check the boxes for what you want to clear. *If you wish to keep saved browsing history, saved passwords, cookies, etc. check only the Cached images and files box.* The following are suggested:
  - Browsing history
  - Download history
  - Cookies and other site data
  - Cached images and files
7. Click Clear Now.
8. After all clear, exit/quit all browser windows and reopen the browser.

## Safari

*Note: History for the selected time range is cleared entirely. If you wish to keep any saved browsing history, saved passwords, cookies, etc. be sure to record your saved information first.*

1. From the Safari menu, select Clear History... or Clear History and Website Data....
2. Select the desired time range for history to be cleared, and then click Clear History.
3. Go to Safari > Quit Safari or press Command+Q to exit the browser completely.

Most web browsers include a feature to block pop-up ~~ap~~ ap

1. Open the Edge menu by clicking the ellipsis icon (...) in the upper right corner of your web browser, and then select .