When experiencing a technical error (registering in DELPROS, password reset loops, error saving, etc.), first try to perform the following steps to clear your browser Cache, then try to log back into the **DELPROS** online system. If you still experience the issue send an email to customerservice.dpr@delaware.gov, **ATTN: STEMS – DELPROS Technical Assistance Needed**

In Chrome - Computer

On your computer, open Chrome.
1. At the top right, click More.
2. Click More tools Clear browsing data.
3. At the top, choose a time range. To delete everything, select All time.
4. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
5. Click Clear data.

In the Chrome app – Android

On your Android phone or tablet, open the Chrome app. *You must ensure that your phone or tablet has the automatic screen rotation set*.
1. At the top right, tap More.
2. Tap History Clear browsing data.
3. At the top, choose a time range. To delete everything, select All time.
4. Next to "Cookies and site data" and "Cached images and files," check the boxes.
5. Tap Clear data.

In the Chrome app - iPhone

1. On your iPhone or iPad, open the Chrome app. *You must ensure that your phone or tablet has the automatic screen rotation set*.
2. At the bottom, tap More.
3. Tap History Clear browsing data.
4. Make sure there's a check mark next to "Cookies, Site Data," and "Cached Images and Files."
5. Tap Clear browsing data.

In Microsoft Edge app

1. Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Privacy & services.
2. Under Clear browsing data, select Choose what to clear.
3. Select the Cached images and files check box and then select Clear.

Clear the Web Browser Cache – Safari

1. Click on the **Safari** drop-down menu and select Preferences.
2. Click the Advanced tab. Select the Show Develop menu in menu bar checkbox and close the Preferences window.
3. Select the Develop drop-down menu. Click **Empty Cache**.
4. Note: You may want to also **clear** your browser history.

Clearing Mozilla <mark>Firefox</mark> cache:

1. Click on the menu button ≡ to open the menu panel.
2. Click History and select Clear Recent History….
3. Next to **Time range to clear**, choose **Everything** from the drop-down menu, select **Cache** in the items list, make sure other items you want to keep are not selected and then click the **OK** button.