

Please perform the following steps to clear your browser Cache, then try to log back into the [DELPROS](#) online system or request a request password reset:

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.
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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.
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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.
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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.
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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.
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To clear the Firefox 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.