VIVID | learning systems

If you're getting errors during training *(including missing checkmarks from sections you've already completed, getting timed out after a few minutes, etc.)*, click below on the browser you are using and follow the directions for updating your cache settings.
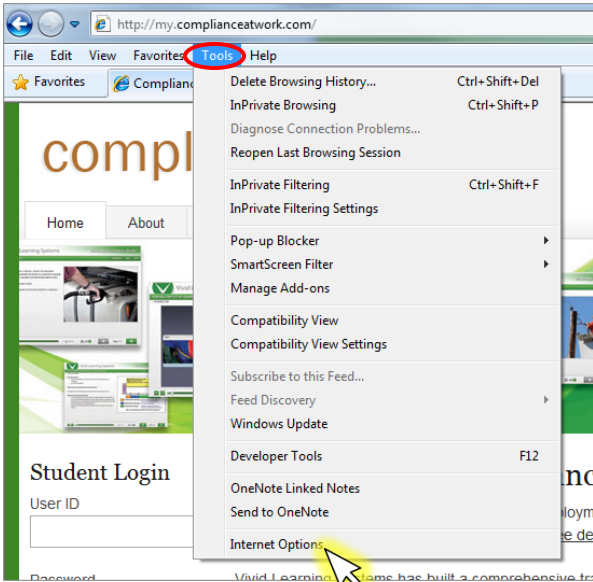
Internet Explorer
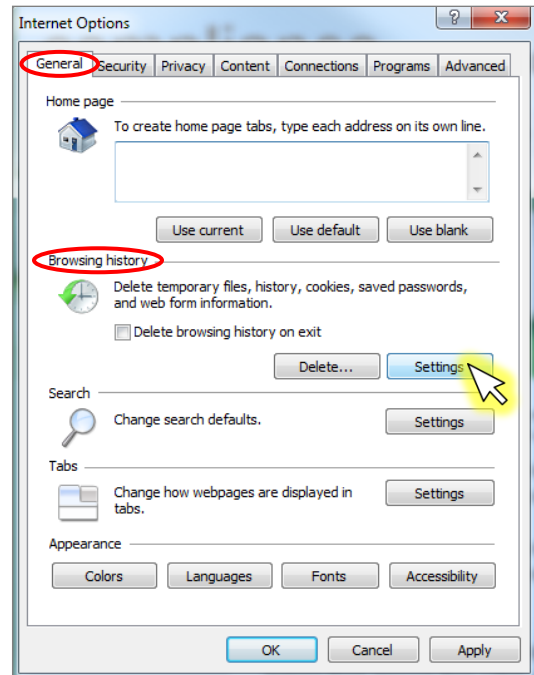
Mozilla Firefox

Google Chrome

BROWSER CACHE SETTINGS

VIVID | learning systems

Internet Explorer

1. Open Internet Explorer. Under the **Tools** Menu, select **Internet Options.**

> Can't see "Tools"? Try clicking the **Alt** button on your keyboard

2. In the window that appears, make sure you're on the **General** Tab, and click on the **Settings** button under *Browsing history.*

3. In the window that appears, select **Every time I visit the webpage** and click **OK** to close the window.
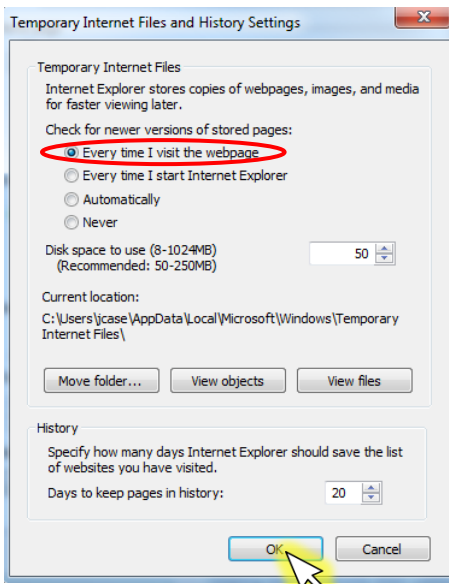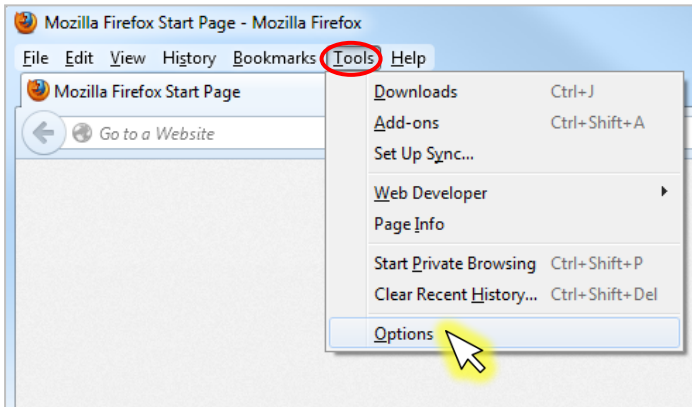
4. Click **OK** in the Internet Options window to close it.

5. Close your Internet browser application by clicking the ❌ in the upper right corner of all open Internet Explorer windows.

6. Open Internet Explorer again.

7. Return to the training webpage, click the **Refresh** (↻) button next to the URL field at the top of the window, then log in.
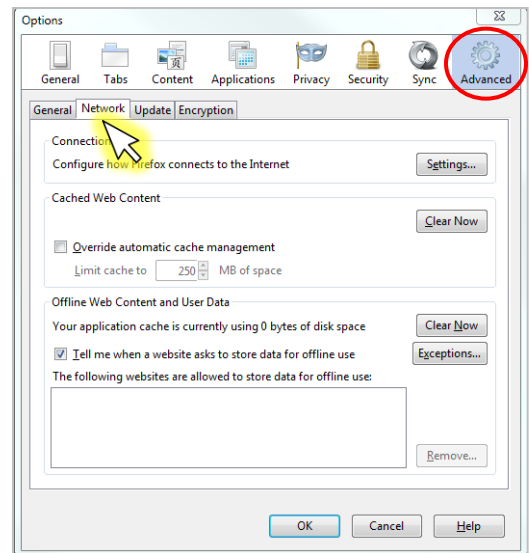
BROWSER CACHE SETTINGS

VIVID | learning systems

Mozilla Firefox

1. Open Mozilla Firefox. Under the **Tools** Menu, select **Options.**
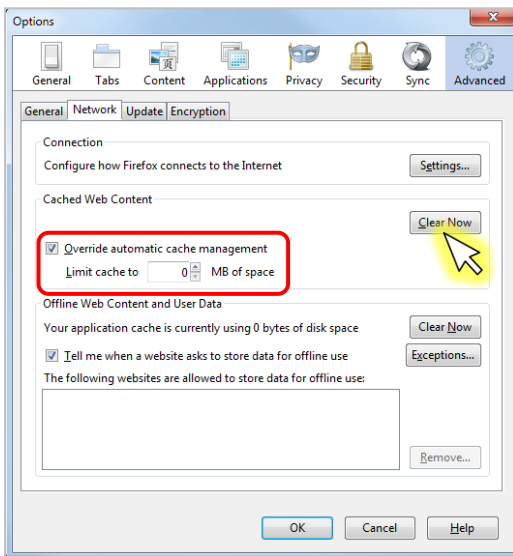
> Can't see "Tools"? Try clicking the **Alt** button on your keyboard

2. In the window that appears, select the **Advanced** section and click on the **Network** tab.

3. Click the **Clear Now** button under *Cached Web Content.*

4. Check the box next to **Override automatic cache management**, and change the limit cache to **0** MB of space.

5. Click **OK** in the Options window to close it.

6. Close your Internet browser application by clicking the in the upper right corner of all open Mozilla Firefox windows.

7. Open Mozilla Firefox again.

8. Return to the training webpage, click the **Refresh** ( ) button next to the URL field at the top of the window, then log in.

If these directions do not work, the version of Firefox you have installed on your computer may require modifying code to adjust the cache setting, which is fairly complicated. You may override the cached page by pressing: Ctrl+F5 or Ctrl+Shift+R. Or, call our customer service team to help you: **1-800-956-0333**

VIVID | learning systems
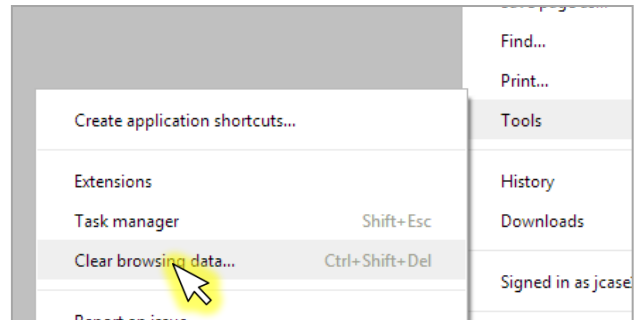
BROWSER CACHE SETTINGS

Google Chrome

1. Open Google Chrome. Click on the Chrome menu icon, then select **Tools.**
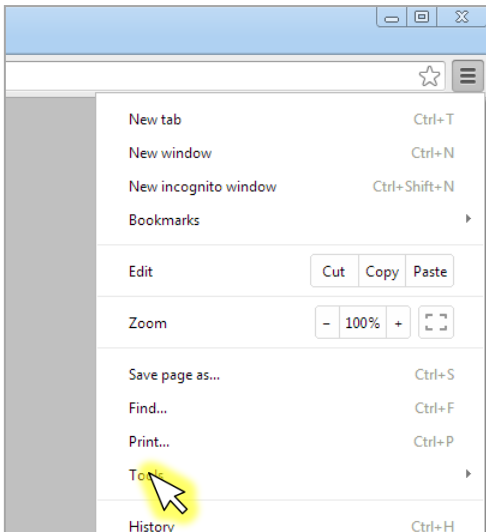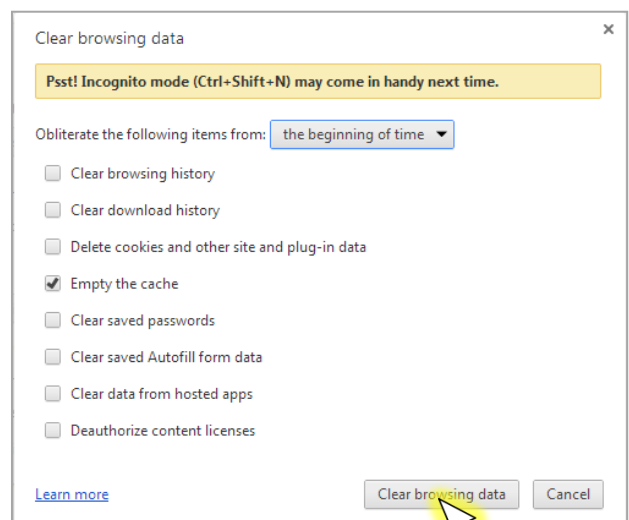
2. Select **Clear browsing data** from the submenu that appears. A new window will open.

3. Make sure the drop-down menu is on **the beginning of time**, and that the box is checked next to **Empty the cache**.

4. Click the **Clear browsing data** button.

5. Close your Internet browser application by clicking the X in the upper right corner of all open Google Chrome windows.

6. Open Google Chrome again.

7. Return to the training webpage, click the **Refresh** (↻) button next to the URL field at the top of the window, then log in.