




HUB Troubleshooting Guide

Browser time out issue

Note: Close all browser sessions before using this guide.

Delete cache in Chrome

1. Open Chrome
2. At the top of the screen, click on (three dots) 
3. Click **More tools** and select **Clear browsing data**
4. In the Clear browsing data screen, choose a time range. To delete everything, select **All time**.
5. Ensure checkbox is selected for **Cookies and other site data** and **Cached images and files**.
6. Click **Clear data**.

Delete cache in Internet Explorer

7. Open Internet Explorer, click on the **Tools** (Alt+X) menu and click on **Internet Options** from the drop-down menu.
8. Select the **General** tab in the Internet Options window.
9. Click on the **Delete Files...** button under the Temporary Internet files section. The Delete Files dialog box opens.

Note: For Internet Explorer 7 users, click on the 'Delete' button under the Browsing History section, then click the 'Delete Files' button on the Delete Browsing History window. Confirm by clicking 'Yes' at the dialog box.

10. Click on the check box (Enable) that corresponds to **Delete all offline content**, then click **OK** to confirm.
11. Click **OK** in the Internet Options window. You have successfully deleted the cache on Internet Explorer.

Delete cache in the new Microsoft Edge

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