



Troubleshooting software issues

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Having trouble with the software? Here are common troubleshooting techniques that often help.

1. Try a hard refresh.

Browsers store cached versions of web pages to speed up your experience. However, sometimes this causes you to view an older version of a site or application. If the site looks weird or has glitches, doing a hard refresh often can fix the problem.

- a. **Windows:** Control + F5
- b. **Apple/Mac:** Command + R or Apple + R
- c. **Linux:** F5

2. Log out and log back in.

The software equivalent of turning it off and on, this is probably the most common troubleshooting technique there is. It's common because it works a lot of the time. Not successful? Try totally logging out and totally closing your browser. If you happen to leave your browser open for long periods of time, it can become very slow and cause performance issues with many sites and applications.

3. Clear your cache and cookies.

Your browser stores a lot of information about your web history in cookies and cache. Over time, this can slow down your browser and, with certain sites or applications, can cause conflicts with newer versions. Sometimes it might be helpful to clear your cache and cookies to improve browser and application performance.

- a. **Chrome:** <https://support.google.com/accounts/answer/32050>
- b. **Firefox Cache:** <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
- c. **Firefox Cookies:** <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>
- d. **Internet Explorer:** <http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer>
- e. **Safari Cookies:** <https://support.apple.com/kb/PH19215>
- f. **Safari Cache:** <https://support.apple.com/kb/PH19215>

4. Try a different browser.

Some issues may be browser specific or caused by an extension or plugin. Trying a different browser can help you narrow down what is causing a problem.

5. Try a different computer.

Is it happening for you or everybody? Trying from a different computer can help you narrow down whether the issue is related to your computer or not.

6. Try a different location.

Some organizations block access to certain web sites and online resources, which can cause issues for authors and readers. If the site or application works from home but not from work, you may need to get in touch with your IT department to help resolve the problem.

7. Try from a different time or dimension.

If you happen to stumble across the secret to time or inter-dimensional travel, please [contact us](#) immediately and let us know how. We'd love to know the secret!

If you are still having trouble, please reach out to support. We're here to help!
