

INSTRUCTIONS FOR FIXING BLANK SCREEN ISSUES IN FIREFOX AND CHROME (clearing the browser cache)

GETTING BLANK SCREEN:

The blank screen can be remedied by clearing the cache in the internet browser that you are using. Instructions provided for Google Chrome and Mozilla Firefox. You will need to delete any bookmarks (i.e. saved favorites) that you have for the MyLion page.

SUMMARY OF WHAT YOU ARE GOING TO DO:

1. Clear your internet browser cache.
2. Close your browser then open it again.
3. Navigate to the MyLion web page.
4. Try again to sign in.

GOOGLE CHROME - Clearing the cache:

While in the Google Chrome internet browser:

- Press and Hold the two keys: **[CTRL] + [SHIFT]**
- While holding the two keys, tap the **[Delete]** key

You should get a window option to clear the cache:

- Select "**All Time**" for the **TIME RANGE** (click down arrow to make selection)
- Make sure there is a check mark next to the three selections:
 1. Browsing History
 2. Cookies and other site data
 3. Cached Images and Files
- Click Clear Data

FIREFOX - Clearing the cache:

While in the Firefox internet browser:

- Select the Menu option (the three **parallel lines** at top-right corner)
- Select **Options** (from the drop-down menu)
- Select **Privacy and security**
- Select **Cookies and Site Data** [scroll downward to see]
- Select Clear Data
- Make sure there is a check mark next to the two selections:
 1. Cookies and site data (check mark)
 2. Cached web content (check mark) [is under the Clear Data Button]
 - Select Clear