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# TECH TIPS

## CLEARING YOUR BROWSER'S CACHE

Occasionally, while viewing an online training course, the application will stop displaying the course. It appears that the training is “locked-up” or “frozen” and won't continue.

**Background:** when a course is delivered to your browser from a web server it is, in essence, downloaded to your browser and “cached” into memory. Trainnow.net's, as well as other vendor's, training may continue to download the entire course while you are viewing it. In other words while you are watching the first page the rest of the pages are being downloaded into your computer's memory.

This helps to smoothly deliver the training without having to wait for each page to download when you click next.

**What happens to cause it:** Occasionally, while a course is downloading or “cacheing” one of the files will get corrupted during the transfer. When the viewer enters that corrupted page the application will stop, or hang, or freeze.

Since the downloaded files are now “cached” into memory. No matter how many times you try, it won't get past that point. The only way to complete the training is to clear your browser's cache.

### TO CLEAR THE CACHE, DO THE FOLLOWING:

**Internet Explorer 7**– In the main menu, click Tools>Internet Options. With the general tab selected, click the “Delete” button in the Browsing History section. Then make sure the “Temporary Internet files” checkbox is selected and click the “Delete” button.

**Firefox 4**– Choose Tools>Clear Recent History>Make sure the “Cache” checkbox is checked and click the “Clear Now” button.

**Google Chrome 12** – Choose Chrome in the main menu>Preferences>Under the Hood>Then in the top Privacy section click the “Clear Browsing Data” button. Then make sure the “Empty the Cache” checkbox is selected and click the “Clear Browsing Data” button.

**Safari 5** –Open Safari.Click on “Safari” in the top menu>then select “Empty cache”. Click on the “Empty” button.

**NOTE:** DEPENDING YOUR BROWSER'S VERSION, THE PROCESS THE PROCESS DESCRIBED ABOVE MAY BE SLIGHTLY DIFFERENT.

BE SURE TO COMPLETELY CLOSE THE BROWSER WHEN YOU FINISH, RESTART YOUR COMPUTER, AND TRY TO VIEW THE TRAINING AGAIN.

If your course is set to bookmark where you left off, you may have to wait a short time until the pages are reloaded. The course should then resume where you left off and proceed to the end.