

I recommend clearing the browser cache. Once the browser cache is cleared, and then log in. I am attaching the steps below.

1. Identifying Your “Browser”

An “internet browser” or “web browser” is a computer application used to fetch, present, and interact with web pages and multimedia content. This content can be stored remotely on a public web site, or locally on your computer’s file system. There are currently four major browsers available:

- Google “Chrome”
- Microsoft Internet Explorer (“IE”)
- Mozilla “Firefox”
- Apple “Safari”

All Windows-based PCs have at least Internet Explorer installed, as it is part of the Windows operating system. Similarly, all Mac computers have at least Safari installed, as it is made by Apple. Although IE and Safari are often the “default browser” for PCs and Macs, respectively, Chrome and Firefox are excellent alternatives and can be freely downloaded and installed on any PC or Mac computer. (Note: if using a public (school district) workstation, a system administrator account may be required to install software.)

2. Identifying Your Browser “Version”

Like most computer software, web browsers are routinely updated by their respective developers. Whereas some browsers are self-updating (e.g. Chrome), other browsers (e.g. Internet Explorer) have a more involved update process and consequently do not get updated as often. If you are experiencing technical difficulties with a web application such as MY LEARNING PLAN, you may be asked to identify your browser and browser version to help troubleshoot the issue. Finding this information is a little different for each browser:

Chrome:

1. Click the Menu icon or click Alt+F to open the Chrome settings menu.
2. Click “About Google Chrome.”
3. The first number is the most important. In the example to the right, this machine is running “Chrome 22.”
4. Chrome is self-updating and it is the recommended browser for MY LEARNING PLAN.

Internet Explorer:

1. Type Alt-H to open the IE Help menu.
2. Click “About Internet Explorer.”
3. The big/first number is the most important. In the example to the right, this machine is running “IE 9.”
4. Please note: MY LEARNING PLAN requires at least IE 8.

Firefox:

1. Type Alt-H to open the Firefox Help menu.
2. Click “About Firefox.”
3. The first number is the most important. In the example to the right, this machine is running “Firefox 15.”
4. Please note: MY LEARNING PLAN requires at least Firefox 4.

Safari:

1. On a PC, type Alt-H to open the Safari Help menu. Click “About Safari.”

2. On a Mac, click the Safari drop-down menu and select "About Safari."
3. The first number is the most important. In the example to the right, this machine is running "Safari 5."
4. Please note: MY LEARNING PLAN requires at least Safari 4.

3. Clearing Your Browser "Cache"

All web browsers use a temporary storage folder called a "cache" to store web page content. They do this primarily for one reason: to increase performance and reduce load time the next time you visit that page. While that sounds great in theory, it also presents a risk for users of robust web applications such as MY LEARNING PLAN – or any web application featuring data that's being updated on a regular basis, such as a news website. If you don't routinely clear your browser's cache, you can't be sure you're seeing the latest version of the page you're viewing.

Please note: clearing your browser's cache has to do with data presentation/style and scripting (i.e. what happens when you click a particular button); it does not pertain to MY LEARNING PLAN form data. (If you are viewing a form within MY LEARNING PLAN, rest assured you are seeing the most current data available in the database.)

Each of the four major web browsers provides a utility for quickly clearing its cache. It is recommended that you perform this task on a weekly basis to ensure the optimum MY LEARNING PLAN experience. The steps for clearing your browser's cache are as follows:

Chrome:

1. Holding CTRL and SHIFT, hit DELETE to quickly open Chrome's browsing data utility.
2. Uncheck all checkboxes except for "Empty the cache."
3. In the date range drop-down, select "the beginning of time."
4. Click the "Clear browsing data" button.

Internet Explorer:

1. Holding CTRL and SHIFT, hit DELETE to quickly open IE's browsing history utility.
2. Uncheck all checkboxes except for "Temporary Internet files."
3. Click the "Delete" button.

Firefox:

1. Holding CTRL and SHIFT, hit DELETE to quickly open Firefox's browsing history utility.
2. Uncheck all checkboxes except for "Cache."
3. Change the time range selection to read "Everything."
4. Click the "Clear Now" button.

Safari:

1. On a PC, click the Edit drop-down menu and select "Empty cache..."
2. On a Mac, click the Safari drop-down menu and select "Empty cache..."
3. To confirm, click the "Empty" button.

REMEMBER: On any machine you use regularly, clear your browser's cache on a regular basis to ensure the optimum MY LEARNING PLAN experience. If you're experiencing a problem within MY LEARNING PLAN, please clear your browser cache, restart your browser, and try again before reporting the issue.