

Old Page Stuck in Cache

Your browser saves a copy of Web pages you access in a special folder called a cache. Sometimes an older version of the Log In page is still in the cache and your browser does not load the new page when you try to log in. Try emptying your cache. (See your browser help for instructions on emptying the cache or clearing the history.) Then close and reopen your browser and try logging in again.

To clear your cache in Microsoft Edge:

- You can see your browsing history by selecting Settings > Privacy, search and services.
- Under Clear browsing data, select Choose what to clear.
- Choose a time range from the Time range drop-down menu.
- Choose the types of data you want to clear.
- Select Clear now. Close your browser and then restart.