

Some issues that you encounter with your account or accessing www.MyConexim.net can be solved by changing your browser settings, refreshing the page, or clearing the browser cache and cookies.

Some browser issues may be caused by the browser itself. For optimal viewing and security, we recommend that you keep your browser up to date.

BROWSER REFRESH

A force refresh or reload will cause the browser to re-check with the web server to make sure it has the latest copy of the web page you are viewing. Here are keyboard shortcuts for force refreshing your browser:

Windows: Ctrl + F5 | **Mac/Apple:** Apple + R or Cmd + R | **Linux:** F5

CLEARING YOUR BROWSER CACHE

If you are experiencing problems displaying www.MyConexim.net pages, clearing the browser cache is a good first step to try to resolve the issue.

Google Chrome - Clear cache



1. Open Chrome
2. In the top right, click the **Menu**
3. Click **More tools** > Clear browsing data
4. In the dialog that appears, select the checkboxes for the types of information that you want to remove
5. Use the menu at the top to select the amount of data you want to delete. Select beginning of time to delete everything
6. Click **Clear browsing data**

Firefox - Clear cache



1. Click the **Menu button** and choose **Options**
2. Select the **Advanced panel**
3. Click on the **Network tab**
4. In the Cached Web Content section, click **Clear Now**
5. Close the **about : preferences page**
Any changes you've made will automatically be saved

Microsoft Edge



1. **Select Tools** (via the Gear Icon) > Safety > Delete browsing history
NOTE: You can also access this menu by holding **Ctrl + Shift + Delete**
2. Make sure to **uncheck Preserve Favourites website data** and **check** both **Temporary Internet Files** and **Cookies** then **click Delete**
You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies

Safari



Safari includes a **Clear History tool** on the main application menu (*click on Safari in the tool bar*), and again at the bottom of the History menu.

You can choose to clear the last hour, or all of today's accumulated data, or today plus yesterday, or just all the data since inception. Select from the dropdown list and **click Clear History**.

WHAT ARE COOKIES?

A cookie is a small amount of data that is sent to your browser from a web site and is stored on your computer's hard drive. If your browser's preferences allow it (*most browsers are installed with cookies enabled*), each web site can send its own cookie to your browser. To protect your privacy, cookies do not store personal information but instead use anonymous unique identifiers. Each web site can only access the cookie they have sent to your hard drive, not the cookies sent by other websites.