Clearing the Browser Cache:

Clearing the browser cache can solve most problems, such as attachments not uploading. Below are the steps for various browsers:

- **Google Chrome (click on the three vertical dots at the top right of the screen):**
  - Navigate to "More Tools" and click "Clear browsing data..." after hovering over More Tools. Change the drop down at the top next to "Clear the following items from" to "the beginning of time" to clear all cached history. The only option needed to be selected is "Cached Images and Files". After selecting this, click Clear Browsing Data at the bottom.
  - Alternately, you can click Ctrl + Shift + Del to pull up this menu whenever in Chrome.

- **Mozilla Firefox (click on the three vertical bars at the top right of the screen):**
  - Click on Options, then select Privacy and click on the hyperlink titled “clear your recent history”. Click the arrow next to Details in order to bring up more options. Check the box for Cache and click Clear Now to complete.

- **Internet Explorer (select the gear icon, then click on Internet Options)**
  - Click on Delete under Browsing History and select Temporary Internet Files and Website Files, Cookies and Website data, and History. Click Delete, then Apply, to complete.