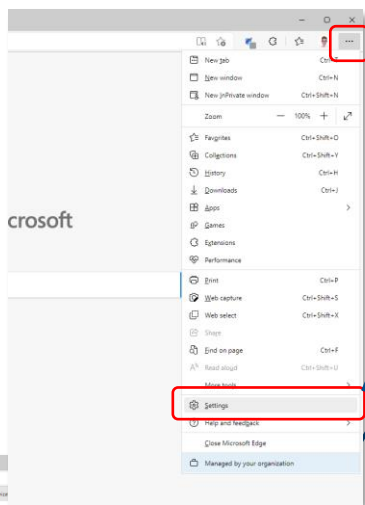


How to clear your cache and use InPrivate mode in Edge



Clear your cache and cookies

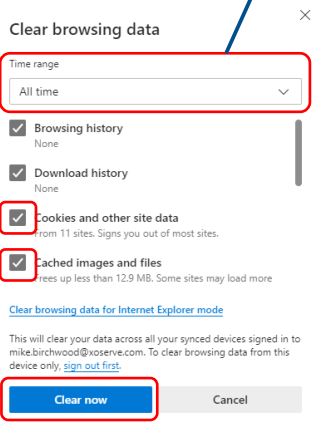
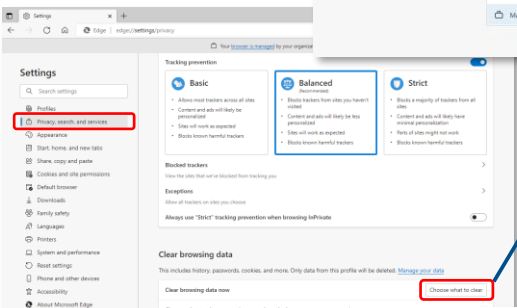
- Browsers, like Edge, saves some information and data from websites in an area called 'cache'. Clearing the cache can fix some problems like page loading issues.

Click the three dots icon on top right corner of the Edge browser and click 'Settings'.

Then click 'Privacy, search and services' and 'Choose what to clear' under 'Clear browsing data'.

Change the 'Time range' drop-down to 'All time'. Tick the checkboxes next to 'Cookies and other site data' and 'Cached images and files'. Click on 'Clear now' and wait for the process to complete.

- Restart your browser to clear any open session data.



InPrivate browsing mode

- Using InPrivate browsing mode to log in to the Portal can prevent caching problems because nothing is stored from the InPrivate window.

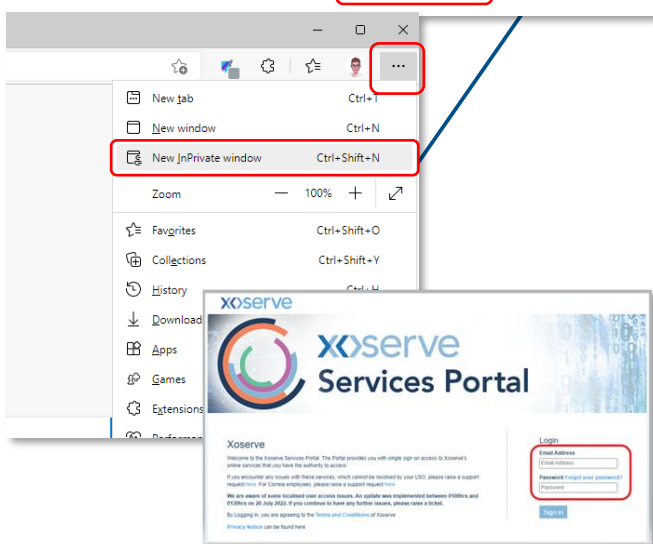
Click the three dots and 'New InPrivate window'. Verify you are in InPrivate mode in the new window using the icon in the top right:



- Type in the URL xoserveservices.com and press Return to create a new login session.

- If you still need support:

- Test your browser compatibility ([link below](#))
- Contact your Master Admin User ((MAU) previously LSO) to verify your account has been set up correctly
- Contact your IT support to check the new Portal URL is on your company's whitelist and isn't being blocked
- Raise a ticket via our Service Desk ([link below](#)), giving as detail of the completed steps so that we can deal with your issue as efficiently as possible



Resources:

- Browser compatibility test – [Link](#)
- Raise a ticket via our Service Desk - servicedesk@xoserve.com
- Full training course for the new GES service - [Link](#)
- Frequently Asked Questions - [Link](#)