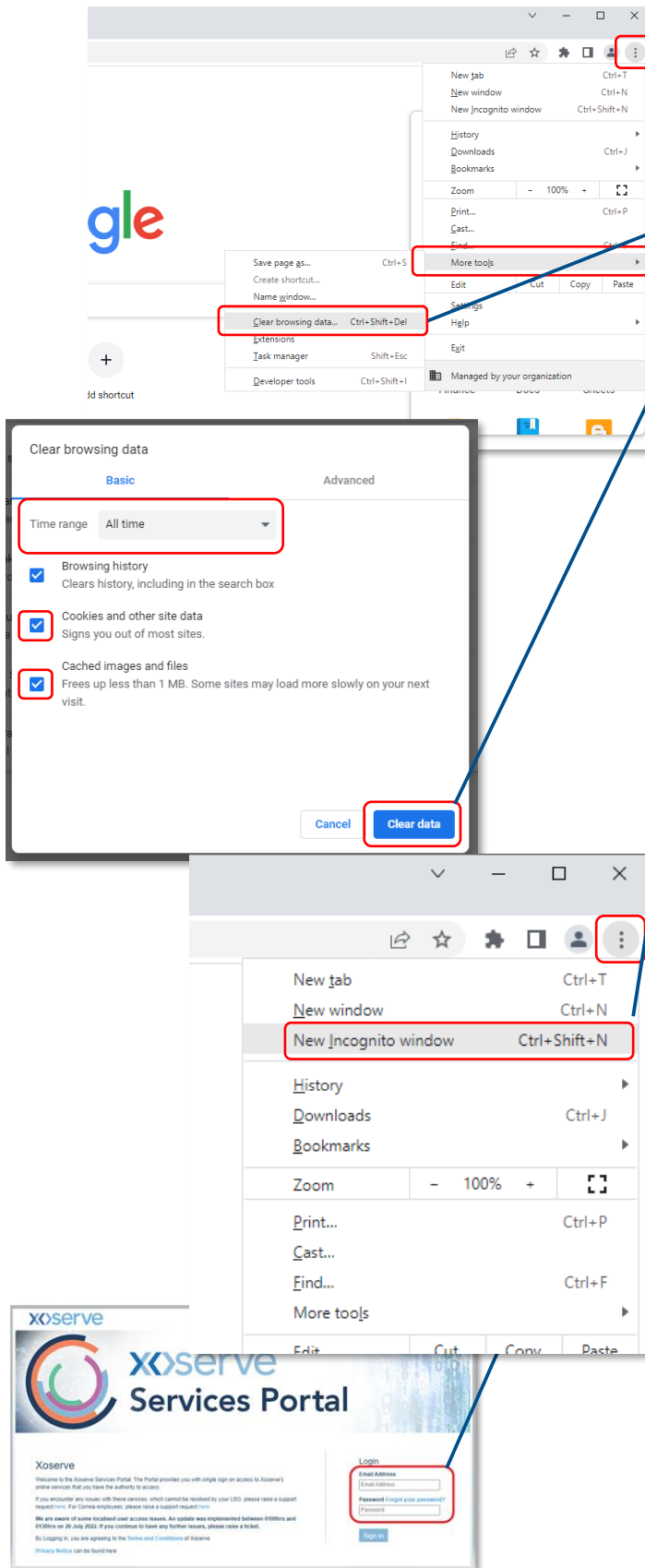


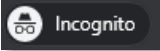
How to clear your cache and use Incognito mode in Chrome



Clear your cache and cookies

- Browsers, like Chrome, save some information and data from websites in an area called 'cache'. Clearing the cache can fix problems, like page loading issues.
- Click the three dots icon on top right corner of the browser. Move the cursor to 'More tools' and click '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 data' and wait for the process to complete.
- Restart your browser to clear any open session data.

Incognito browsing mode

- Using Incognito mode to log in to the Portal can prevent caching problems because nothing is stored from the Incognito window.
- Click the three dots again and click 'New Incognito window'. Verify you are in Incognito mode by using the icon in the top right of the new window:

- 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](#)