

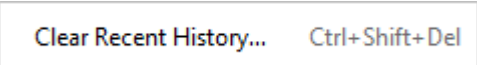


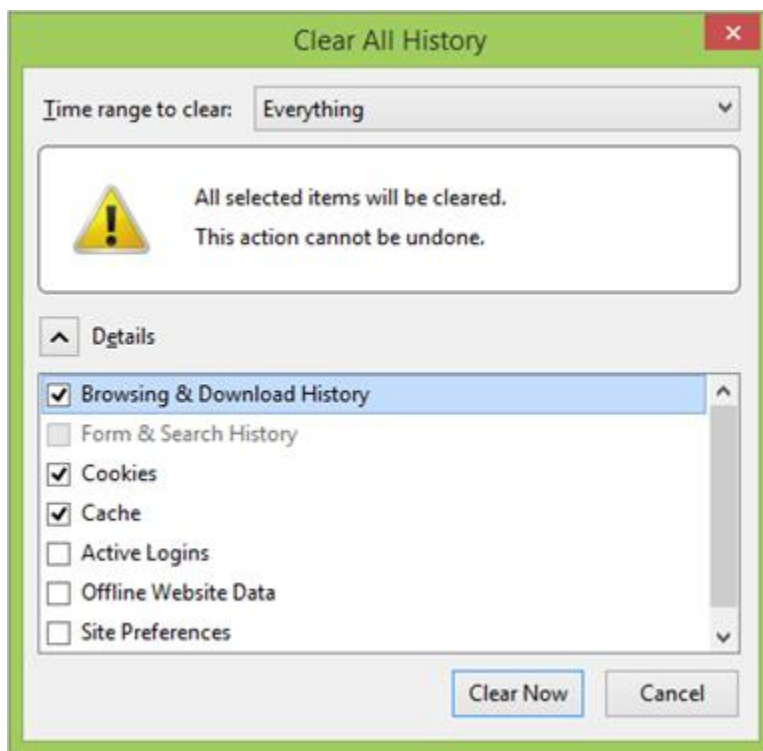
Sometimes the data saved in your browser's history, cache, or cookies can cause issues with Crimson. For example, we may have published an update to the database, but you're unable to view the change due to the saved data in your browser.

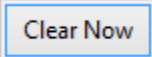
Below are directions on how to clear your browsing history, cache, and cookies for Firefox.

Firefox

1. Open your Firefox browser and press **CTRL + SHIFT + DEL** to be taken straight to the **Clear All**

History page or select  button at the top right hand corner, select the  option, and then  **Ctrl+Shift+Del** to be taken to the **Clear All History** page.



2. Check the **Browsing & Download History**, **Cookies**, and **Cache** checkboxes and press the  button.
3. When you are done clearing your browsing history, open a fresh new browser.
4. Log back into Crimson, and attempt the task you previously were not able to complete due to your saved browsing data.