

An update to the system over the weekend may have affected the use of the system. This may have caused one to see a blank screen and unable to access data.

In order to fix the access, please do the following:

1. **Clear the system Cache:**

2. **Clear your browser cache:**

Firefox:

Click the hamburger menu on the top right -> **Library** -> **History** -> **Clear Recent History**. Choose the time range (select All time)and the items you wish to clear and click **Clear Now**.

Chrome:

Access Chrome and go to **Preferences** > **Advanced** > **Clear Browsing Data**. Select the items you want to delete, choose the period (select All time.) for which you want to delete them and click **Clear Browsing Data**.

Safari:

Open Safari and go to **Develop** > **Empty Caches**. If you do not see the **Develop** menu item, you can enable it from **Safari** > **Preferences** > **Advanced** > **Show Develop menu in the menu bar**.

Opera:

Open Opera and go to **Tools** > **Delete Private Data**. Choose which items you wish to delete and click **Delete**.

Microsoft Edge:

Click the three dots button in the upper-right corner of the screen and select **Settings** from the drop-down menu. Under **Clear browser data**, select **Choose what to clear**. Check the boxes labeled **Browsing history**, **Cookies and saved website data**, **Cached data and files** and click on **Clear**.

Internet Explorer 9, 10 and 11:

Go to **Tools > Safety > Delete browsing history**. Then uncheck the option for **Preserve Favorites website data**, tick the options for **Temporary Internet Files** and **Cookies** and click **Delete**.

If you followed the steps correctly, you should get logged out of the system. Please log back in and you should then be able to view the updated system. The updated system will allow for tracking of both guests and employees as well as some additional demographic information and the quarantine end date.