Clearing of browser history procedure

Please do the following- clearing browser history depending on the browser used:

In Google Chrome:

1. In the top right-hand corner, under the X, click on the vertical three dots.
2. Then, from the drop down menu choose Settings.
3. On the next page, under Privacy and security, click on Clear browsing data. **Ensure that the Time range is set on "All time".**
4. Then click the Clear data button.
5. Wait until the clearing of browsing data finishes.
6. Close all open sessions of Chrome and any other browsers eg. Edge.
7. Open Chrome again and try to login to the library e-resources again.

In Microsoft Edge:

1. In the top right-hand corner, under the X, click on the horizontal three dots.
2. Then, from the drop down menu choose Settings.
3. In the left hand pane, choose Privacy, search and services.
4. Scroll down on the page until your reach the heading Clear browsing data
5. Click on the blue Choose what to clear button.
6. **Ensure that the Time range is set on "All time".**
7. Click the Clear now button.
8. Wait until the clearing of browsing data finishes.
9. Close all open sessions of Edge and any other browsers eg. Chrome.
10. Open Edge again and try to login to the library e-resources again.

In Firefox:

1. In the top right-hand corner, under the X, click on the three horizontal lines.
2. Then, from the drop down menu choose Settings.
3. In the left hand pane, choose Privacy and Security.
4. Scroll down on the page until your reach the heading Cookies and Site Data.
5. Click the Clear Data button, **ensure that all options are chosen and that in the "When" drop-down box, Everything is chosen.**
6. Then, click the blue Clear button.
7. Wait until the clearing of browsing data finishes.
8. Close all open sessions of Firefox and any other browsers eg. Chrome.
9. Open Firefox again and try to login to the library e-resources again.

   Also, try different browsers if you get the issue in eg. Google Chrome, try Edge and vice versa.