

After at TREAT update, HInext recommends that users clear internet browsers cache (*a component in your browser that stores data so future requests for that data can be served faster*). Some computers that use Internet Explorer (IE11) may be running in compatibility mode (software emulates an older version).

TREAT will not perform as expected if the browser is running a version older than IE11 (Internet Explorer only).

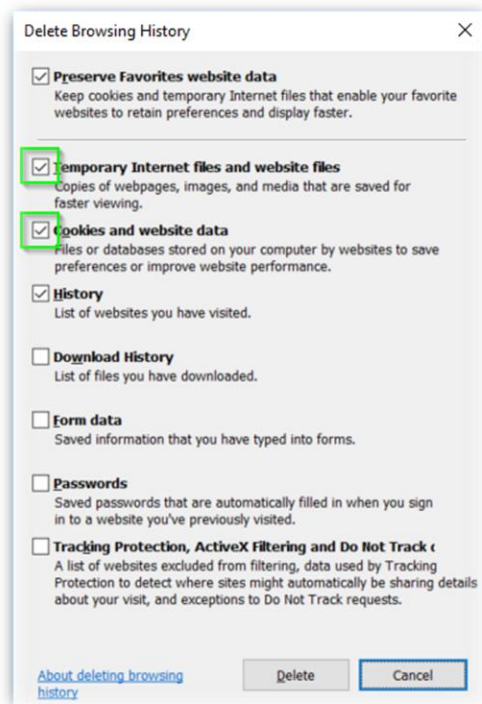
Using Chrome by Google is the best way to use TREAT if possible. TREAT was not intended for Mozilla Firefox and may not function correctly.

Internet Explorer, cache clearing



Easy way

- 1) press **Ctrl + Shift + Delete** at the same time when you have web page open in your Internet Explorer session
- 2) Make sure the checkbox is checked next to “Temporary Internet files and website files” and “Cookies and website data”
- 3) Select ‘Delete’ at the bottom of the window

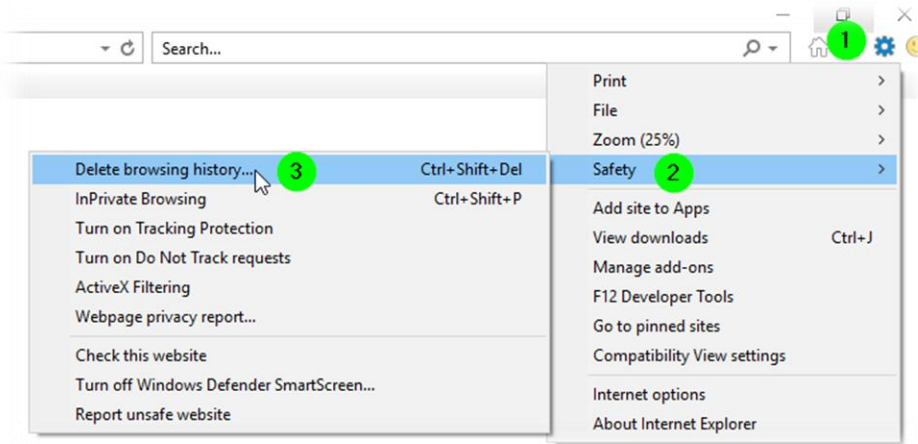


- 4) Close and reopen Internet Explorer

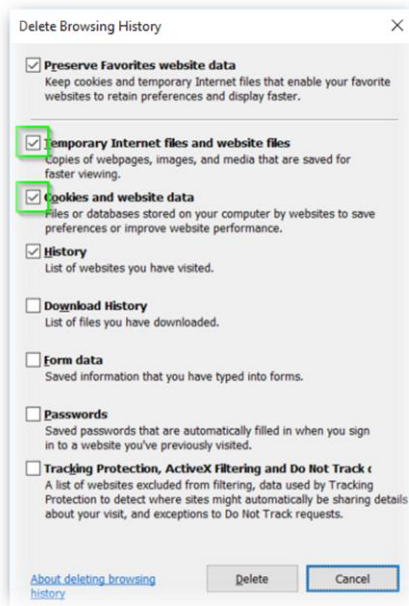
Alternate cache clearing process

- 1) Click the sprocket (1) in the top right corner of your Internet Explorer window

- 2) Select 'Safety' from the drop-down menu (2).
- 3) Choose 'Delete browsing history' (3).



- 4) Make sure the checkbox is checked next to 'Temporary Internet files and website files' and 'Cookies and website data'
- 5) Select 'Delete' at the bottom of the window



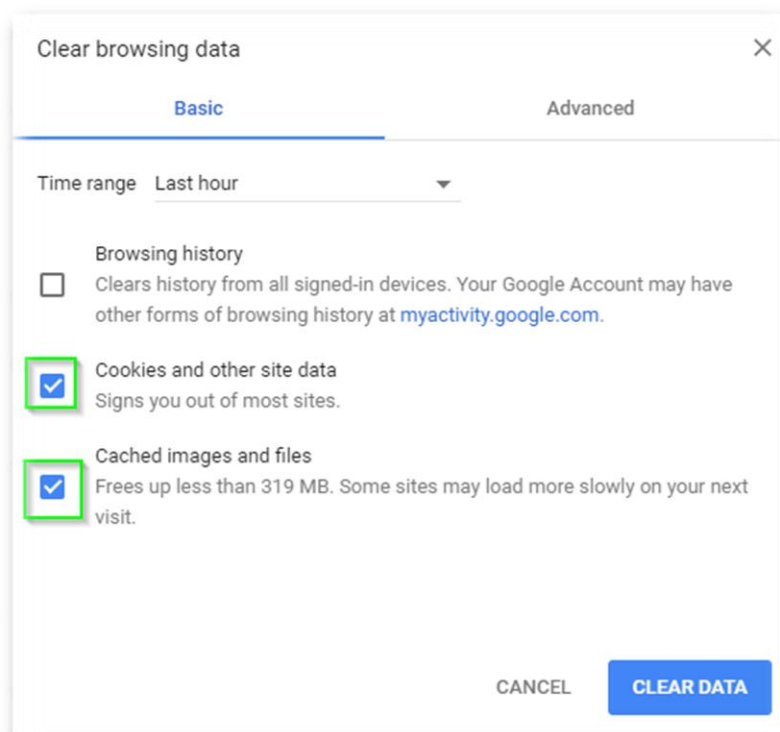
- 6) Close and reopen Internet Explorer

Google Chrome cache clearing process



Easy way

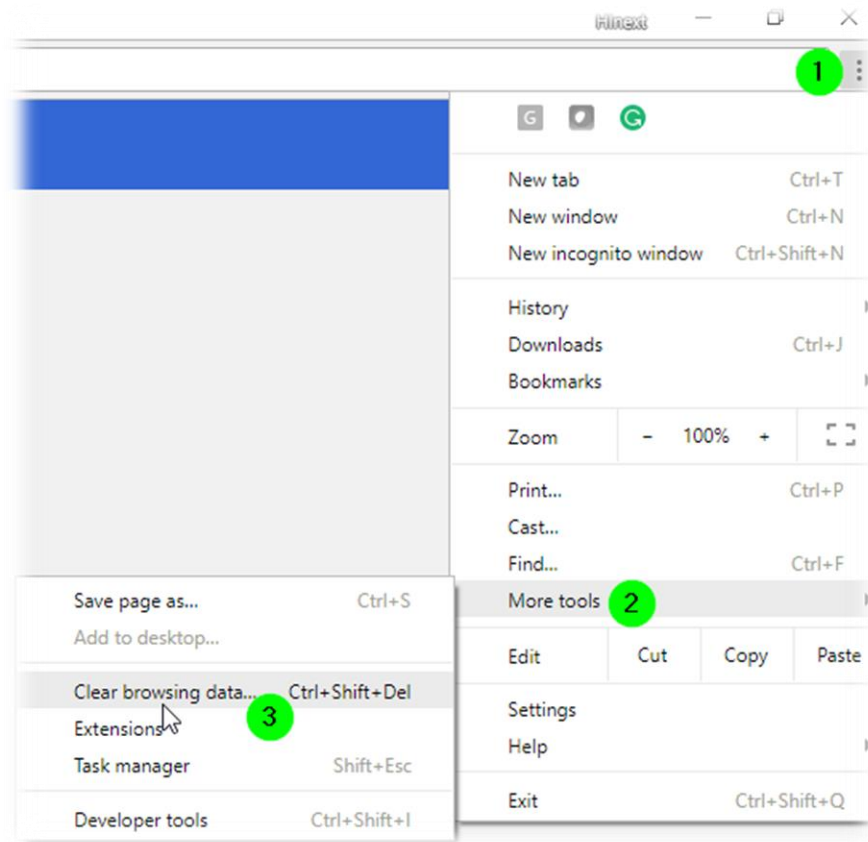
- 1) press *Ctrl + Shift + Delete* at the same time when you have web page open in your Chrome session
- 2) Make sure the checkbox is checked next to “Cookies and site data”. Optional: ‘Cached images and files’
- 3) Select ‘Clear Data’ from the bottom of the popup window



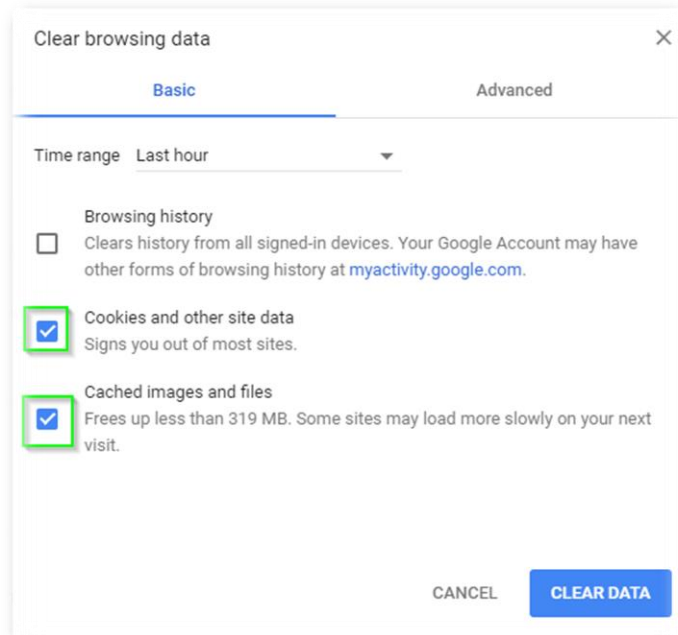
Cache Clearing and Compatibility Mode Checking

Alternate Cache clearing process

- 1) Click the 3 ellipses (3 vertical little dots) found in the top right corner of the Chrome window (1)
- 2) Select 'More tools' (2) from the dropdown menu and choose 'Clear browsing data' (3)



- 1) Make sure the checkbox is checked next to "Cookies and site data". Optional: 'Cached images and files'
- 2) Select 'Clear Data' from the bottom of the popup window

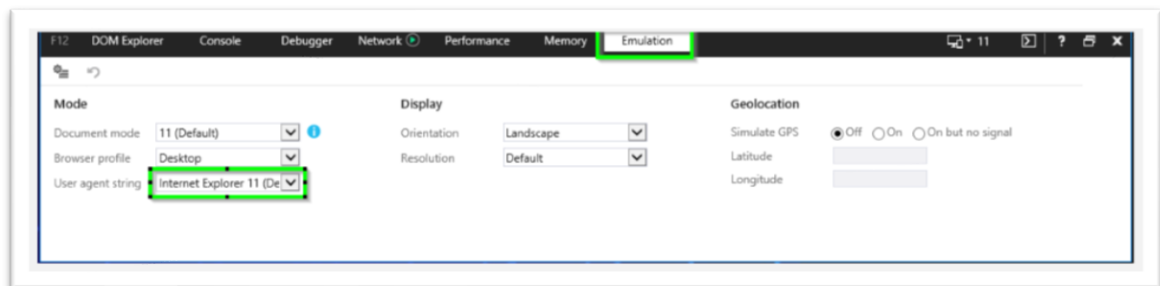


- 3) Close and reopen Google Chrome

Identify Compatibility settings in Internet Explorer

This is a quick way to see if your Internet Explorer browser is emulating an older version that will cause functionality issues with TREAT.

- 1) In an Internet Explorer window, press F12
- 2) A new window frame will appear with a black title bar and 7 tabs to choose from
- 3) Select 'Emulation'
- 4) Under the 'Mode' column, the last item is 'User agent string'. That will be the IE version your session is running. If the emulation is not Internet Explorer 11, contact your IT representative to explore options to allow your internet browser to be IE11 and compatible to TREAT



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