

Login Problems

If the webpage keeps giving a prompt to solve a maths problem and then erases the username, try the following options:

- **TRY IN INCOGNITO WINDOW IN YOUR BROWSER:**

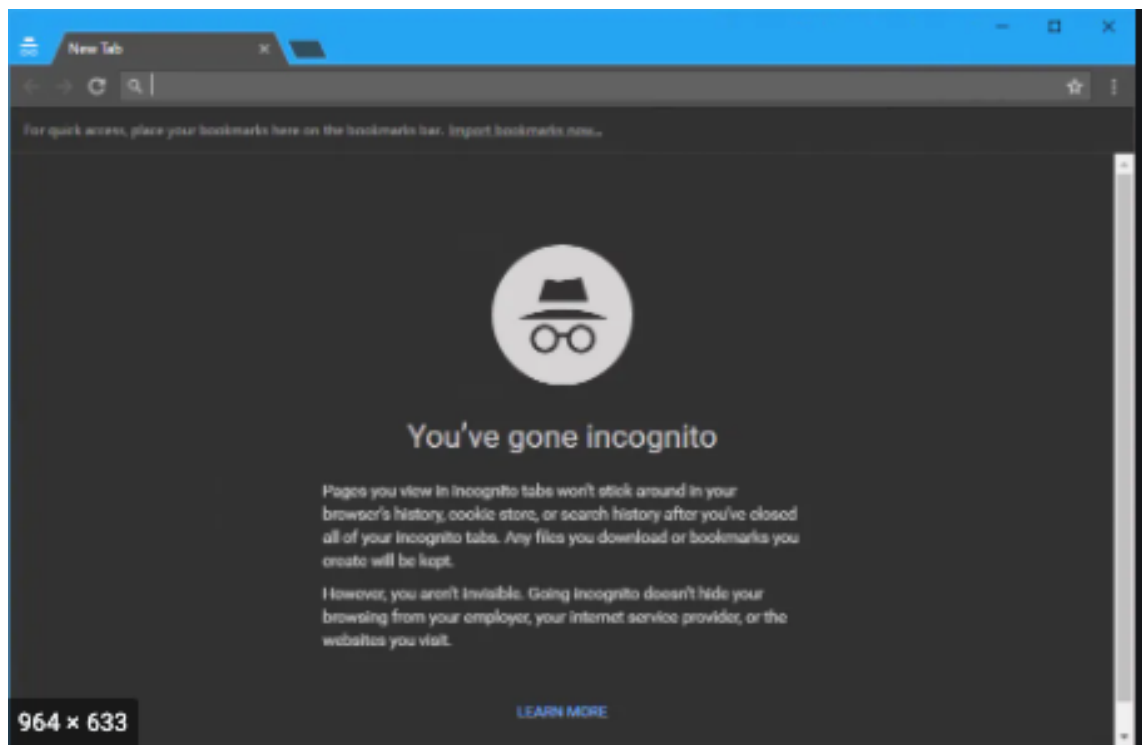
How do I open an incognito window?

Browse in private

1. On your Android phone or tablet, open the Chrome app .
2. To the right of the address bar, tap More. New Incognito tab.
3. A new window appears. In the top left, check for the Incognito icon .

You can also use a keyboard shortcut to open an Incognito window:

1. **Windows**, Linux, or **Chrome** OS: Press Ctrl + Shift + n.
2. Mac: Press ⌘ + Shift + n.



- **ERASE COOKIES IN YOUR COMPUTER:**

In the Chrome app

1. On your Android phone or tablet, open the Chrome app .
2. At the top right, tap More .
3. Tap History. **Clear** browsing data.

4. At the top, choose a time range. To **delete** everything, select All time.
5. Next to "**Cookies** and site data" and "Cached images and files," check the boxes.
6. Tap **Clear** data.

Safari: how to delete cookies in Safari for MacOS Sierra on your computer

1. Open **Safari**.
2. Select "Preferences" from the dropdown **Safari** menu.
3. Click on "Privacy," then on "Manage Website Data."
4. Click on "**Remove** all" from the dropdown menu.