

# OLR Hints & Tips

## Browser Technical Issues for Parents



On-line Registration (OLR) application recommended browsers are **Chrome, Edge and Firefox**. For any browser related issues, you may follow instructions below and then log back into the application.

If clearing browser does not work, try **starting a brand new registration form**. If technical issues persist, please contact your local school so they can further investigate with our IT department.

### DESKTOP BROWSERS: DELETE COOKIES AND BROWSING DATA

#### Microsoft Edge (Recommended Browser)

1. In the top right, click the Hub icon (looks like three horizontal lines).
2. Click the History icon, and then select Clear all history.
3. Select Browsing history, then Cookies and saved website data, and then Cached data and files. Click Clear.
4. After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

#### Chrome

1. In the browser bar, enter:  
chrome://settings/clearBrowserData
2. Select the following:
  - o Browsing history
  - o Download history
  - o Cookies and other site and plug-in data
  - o Cached images and files

From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.

3. Click Clear browsing data.
4. Exit/quit all browser windows and re-open the browser.

#### Firefox

1. From the History menu, select Clear Recent History.  
If the menu bar is hidden, press Alt to make it visible.
2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
3. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
4. Click Clear Now.
5. Exit/quit all browser windows and re-open the browser.

**Internet Explorer is NOT a supported browser, therefore not recommended to use.**