

## Troubleshooting first steps for CHND Portal Issues

### VELOS - Clearing Cache

Below are some steps that may help clear items from the cache that sometimes get stuck. Please let me know if these help, or if you continue to experience issues.

1. While in the WCT, press Ctrl and F5 at the same time.
2. Log out of the WCT, not just closing your browser but clicking the logout button in the upper right corner, and log back in.
3. Hard Reset, using the following steps:
  - Go to the EOC form, Press F12 on the keyboard and a console window opens.
    - (If F12 does not open the window, then right click anywhere on the form and select "Inspect Element").
  - Once the console window opens, go to browser refresh icon and Right Click on it.
    - Select Empty Cache and Hard Reload.
  - The Browser refreshes, close the console window and try opening the forms again.

