

If you are unable to log into the CFO Connects portal please try clearing your web browser's cache. Instructions to do so can be found below.

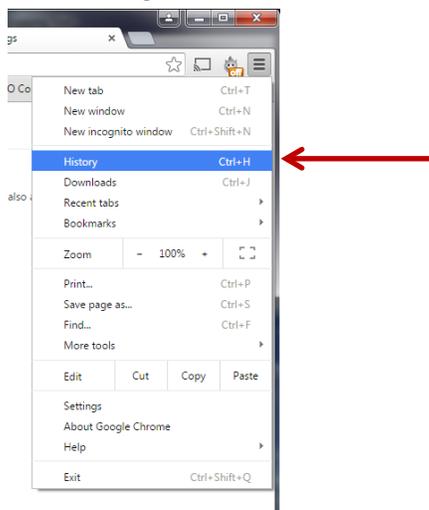
- |   |         |        |
|---|---------|--------|
|  | Chrome  | Page 1 |
|  | Firefox | Page 3 |
|  | Safari  | Page 5 |

#### Google Chrome:

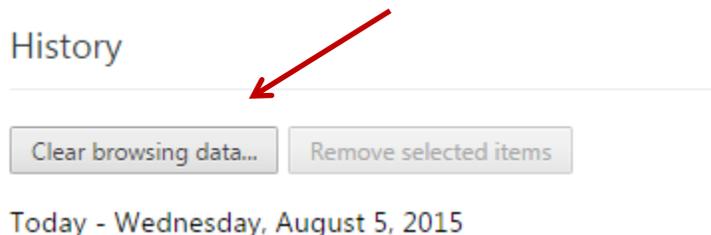
1. Click the customize button on the upper right corner



2. Click **Settings**

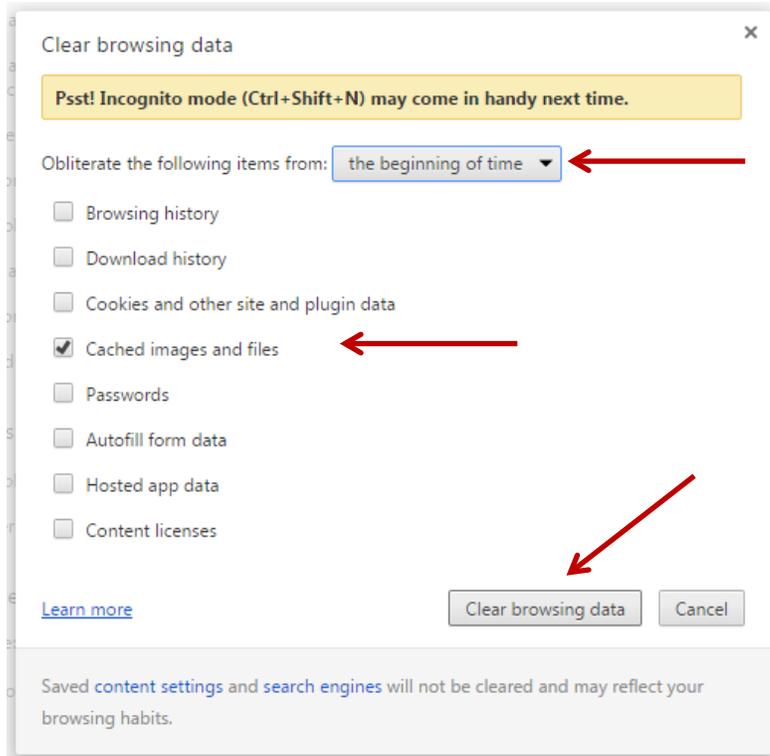


3. Click **Clear browsing data...**



4. Check **Cached images and files** and click **Clear browsing data**

If you are clearing your cache because of a password problem, check off Passwords in the box below. Please ensure that the *Obliterate the following items from:* dropdown menu is set to **the beginning of time**.



If the problem persists, please contact the 24/7 CFO Connects Support Hotline

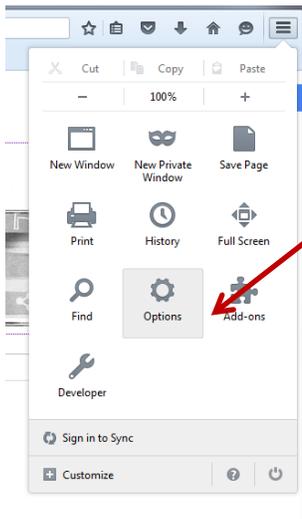


**FireFox:**

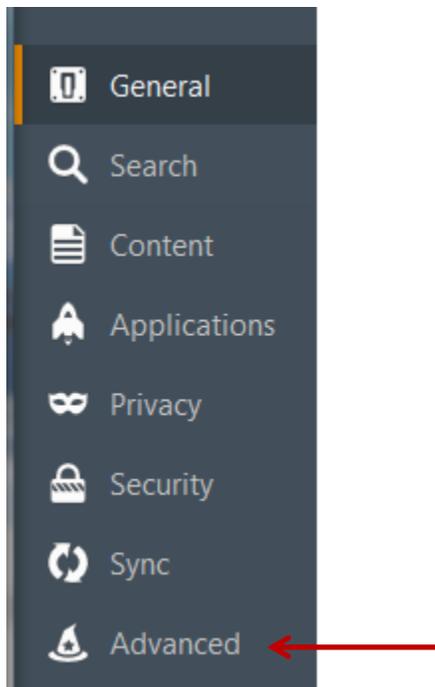
1. Click the **Open Menu** button in the upper right corner



2. Click the **Options** button



3. Click **Advanced** from the left side menu





- 4. Click on **Network** from the advanced options

## Advanced

General   Data Choices   **Network**   Update   Certificates

- 5. In the **Cached Web Content** section click **Clear Now**

### Cached Web Content

Your web content cache is currently using 349 MB of disk space

[Clear Now](#)

Override automatic cache management

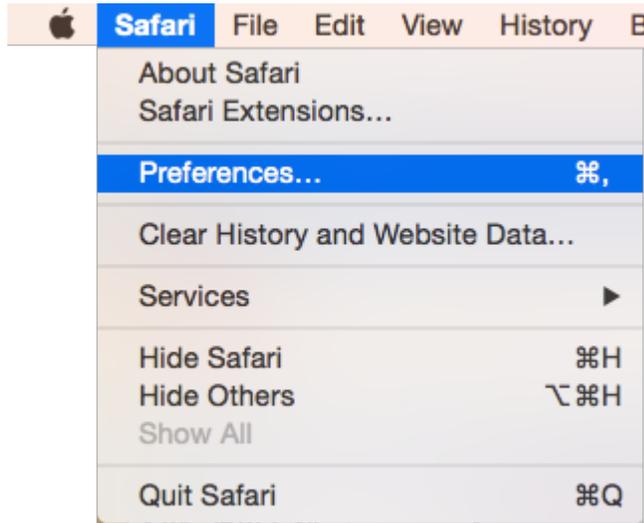
Limit cache to  MB of space

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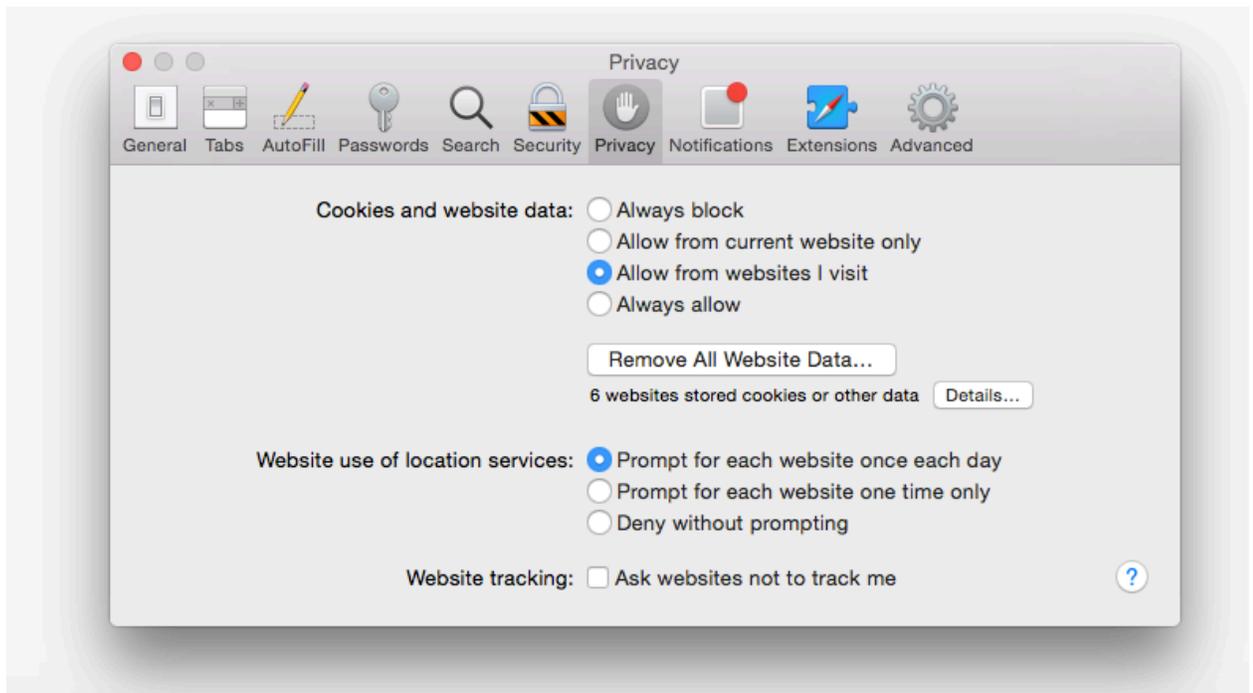


**Safari:**

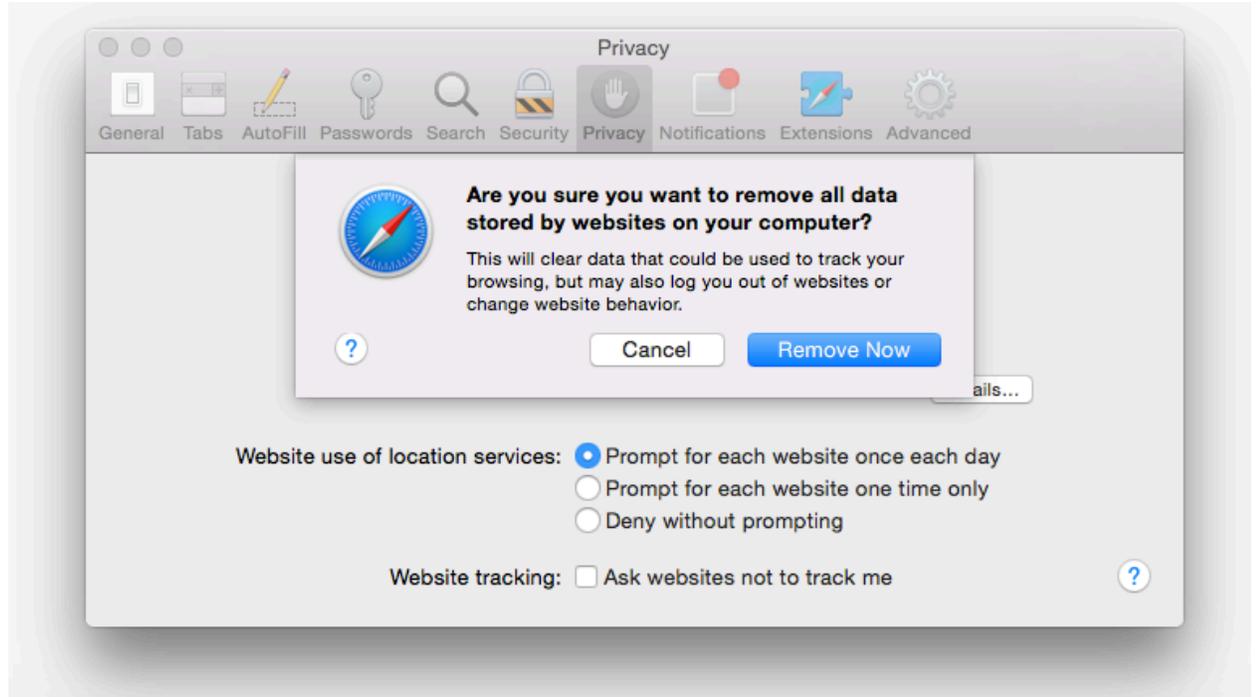
1. Click “Safari” in the upper left hand side of your screen. Then in the menu that appears, click “Preferences”



2. In the window that appears, click “Privacy” and then click “Remove all Website Data”



3. Click "Remove now" in the box that appears



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