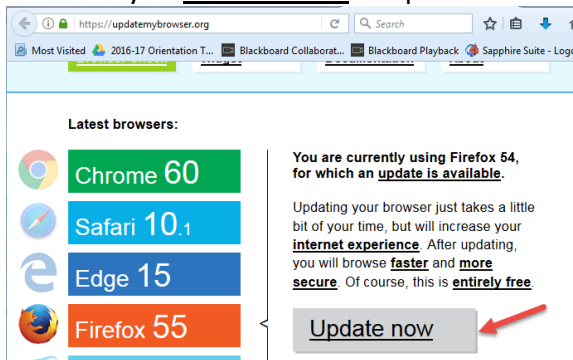# Browser Troubleshooting Tips
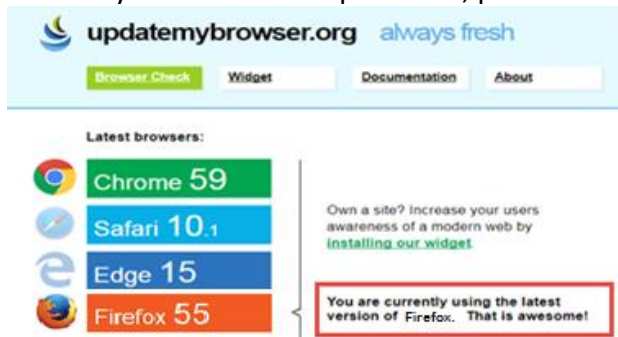
This document includes troubleshooting tips to prevent common technical issues within the Online School. ==Agora recommends families use the Mozilla Firefox browser for the best user experience.== If these tips do not resolve your technical issues, please contact Agora Technical Support at 855-412-3712.

Browser Verification:

1. Go to **updatemybrowser.org** to determine if you have the most up-to-date browser
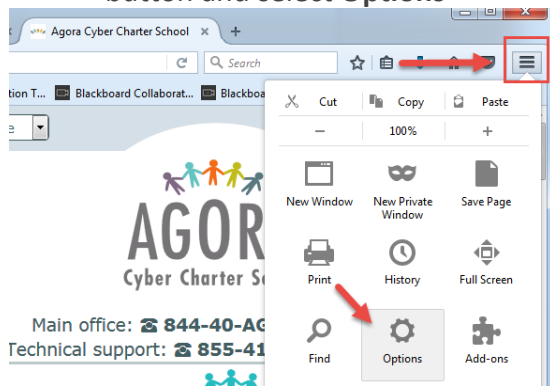2. If you **do not have** an up-to-date version select **Update now** and follow the prompts.

3. If your browser is up-to-date, proceed to the instructions below to clear local data.

Set Browser to Clear Local Data When Closed

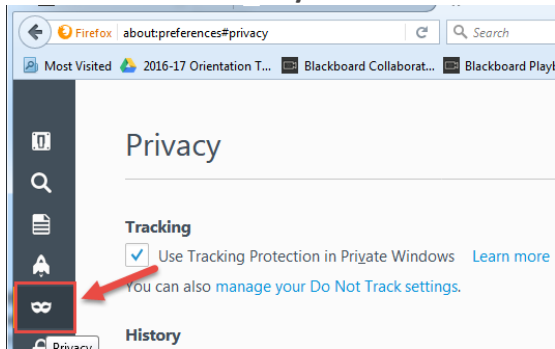### Mozilla Firefox web browser:

1. Open the Mozilla Firefox web browser. In the top-right corner, click the **Open menu** button and select **Options**
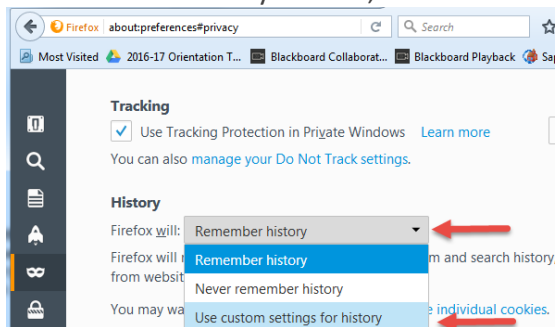
Browser Troubleshooting Tips
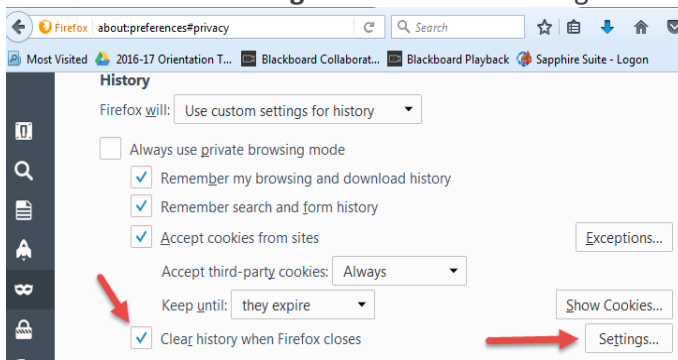
2. Click the **Privacy** button

3. In the History section, set **Firefox will:** to **Use custom settings for history**
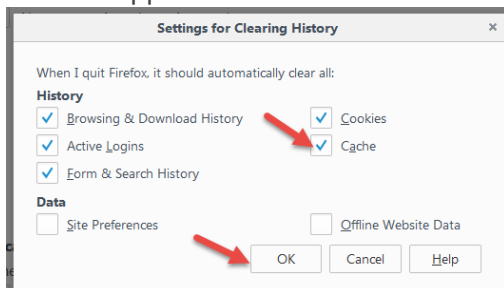

4. Select the check box for **Clear history when Firefox closes**
5. Click the **Settings...** button. The Settings for Clearing History window will open

6. In the Settings for Clearing History window, click the check mark box next to **Cache**.
7. Click **OK** and you are all done. Call Technical Support at 855-412-3712 if you need additional support.
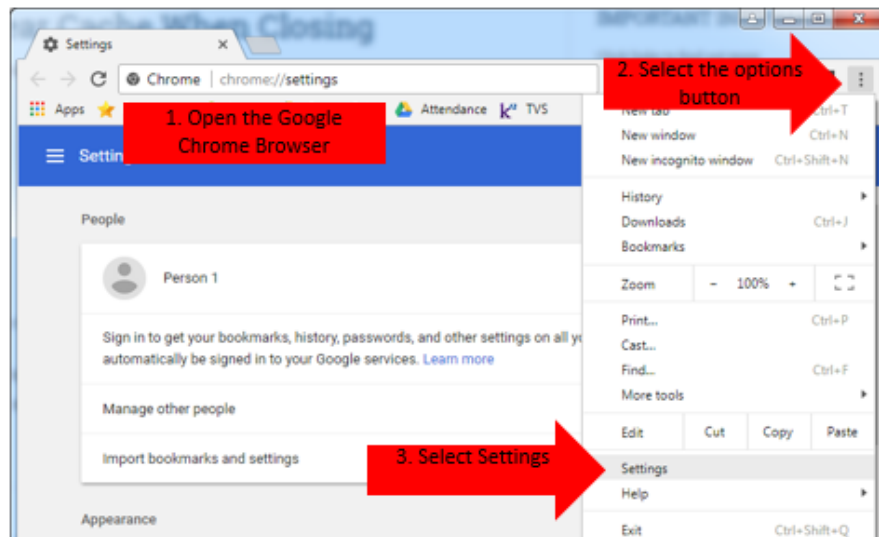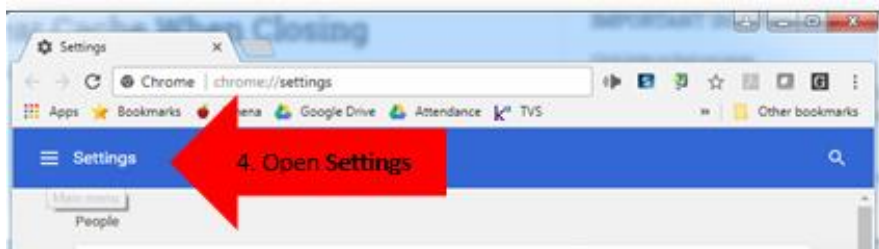
Browser Troubleshooting Tips

Google Chrome

Note: Agora recommends students use the Mozilla Firefox browser for the best user experience. If you are using Chrome, discontinue and open the Mozilla Firefox browser. If you can only use Chrome at this time, follow the instructions below.
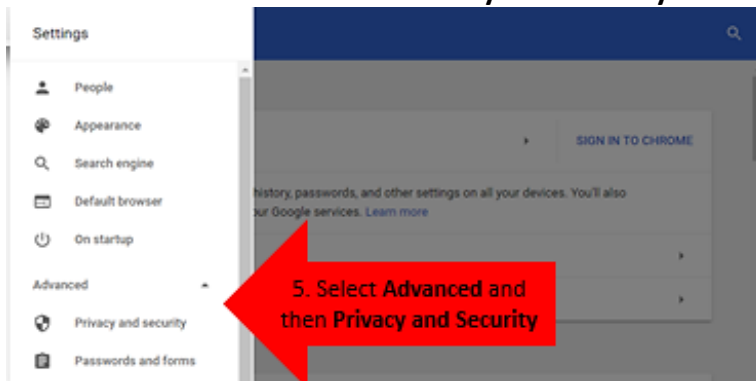
1. Open the Google Chrome Browser
2. Select the options button
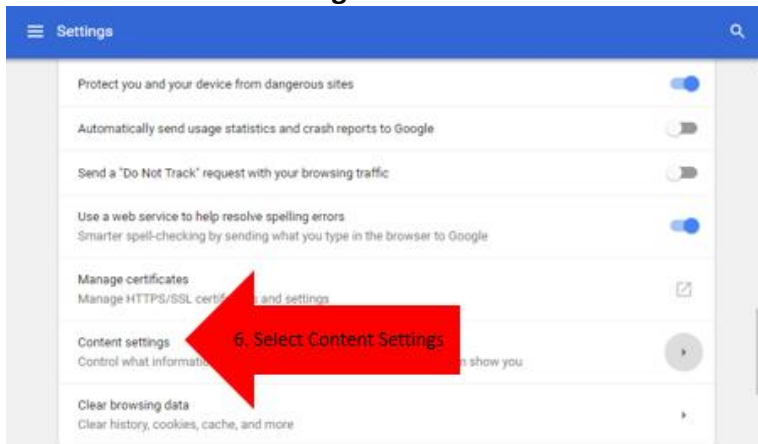3. Select **Settings**

4. Open **Settings**

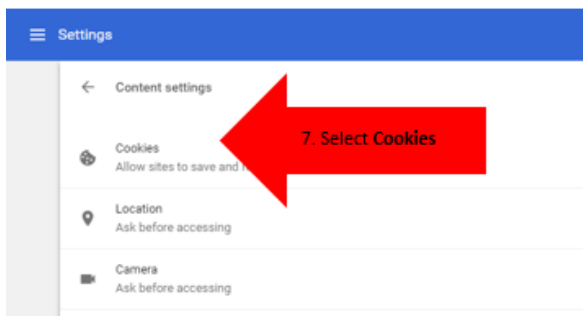5. Select **Advanced** and then **Privacy and Security**

Browser Troubleshooting Tips

6. Select **Content Settings**

7. Select **Cookies**

8. Look for **Keep local data only until you quit your browser** and slide the button to the right. Then exit. Call Technical Support at 855-412-3712 if you need additional support.