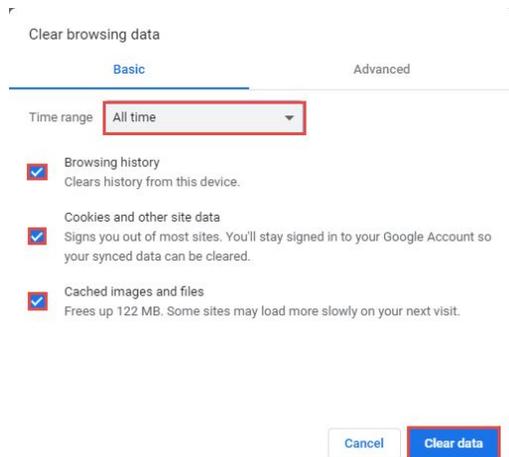


If a parent or student reports that they can access HAC but when they click on a tab such as **Grades** nothing displays, please ask them to clear the cache in their browser. In most cases this seems to be resolving the issue.

Here are links to the help documentation regarding clearing cache for the major browsers.

## Chrome

<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>



Clear browsing data

Basic Advanced

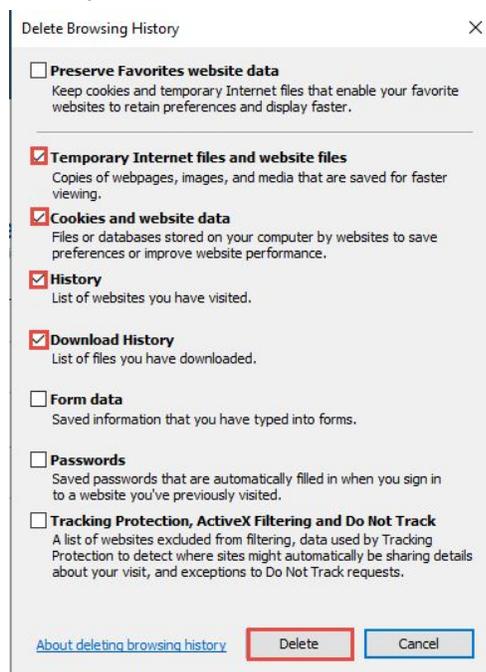
Time range: All time

- Browsing history  
Clears history from this device.
- Cookies and other site data  
Signs you out of most sites. You'll stay signed in to your Google Account so your synced data can be cleared.
- Cached images and files  
Frees up 122 MB. Some sites may load more slowly on your next visit.

Cancel Clear data

## Internet Explorer

<https://support.microsoft.com/en-us/help/17438/windows-internet-explorer-view-delete-browsing-history>



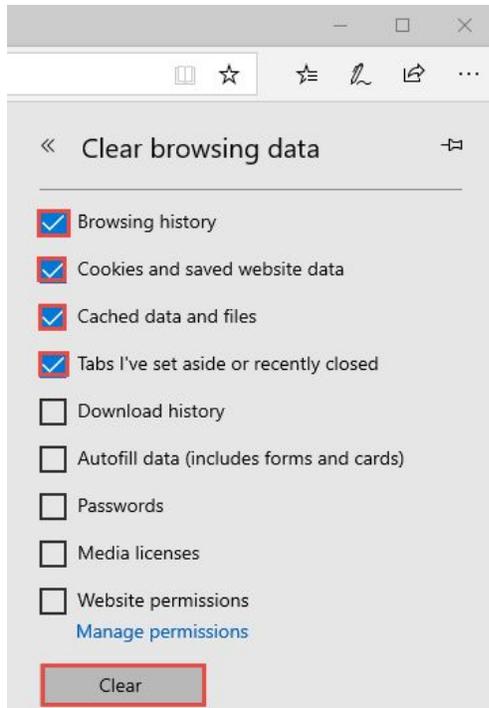
Delete Browsing History

- Preserve Favorites website data  
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
- Temporary Internet files and website files  
Copies of webpages, images, and media that are saved for faster viewing.
- Cookies and website data  
Files or databases stored on your computer by websites to save preferences or improve website performance.
- History  
List of websites you have visited.
- Download History  
List of files you have downloaded.
- Form data  
Saved information that you have typed into forms.
- Passwords  
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
- Tracking Protection, ActiveX Filtering and Do Not Track  
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

[About deleting browsing history](#) Delete Cancel



<https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history>



<https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>



<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>