Contents

Hard Refresh	2
Clearing Internet Browser Cache and Cookies	3
Internet Explorer:	3
EDGE:	5
Chrome:	8
Firefox:	9

Hard Refresh

Press below key combination to force the browser to fetch the file(s) from the server instead of cache.

Windows PC: Ctrl + F5 (hold down the "Ctrl" key and then, while still holding it, press the "F5" key on your computer's keyboard).

Mac PC: Command + R (hold down the "Command" key and then, while still holding it, press the "R" key on your computer's keyboard)

If you tried the above and not able to login, then please refer below section to manually clear the cache.

Clearing Internet Browser Cache and Cookies

Internet Explorer:

1. Select Tools (via the Gear Icon) > Safety > Delete browsing history.... NOTE: You can also access this menu by holding Ctrl + Shift + Delete.

Delete browsing histoy Ctrl-Shift-Del Safety InPrivate Browsing instoy Ctrl-Shift-Del Add site to Start menu InPrivate Browsing instoy Ctrl-Shift-Del Add site to Start menu Log in to PATHways Turn of Tocking Protection View downloads Manage add-ons You are currently logged out of the system. Check this website E Gorpathility View extings User Name:	ggested Sites 👻 🍶 Labcorp 🍷 🍶 Sensiple 👻 💽 Suggested Sites	Print File Zcom (10%)	
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User Name: About Internet Explorer Password: Submit Forget your User Name or Password?	Log in to PATHways You are currently logged out of the system.	Webpage privacy policy Go to primed sites Check this vebsite Compatibility View setting Turn off SmartScreen Filter Report website problems Report unsafe website Internet material	IS
Submit	User Name:	About Internet Explorer	
	Submit Forgot your <u>User Name</u> or <u>Pass word?</u>		

2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

 M https://pathways.labcorp.com/Unsecure/LoginView.aspx?ReturnUrl= D Suggested Sites Labcorp • Sensiple • Suggested Sites 	A C Y PATHways > Login X
(PATHways	
Log in to PATHways	
You are currently logged out of the system. User Name:	
Password:	
Forgot your <u>User Name</u> or <u>Password?</u> PHWPWWD1	
Internet Explorer has finished deleting the selected browsing history.	× 🔒 100% 👻

EDGE:

1. In Microsoft Edge, select Settings and more (the icon that looks like three dots).



2. Select Settings.



3. In the Settings sidebar, select Privacy and services.



4. Under Clear browsing data, select Choose what to clear.



5. In Clear browsing data, select the check box for "Cookies and other site data" and "Cached images and files". Uncheck all others.

AI	l time	~
	Browsing history 1,365 items and more on sy from all signed-in devices t Download history 209 items	nced devices. Clears history hat are syncing.
~	Cookies and other site From 139 sites, Sians you o	data ut of most sites,
~	Cached images and file Frees up less than 52.3 MB.	es Some sites may load more
This only,	will clear your data across all active and across all sign out first.	l your synced devices signed in to browsing data from this device
	Clear now	Cancel

- 6. Select All Time in Time range list.
- 7. Select Clear now.

Chrome:

1. At the top right, click More Clear browsing data.



- 2. Click the tab "Basic".
- 3. At the top, choose a time range. To delete everything, select All time.
- 4. Next to "Cookies and other site data" and "Cached images and files," check the boxes. Uncheck "Browsing History".
- 5. Finally, Click "Clear data".



Firefox:

♦ New Tab × + ← → C 9. Bearch with Google or enter address		- a ×
You must log in to this network before you can access the Internet. Open network login page		Update available download now
	irefox	Spectra dit save data Papelin New stab Coli-17 New sindbar Coli-17 New private windbar Chi-20/th-27 Boomfoods Chi-17 History > Downloads Chi-17 Passwords Chi-17 Addres ong and teamer Chi-15/th-14
de-respiritur-	Search with Google or enter address Image: Search with G	Peak. Coli-P Sive page mi. Coli-S Find in page. Coli-S Zoom = 100% + 2 Setting:

1. Click the menu button \equiv and select Settings.

2. Select the Privacy & Security panel.



- 3. In the **Cookies and Site Data** section, click
- 4. Put a check mark next to the type of information you want to clear:
 - Cookies and Site Data (to remove login status and site preferences)
 - *Cached Web Content* (to remove stored images, scripts and other cached content).
- 5. Click the **Clear** button.

	Clear Data	×
Clea	aring all cookies and site data stored by Firefox may sign you out of websites	and
rem	ove offline web content. Clearing cache data will not affect your logins.	
$\overline{}$	Cookies and <u>S</u> ite Data (2.3 MB)	
	You may get signed out of websites if cleared	
\checkmark	Cached Web Content (17.1 MB)	
	Will require websites to reload images and data	
	Clear	el

6. Close the Settings page. Any changes you've made will automatically be saved.