

Learner

My browser is not responding correctly:

If you experience problems loading the online course or are experiencing unusual browser behavior, you should clear your browser history. Instructions for all supported web browsers are listed below.

Microsoft Edge:

- Launch your Edge browser and click on the 3-dot Hub button in the top right corner.
- Next click "Settings".
- Under Clear Browsing Data, click on "Choose what to clear".
- **Select only these two:** "Cookies and saved website data" AND "Cached data and files."
- Click on the "Clear" button.
- Completely close ALL open Edge browser tabs and windows, and then open Edge again and navigate to <http://cpacertification.partnerrc.com>. Try to log back in.

Firefox:

- Select the History menu and then select Clear Recent History. (On a PC, you may need to press the ALT key in order to see the History menu.)
- For "Time range to clear," select "Everything" and then select the check boxes next to "Cookies" and "Cache."
- Click Clear Now. Once complete, the window will disappear.
- Completely close ALL open Firefox browser tabs and windows, and then open Firefox again and navigate to <http://cpacertification.partnerrc.com>. Try to log back in.

Chrome:

- Select the Wrench or an icon that looks like three horizontal lines in the upper corner of your browser.
- Select History, then history again.
- Select "Clear browsing data..."
- Select the check boxes next to "Cached images and files" and "Cookies and other site and data."
- Choose the time range as "all time."
- Click "Clear data."
- Completely close ALL open Chrome tabs and windows, and then open Chrome again and navigate to <http://cpacertification.partnerrc.com>. Try to log back in.

Safari:

- Select "Clear History" from the Safari drop-down menu. Then choose clear "all history." (Note that in order to accomplish this, you will delete all your browsing history)
- Click "Clear History."
- Completely close ALL open Safari tabs and windows.

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- Open your browser again and navigate to <http://cpacertification.partnerrc.com>. Try to log back in.

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