

How to clear your browser cache and cookies for Aspen

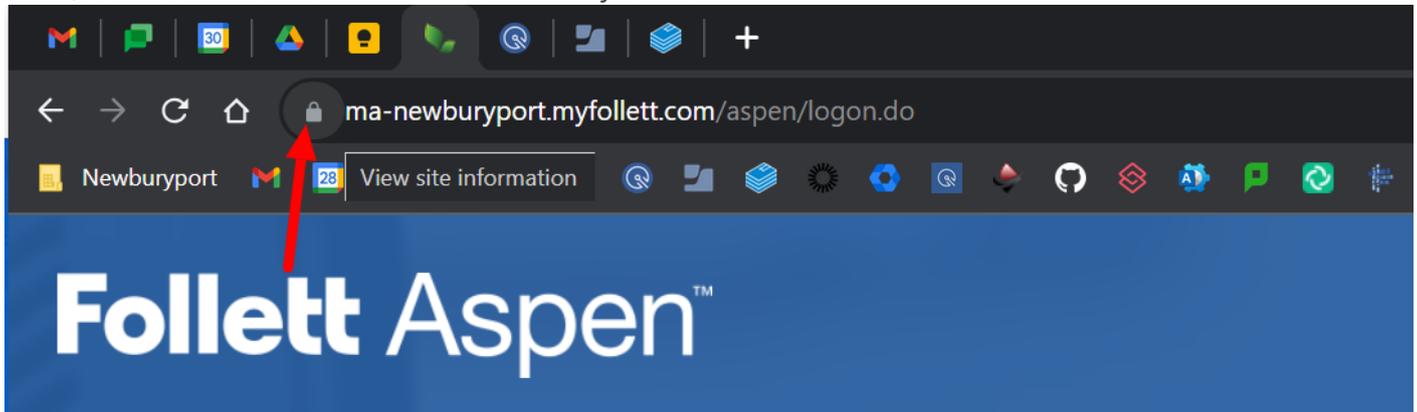
If you are getting an error when trying to access Aspen (such as a 500 error), clearing your cache and cookies may fix the issue.

Clearing the cache and cookies in Google Chrome

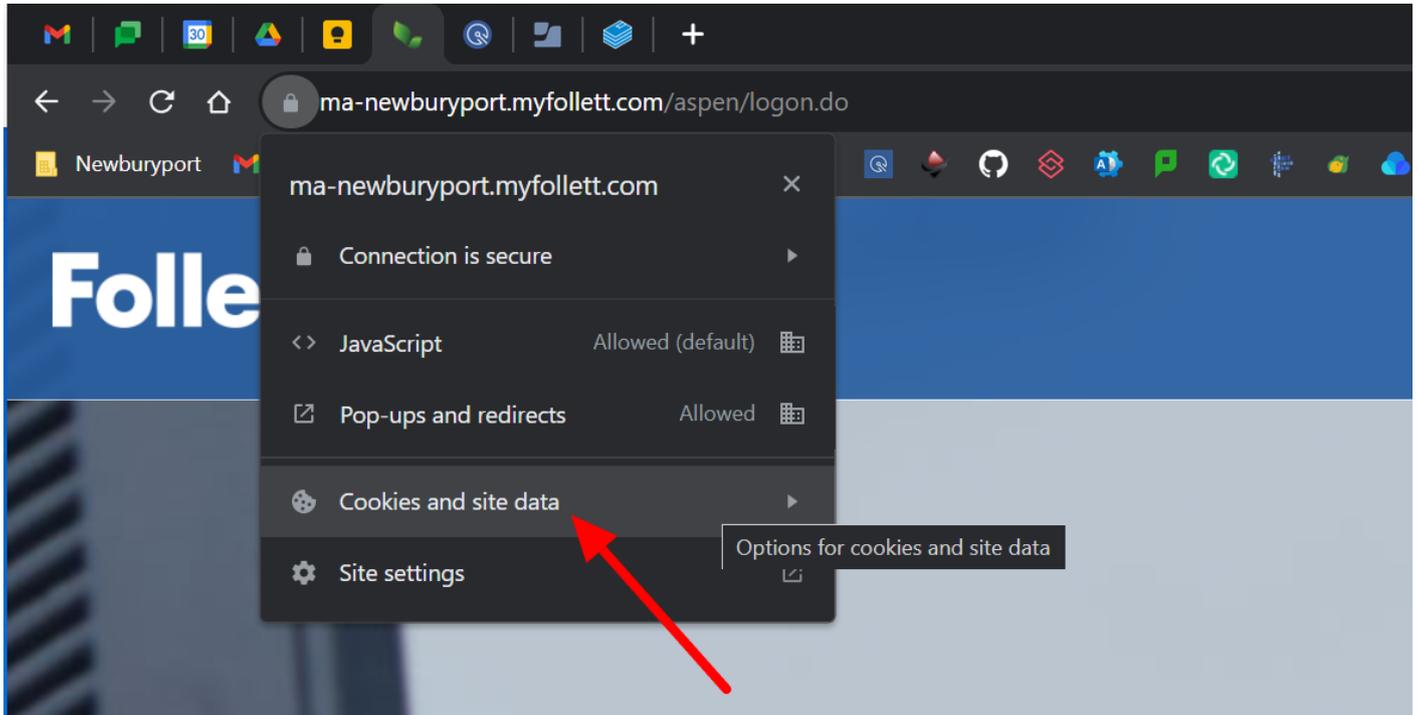
Go to the Aspen webpage for Newburyport (<https://ma-newburyport.myfollett.com>).

If possible, please wait for the Aspen webpage to fully load and the error to appear before proceeding.

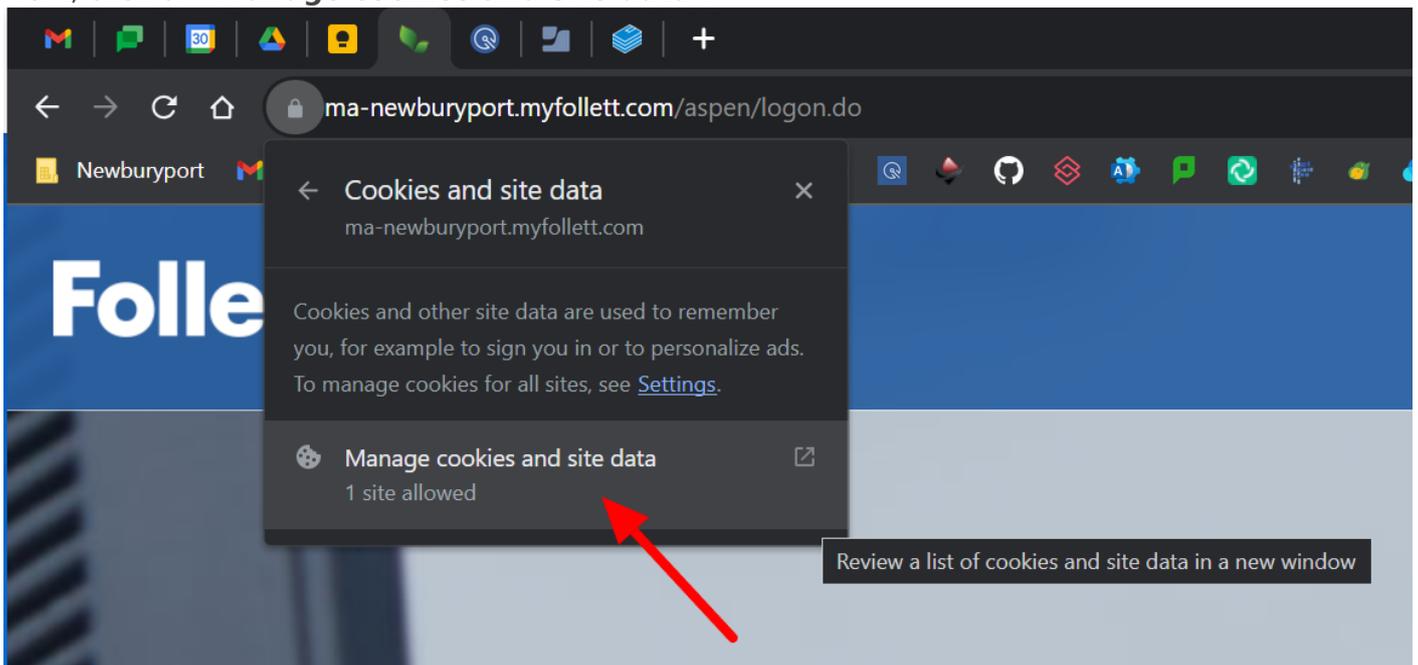
Next, click on the **icon** next to the URL in your address bar:



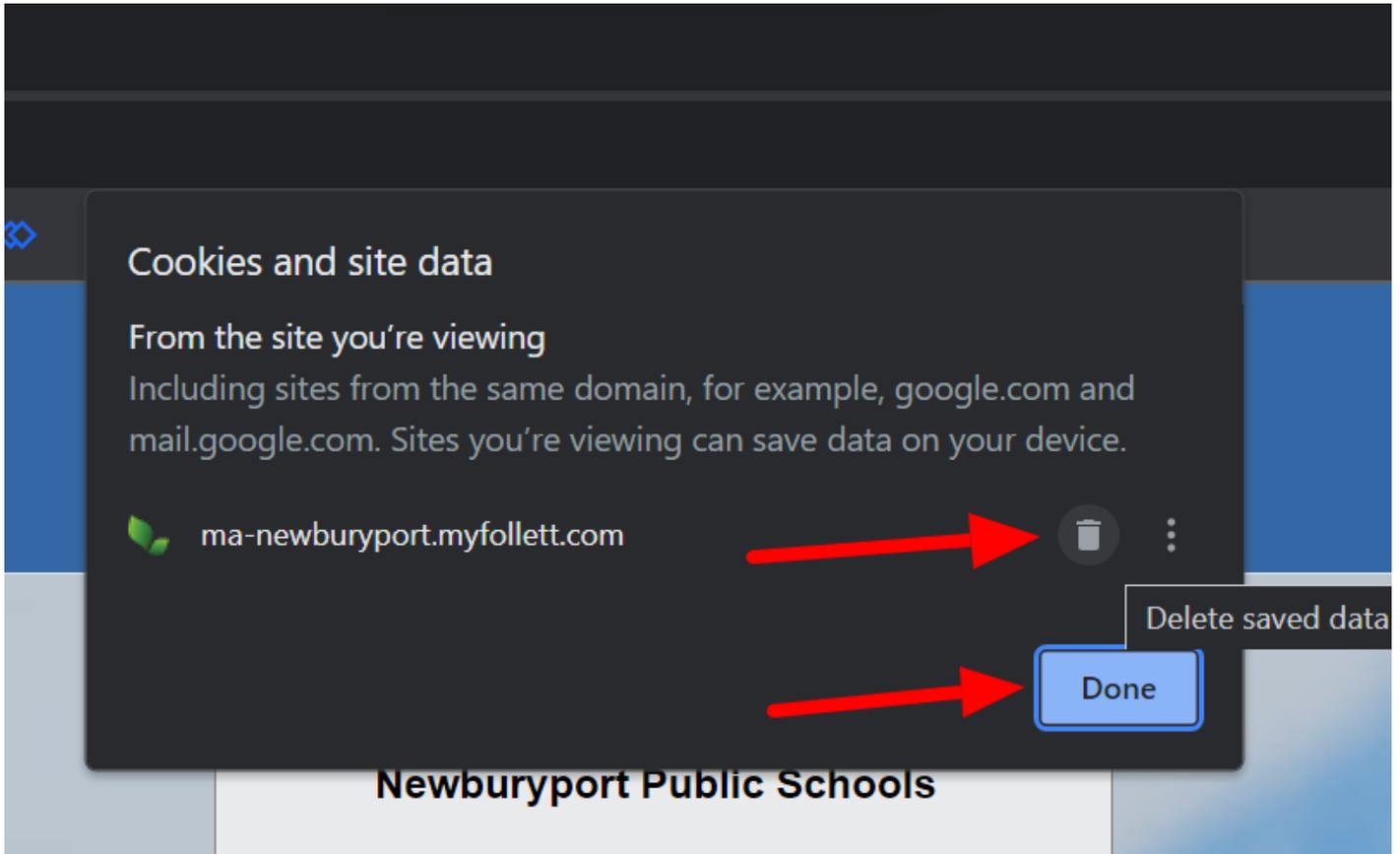
Then, click on **"Cookies and site data"**:



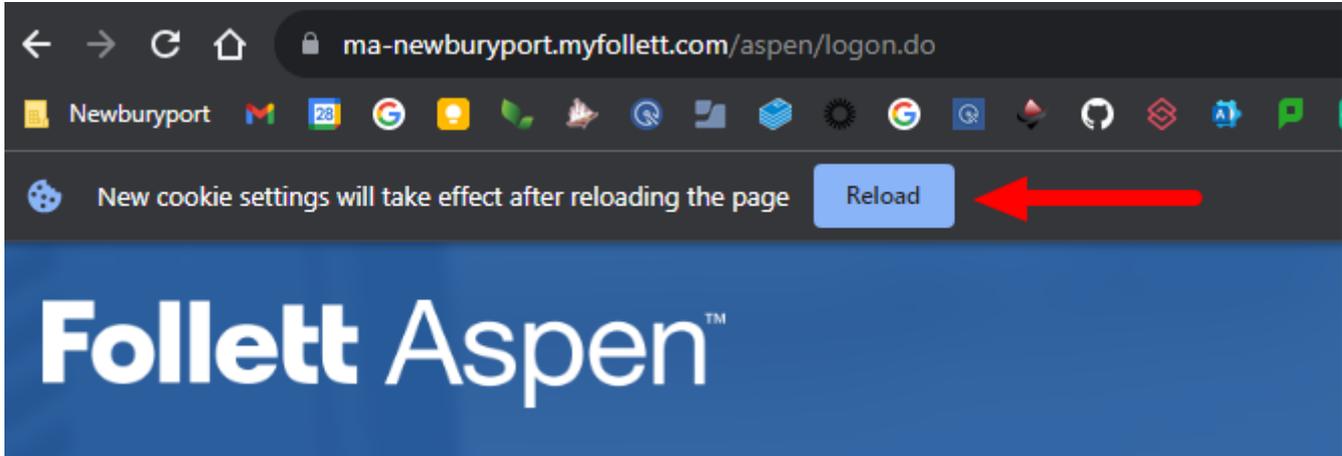
Next, click on **"Manage cookies and site data"**:



First, click on the **trash can icon** next to the URL for Aspen to delete the cache and cookies. After that, click "**Done**":



Google Chrome will prompt you to reload the webpage. Click "**Reload**":



After that, the Aspen webpage will reload and you should no longer see an error.

Revision #4

Created 31 October 2023 12:35:25 by Colin Janson

Updated 10 January 2024 18:43:51 by Colin Janson