

Tips for JDA Access

Audience: Anyone who is seeing the following possible errors:

Page won't load

Getting a little red box in my browser

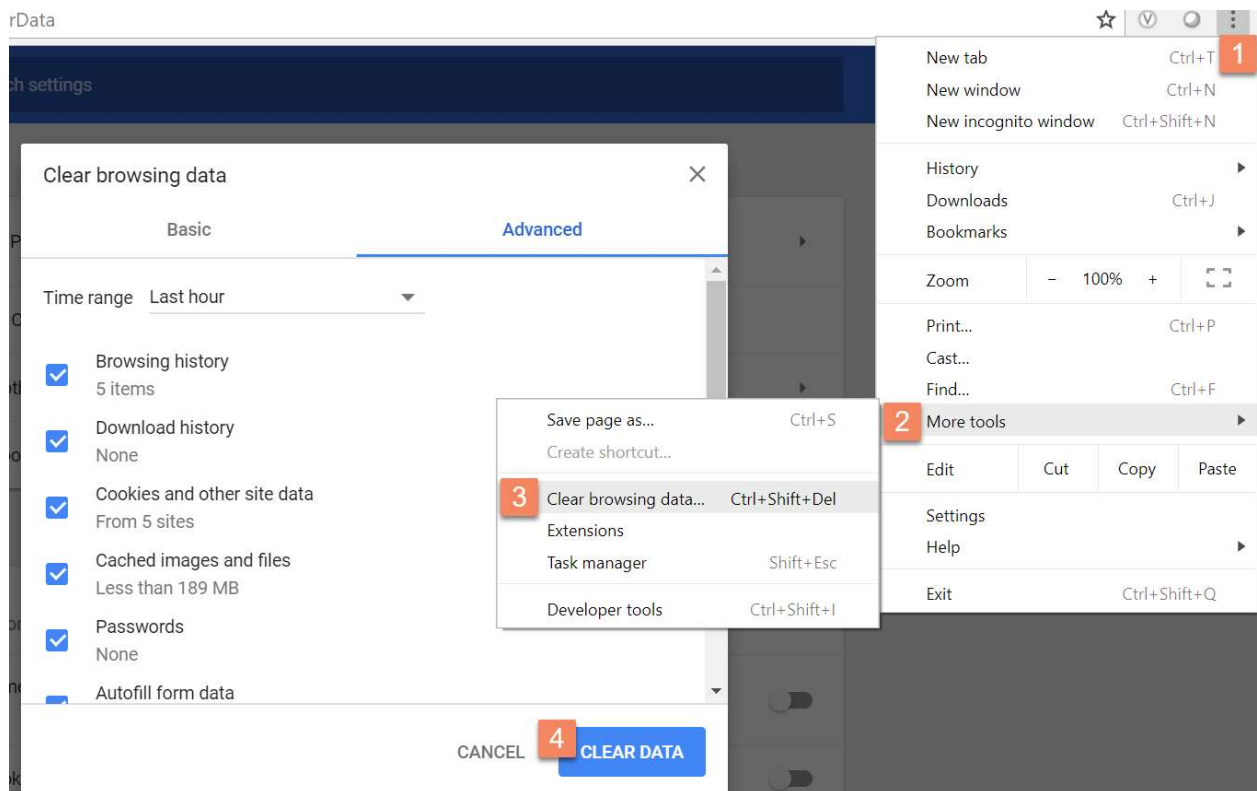
Error message

How to Clear you History Browser (Cookies)



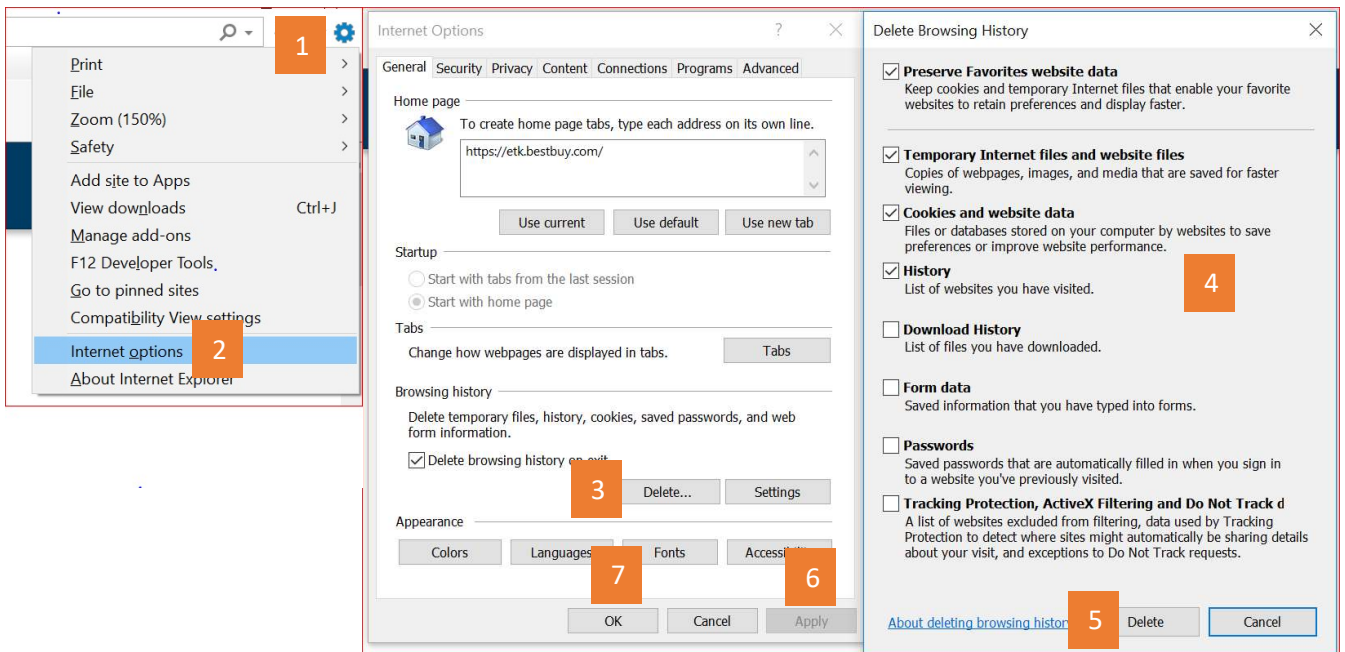
Clearing your cache/cookies in [Google Chrome](#):

1. Go to Settings (3 dots in upper right-hand corner of Chrome window)
2. Click on "More Tools"
3. Click on "Clear Browsing Data"
4. Select "Clear Data"



Clearing your cache/cookies in **Internet Explorer**:

1. Select the gear in the upper right-hand corner of the IE screen
2. Select "Internet Options"
3. Select "Delete"
4. Ensure that the boxes checked mimics what's below
5. Click "Delete"
6. Click "Apply"
7. Click "OK"



If you are able to successfully log in to JDA but then click on Appt Management and either:

- The page does not populate <OR> You receive a white screen – Please reach out to your IT department for assistance.

