

Schoolwires login/update/access Problem

DIY- Fix Instructions

A. Make sure that you do NOT use Internet Explorer (IE) in Compatibility Mode.

Click on the "Tools" menu in IE, then click on Compatibility View Settings. Make sure CRSD.ORG is not listed as a site for the Compatibility View list. Make sure the "Display all Websites in Compatibility View" checkbox is UNCHECKED.

B. Clear your browser cache that may be accessing old (cached) Schoolwires files

Clearing Internet Explorer (IE) Cache:

1. From the **Tools** or **Safety** menu, select **Delete browsing history...** .
If the menu bar is hidden, press Alt to make it visible.
2. Deselect **Preserve Favorites website data**, and select:
 - **Temporary Internet files** or **Temporary Internet files and website files**
 - **Cookies** or **Cookies and website data**
 - **History**
3. Click **Delete**.

Clearing Firefox Cache:

1. From the **Tools** or **History** menu, select **Clear Recent History**.
If the menu bar is hidden, press Alt to make it visible.
2. From the **Time range to clear**: drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Click the down arrow next to "Details" to choose which elements of the history to clear. Click **Clear Now**.