

Resolving Login Problems by Clearing Cache

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1.1 INTRODUCTION

This document assists DataWeb users who are experiencing the login or registration problems below:

- I cannot login to Dataweb
- I was able to login before, but now I am getting a message that says username and password do not match
- I cannot register as a new user in Dataweb
- I attempt to reset my password, but it says my email address cannot be found
- I am getting a blank pink box with no error message

These problems are being caused by having stale information cached by your browser due to the following scenarios:


- Browser cache not being cleared
- Browser session continues and user never closes browser completely

If you are having one of the issues described above, please clear your browser cache using the instructions for your browser type described below.



**** When clearing the browser, please make sure to go back at least 4 weeks ****

1.2 HOW TO CLEAR BROWSER CACHE


1.2.1 Google Chrome

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click More tools > Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.


1.2.2 Microsoft Edge

1. Select Settings and more > Settings  > Privacy and services .
2. Under Clear browsing data, select Choose what to clear.
3. Choose a time range from the Time range drop-down menu.
4. Choose the types of data you want to clear (see the [table below](#) for descriptions). For example, you may want to remove browsing history and cookies but keep passwords and form fill data.
5. Select Clear now.

1.2.3 Mozilla Firefox

1. Click the menu button  and select **Options**.
2. Select the **Privacy & Security** panel.
3. In the **Cookies and Site Data** section, click **Clear Data...**
4. Remove the check mark in front of Cookies and Site Data.
5. With Cached Web Content check marked, click the **Clear** button.
6. Close the about: preferences page. Any changes you've made will automatically be saved.

1.2.4 Apple Safari

1. In the Safari app  on your Mac, choose **History > Clear History**, then click the pop-up menu.
2. Choose how far back you want your browsing history cleared.

1.3 AFTER BROWSER CACHE CLEARED

1. After clearing the cache, you will need to close all your browser sessions to complete the browser cache and cookie cleanup.
2. Re-initiate a new session by launching the browser (*this will generate a new security cookie, this needs to be performed once*).
 - a. Please do not restore browser sessions if asked.
3. After opening the new browser session, navigate to <https://dataweb.usitc.gov/>
4. Once you get to Dataweb homepage, please navigate to login screen and try logging in using your registered credentials.