

ISSUE: The Platform is running slow on your computer.

Step 1: Make sure you are using either Mozilla Firefox or Google Chrome



- *Safari* is also supported, but **for iPads only**. *If you are using Safari on your iPad, please make sure you have the following settings*
 - Settings → Safari → Privacy & Security → Block All Cookies **MUST BE OFF**
 - Settings → Safari → Privacy & Security → Prevent Cross-Site Tracking **MUST BE OFF**

Step 2: You may need to clear your Cache.

Often, systems and browsers are updated to improve the overall performance for the user. From time to time, these updates require the user to clear or empty the browser's cache.

What is the cache, you ask? The cache is where your temporary internet files are held. The information that is held in this temporary internet folder is anything that is downloaded onto your hard drive via the internet. When you empty the cache you clear all the information that has been gained from surfing or downloading on the net. In addition to allowing updates to be seen more quickly, clearing your cache increases your computer speed. Learning to clear your browser's cache will benefit you greatly. Click on the browser's icon below to see the steps to clearing the browser's cache.

Step 3: Make sure you are using a recommended Operating System

Windows:
Windows 10

Apple
Apple OS X 10.14+

iOS version 13.3+ (safari only)

Step 4: If you've completed the steps above and are still having issues, please submit a Student Support ticket by [clicking here](#).