



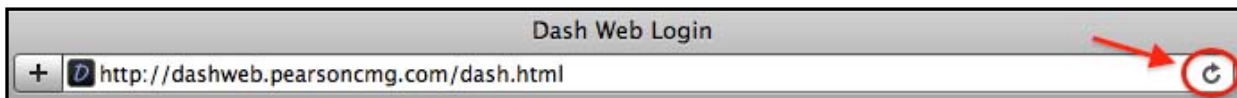
# CMP<sup>3</sup>

# Technology Troubleshooting Tips

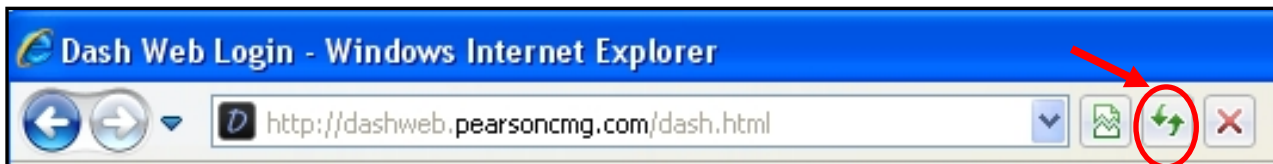
Before contacting Pearson's Technical Support Hotline (1-800-234-5832), please try these simple actions to troubleshoot basic problems within Dash like a screen freeze, CMP3 content stalls while loading, a spinning wheel or hourglass, etc.

**ACTION 1: Refresh Your Browser.** Sometimes the simple step of refreshing your browser will create a new connection with the Pearson server and improve system performance. Below are screenshots that illustrate how to refresh your browser.

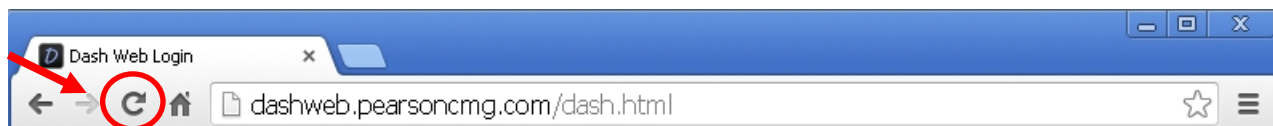
## Safari



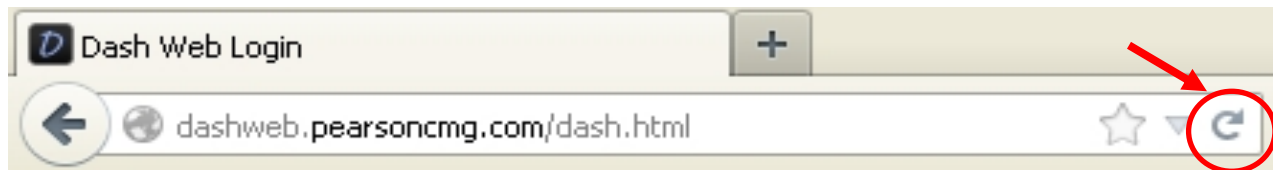
## Internet Explorer



## Chrome



## FireFox



**More tips on the flip side**

**Action 2: Clear your internet browsing history** Also referred to as purging your cache, emptying out your browsing history will require your computer or tablet to use the most up to date content from Pearson which may also improve system performance.

Browser	Instructions
Internet Explorer 9.x	<ol style="list-style-type: none"> <li>1. From the top right of the browser window, click the <b>Tool</b> option and select <b>Internet Options</b>.</li> <li>2. Under <b>Browsing History</b> click <b>Delete</b>.</li> <li>3. Select <b>Temporary Internet Files</b> and <b>Cookies</b> and then click <b>Delete</b>.</li> <li>4. Click <b>Delete</b>.</li> <li>5. Click <b>OK</b>.</li> </ol>
Firefox (PC)	<ol style="list-style-type: none"> <li>1. From the Firefox browser, select the <b>Firefox</b> drop-down, and then click <b>Options</b>.</li> <li>2. Select the <b>Advanced</b> panel.</li> <li>3. Click on the <b>Network</b> tab.</li> <li>4. In the <b>Cached Web Content</b> section, click <b>Clear Now</b>.</li> <li>5. Click <b>OK</b> to close the Options window.</li> <li>6. Click <b>Tools &gt; Clear Recent History</b></li> <li>7. Set <b>Time range to clear</b> to <b>Everything</b>.</li> <li>8. Click the arrow next to <b>Details</b> to expand the list of history items.</li> <li>9. Select <b>Cookies</b> and make sure that other items you want to keep are not selected.</li> <li>10. Click <b>Clear Now</b> to clear the cookies and close the Clear Recent History window.</li> </ol>
Safari	<ol style="list-style-type: none"> <li>1. From browser <b>Safari</b> menu, click <b>Empty Cache</b>.</li> <li>2. To confirm the deletion, click <b>Empty</b>.</li> </ol>
Chrome	<ol style="list-style-type: none"> <li>1. In the Chrome browser, click the <b>Chrome</b> menu on the top right hand corner of the browser toolbar.</li> <li>2. Select <b>Tools</b> from the drop-down list and then select <b>Clear browsing data</b>.</li> <li>3. Select <b>Empty the cache</b> and <b>Delete cookies and other site and plug-in data</b>.</li> <li>4. From the menu at the top, select <b>beginning of time</b>.</li> <li>5. Click the <b>Clear browsing data</b> button.</li> </ol>