

TROUBLE ACCESSING AVERO?

If you ever have trouble accessing Avero, there are a few steps that you can take to resolve or report the issues:

- 1) Confirm that you have stable internet access (**Required**)
- 2) Clear your browser cache (**Required**)
- 3) Open your browser console tools to screenshot errors (**Required**)
- 4) Clear your local storage manually (**Optional**)

CLEARING YOUR BROWSER CACHE

To clear your browser cache on a PC, follow the steps below:

- 1) Simultaneously hit CTRL+SHIFT+DELETE
- 2) Select All for "Time Range"
- 3) Select to clear cache and hit Clear Now

You have now cleared your cache. Once done, please close ALL open internet tabs and windows. Afterwards please log into Avero and try to run your report again.

SCREENSHOTTING ERRORS & CLEARING LOCAL STORAGE

If that is not successful, please use the following directions (browser specific) to screenshot any errors in your browser console and then clear local storage.

GOOGLE CHROME

- Screenshot Errors:
 - Right click > Inspect
 - Go to the Console tab and screenshot any errors
- Clear Local Storage:
 - Navigate to page where issue is occurring
 - Go to Dev tools > Application
 - On the left menu, look for Local Storage - expand it
 - Right click the Avero website and click Clear
 - Reload the page

FIREFOX

- Screenshot Errors:
 - Right click > Inspect
 - Go to the Console tab and screenshot any errors
- Clear Local Storage:
 - Navigate to page where issue is occurring
 - In dev tools, go to the Storage tab
 - Find Local Storage in menu on left

- Expand it
- Right click and "Delete all"

INTERNET EXPLORER

- Screenshot Errors:
 - Hit F12 to open the developer tools
 - Go to Console tab
 - Take screenshots
- Clear Local Storage:
 - Navigate to page where issue is occurring
 - Go to Dev tools > Console
 - In the entry field, type `localStorage.clear()` and hit enter
 - Reload the page

If you continue to experience issues after completing the steps above, please notify our support team by emailing Support@averoinc.com.

It would be helpful to include the following information in your email to Support:

- Your computer type (Mac/PC)
- Internet browser type (ex: Firefox, Chrome, IE)
- Any screenshots related to browser errors