

MyChart Troubleshooting Guide



Private Browsing





Private Browsing helps prevent your browsing history, temporary Internet files, form data, cookies, and user names and passwords from being retained by the browser. This functionality is a good idea to use on a public/shared computer but it can also help isolate your browser and ensure that installed plugins or add-ons can't interfere with the user's browser session.



Internet Explorer – Directions to turn on: InPrivate Browsing

<http://windows.microsoft.com/en-us/windows/inprivate-faq#1TC=windows-7>

To turn on InPrivate Browsing, complete the following steps:




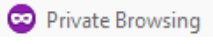
- Double click on the **Internet Explorer** icon  to open a new browsing session.
- Click the **Tools** icon  ; click **Safety**, then click **InPrivate Browsing**.
- Open a new Internet **tab** by clicking this icon .
- You should now see an **InPrivate** indicator next to the URL bar.  Any website that you enter in the URL bar will be **InPrivate** mode.



Mozilla Firefox – Directions to turn on: Private Browsing

<https://support.mozilla.org/en-US/kb/private-browsing-browse-web-without-saving-info>

To turn on Private Browsing, do any of the following:



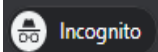
- Double click on the Mozilla Firefox icon  to open a new browsing session.
- Click the **menu** button  and then click on **New Private Window**.
- Open a new Internet tab by clicking this icon .
- You should now see a **Private Browsing** indicator next to the URL bar.  Any website that you enter in the URL bar will be in **Private Browsing** mode.



Google Chrome – Directions to turn on: Incognito Mode

<https://support.google.com/chrome/answer/95464?hl=en>

To turn on incognito mode, do any of the following:

- Double click on the Google Chrome icon  to open a new browsing session.
- Click the Chrome **menu** button  and then click on **New incognito window**.
- You should now see an **“Incognito”** Internet window with the following icon in the upper right corner . Any website that you enter in the URL bar will be in the **Incognito** mode.


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Deleting Temporary Internet Files




Internet Explorer - Clearing Browser Cache/Temporary Internet Files

- Click the **Tools** icon  ; click **Internet Options**.
- From the **General** tab located on top of the window, ensure that you have the “**Delete browsing history on exit**” checked and click **Delete**.
- On the **Delete Browsing History** window, ensure that the “**Temporary Internet files and website files**” is checked before selecting the **Delete** button.
- Select the **Apply**, then the **Ok** button.
- Close and reopen the Internet Explorer window to clear the Internet files.




Mozilla Firefox - Clearing Browser Cache/Temporary Internet Files

- Click the **menu** button  and then click on **Options**.
- Select the “**Privacy & Security**” tab on the left side of the window.
- Scroll down to **Cookies and Site Data** and ensure that the “**Delete cookies and site data when Firefox is closed**” option is selected. Click on the **Clear Data** button.
- In the “**Clear Data**” window ensure that the “**Cookies and Site Data**” option is checked and click on the **Clear**, then the **Clear Now** buttons.
- Close and reopen the Firefox window to clear the Internet files.



Google Chrome - Clearing Browser Cache/Temporary Internet Files

- Click the Chrome menu button  and select **Settings**.
- Choose the “**Privacy and security**” tab on the left side.
- Select the “**Clear browsing data**” option.
- Ensure that the “**Cookies and other site data**” and “**Browsing history**” are selected.
- Click **Clear data** button.
- Close and reopen the Chrome window to clear the Internet files.


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Clearing Saved Passwords




Internet Explorer

- Click the **Tools** icon ; click **Internet Options**.
- On the **Content** tab, find the **AutoComplete** section and select **Settings**.
- Select the “**User names and passwords on forms**” check box, and then click **OK**.
- To turn off **password** saving, clear the “**User names and passwords on forms**” check box.






Mozilla Firefox

- Click the **menu** button  and then click on **Options**.
- Select the “**Privacy & Security**” tab on the left side of the window.
- Scroll down to **Logins and Passwords** and click **Saved Logins** button.
- Select the web site you wish to remove in the list.

For individual site **passwords**, select the one you wish to **delete**, then select **Remove**.



Google Chrome

- On your computer, open Chrome.
- At the top right, click Profile  > Passwords .
- Identify the appropriate website name.
- **To Remove:** To the right of the website name, click **More**  > **Remove**.
- You may need to close and re-open your browser for the changes to take effect.



Safari – Apple

- Enter the **Safari** menu.
- Choose “**Preferences**”.
- Go to the “**Autofill**” tab.
- Tap the **Edit** button for Usernames and **Passwords**.

Delete the **password** that corresponds with the site you've selected.