



## Trouble Logging In or Making a Payment? Clear Your Cache Instructions

Sometimes your browser saves old information (called cache), which can cause login or payment errors. Clearing your cache often fixes the issue.

After clearing the cache remove any old bookmarks and then use this link  
<https://member.msrt-ma.org/join/>

### On a Computer – Google Chrome

1. Click the three dots in the top right corner.
2. Click Settings.
3. Click Privacy and Security.
4. Click Clear browsing data.
5. Select Cookies and other site data and Cached images and files.
6. Set time range to All Time.
7. Click Clear data.
8. Close and reopen Chrome before trying again.

### On a Computer – Microsoft Edge

9. Click the three dots in the top right.
10. Click Settings.
11. Click Privacy, search, and services.
12. Under Clear browsing data, click Choose what to clear.
13. Select Cookies and other site data and Cached images and files.
14. Click Clear now.
15. Restart your browser.

### On a Mac – Safari

16. Click Safari in the top menu.
17. Click Settings (or Preferences).
18. Go to the Privacy tab.
19. Click Manage Website Data.
20. Click Remove All.
21. Restart Safari.

### On iPhone / iPad – Safari

22. Open Settings.
23. Scroll down and tap Safari.
24. Tap Clear History and Website Data.

25. Confirm.
26. Reopen Safari and try again.

### **On Mobile – Chrome (iPhone, iPad, Android)**

27. Open the Chrome app.
28. Tap the three dots.
29. Tap History.
30. Tap Clear Browsing Data.
31. Select Cookies and Site Data and Cached Images and Files.
32. Tap Clear Browsing Data / Clear Data.

### **Still Having Trouble?**

- Close the browser completely and reopen it.
- Try using a different browser.
- Make sure your browser is updated.
- Try using a computer instead of a phone.

If problems continue, please contact support and include your device, browser, and any error message you are seeing.