

Tech

Version 4

Published 11/17/2020 10:26 PM by [CoLab Support](#) Last updated 5/7/2021 2:09 AM by [CoLab Support](#)

Tech & Refresh

Challenges? Though frustrating, challenges are often easy to solve. One suggestion is to do a google search to find solutions for your computer or printer issue. Another suggestion: it may be time to reach out to your local tech team or teenager for support.

Example 1: **Browser Refresh**

This popular issue results in the need to refresh your browser cache as your computer may be holding on to information or it's cache is full.

You may have to do a **hard refresh**.



For Windows computers:

Hold down Ctrl and click the Reload button found beside the url address.

For Mac Users:

Hold ⌘ Shift and click the Reload button (see reload image above).

Or, hold down ⌘ Cmd and ⌘ Shift key and then press R.

Example 2: **Pop Ups**

This issue is common and an easy fix. If you are unable to access certain links, double check to make sure you allow pop-ups.



Example 3: **Web-browser**

Use Google Chrome, Mozilla Firefox and Microsoft Edge as they update their browsers to keep up with the changing landscape of the Internet. Do not use Internet Explorer(IE). [Learn more.](#)