What do I do if I try to launch or continue a course in Pedialink and it does not let me continue?

Before attempting to log back in to Pedialink again, please clear your Internet browser cache to ensure that you are beginning a fresh login session to the site. You may follow the instructions below for assistance on clearing your browser cache.

Click one of these browser links to view instructions on clearing your cache:

Internet Explorer 10/11	Internet Explorer 8/9	Mozilla Firefox
Safari on MAC	Google Chrome	<u>iPhone iPad iPod</u>

Microsoft Internet Explorer 10/11:

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1. Click on Tools button or the gear symbol in the upper-right corner of the browser window and select Internet Options.



2. Under the "General" tab, click the "Delete" Button.

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
Use current Use default Use blank Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Change search defaults. Settings
Tabs Change how webpages are displayed in Settings
Appearance Colors Languages Fonts Accessibility
OK Cancel Apply

- 3. Check all of the boxes, then click the "Delete" button.
- 4. Click "OK"
- 5. Close all Internet Explorer Windows for the changes to take effect.
- 6. Launch Internet explorer again.

Microsoft Internet Explorer 8/9:

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1. Click on the Tools menu. Or the gear symbol in the upper-right corner of the browser window and select "Internet Options"



2. Under the "General" tab, click on the "Delete" button.



- 3. Chick all of the boxes, then click on the "Delete" button.
- 4. Click "OK"
- 5. Close all Internet Explorer Windows for the changes to take effect.
- 6. Launch Internet Explorer again.
 - 1. Click on the "Tools" Menu
 - 2. Select "Internet Options"
 - 3. In the "Browsing History" section, click on the "Delete" button.

Seneral	Security	Privacy	Content	Connections	Programs	Advanced
Home p	age					
	To cre	ate home	page tabs,	type each add	ress on its o	own line.
-10	http:	//go.micro	isoft.com/l	wink/?LinkId=6	9157	-
						-
	-					1000
		Use cu	rrent	Use default	Use	blank
Browsi	ng history					
	Delete and we	temporar eb form in	y files, hist formation.	tory, cookies, s	aved passw	ords,
	Del	ete brows	ing history	on exit		
		-	-	Delete	Set	tings
Search						

Mozilla Firefox:

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1. Click on the menu button on the top right corner.



2. Select "History"



- 3. Click on the "Clear Recent History..." link
- 4. A box will open, Choose "everything" in the time range to clear section and keep the first 5 items checked

Clear All History	×
Iime range to cleat: Everything	
All selected items will This action cannot be	be cleared. undone.
D <u>e</u> tails	
Browsing & Download History	<u>_</u>
📝 Form & Search History	
Cookies	
🔽 Cache	=
Active Logins	
Offline website Data	
Site Preferences	+
	Clear Now Cancel

- 5. Click the "Clear Now" button.
- 6. After clearing the cache, you should close your browser completely and re-launch it.

Safari on MAC:

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- 1. Launch Safari
- 2. Click the History tab, in the top menu.
- 3. Select from: *preferably* "all history" or select the appropriate time frame of when the undesired behavior began.
- 4. Click Clear History
- 5. Close Safari. Select Safari from the top menu and select "Quit Safari"

Google Chrome:

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1. Click on the "Customize" button go to "tools"

 6		
Gmail	Images	

Tabs from other devices

Clear browsing data

Z

2. Highlight "History" and select "History"



3. Select obliterate the following items from: *preferably* "the beginning of time" or select the appropriate time frame of when the undesired behavior began. Keep the first four items checked.

Clear browsing data	>
Obliterate the following items from: the beginning of time 💌	
Browsing history – 57 items	
Download history	
Cookies and other site and plugin data	
Cached images and files – 39.4 MB	
Passwords	
Autofill form data	
Hosted app data	
Media licenses	
Clear browsing data Cancel	
6 Some settings that may reflect browsing habits will not be cleared. <u>Learn more</u>	

- 4. Click Clear browsing data
- 5. Close Google Chrome

iPhone | iPad | iPod

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1. Tap on the "Settings" icon

	2:29 PM	(III)
	16 Caler or Settings	Photos
Con	lacts YouTube Maps	Stocks
Wes	ather Notes Calculator	Voice Memos
Tu	Nes Nike + iPod	Game Center
0	» 🗾 📈	$\overline{\bigcirc}$
Vid	Musice Salari	App Store
Z. IN		
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	erizon LTE 11:20 AM © 79 Settings iCloud Mail, Contacts, Calendars	> >
	iCloud Mail, Contacts, Calendars Notes	% •••
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3. Scroll down to where is says "Clear History" and "Clear Cookies and Data"



4. Select "Clear Cookies and Data" and confirm.



5. Then Select "Clear History" and confirm

••••• Verizon LTE 11:20 AM 0 79%
Kattings Safari
Block Cookies From third parties >
Smart Search Field >
Fraudulent Website Warning
More about Safari and privacy
Clear History
Clear Cookies and Data
READING LIST
Are you sure you want to clear history? This cannot be undone.
Clear History
Cancel

If these steps were used to correct an issue but the issue persists, please contact the Customer Service Center at 800.433.9016 or email us at <u>csc@aap.org</u> for further assistance