

Receiving error messages while students are working in STAR? This StrikeNote will give you tips to resolve the issue and teach you how to clear the browser's cache.

1. Close Firefox by closing all open Firefox windows. Reopen Firefox. Sometimes simply restarting the browser will resolve some error issues. If you are trying to use Internet Explorer, use Firefox instead.
2. If using Firefox or closing Firefox did not resolve the issue, shutdown the computer. When something doesn't seem right with your computer, save documents, close all programs, and shutdown the computer. Once the computer is off, press the power button to boot it back up. Eighty percent of the time, this will resolve an issue.
3. If Steps 1 & 2 did not resolve the issue, you might want to empty the cache files.

a. Click the 3 horizontal lines  the upper right hand corner of Firefox.

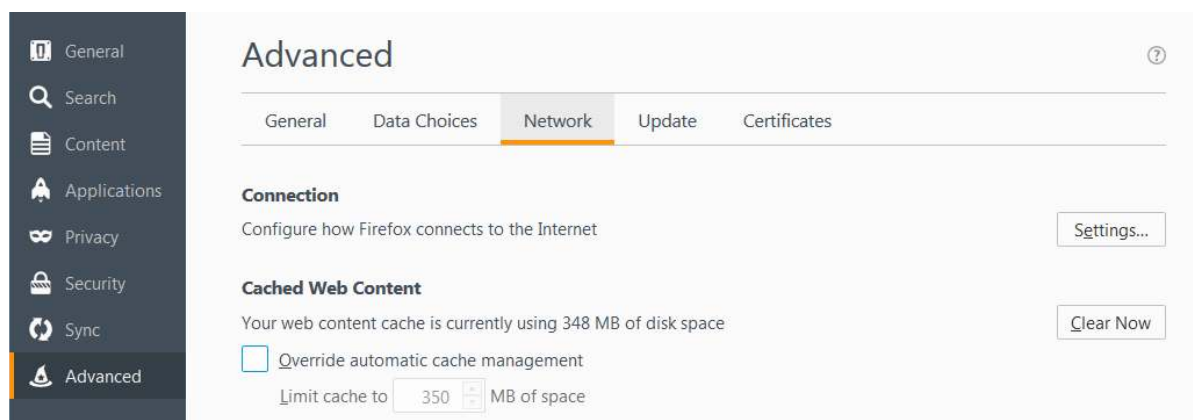
b. A menu window will be revealed. Click on Options.



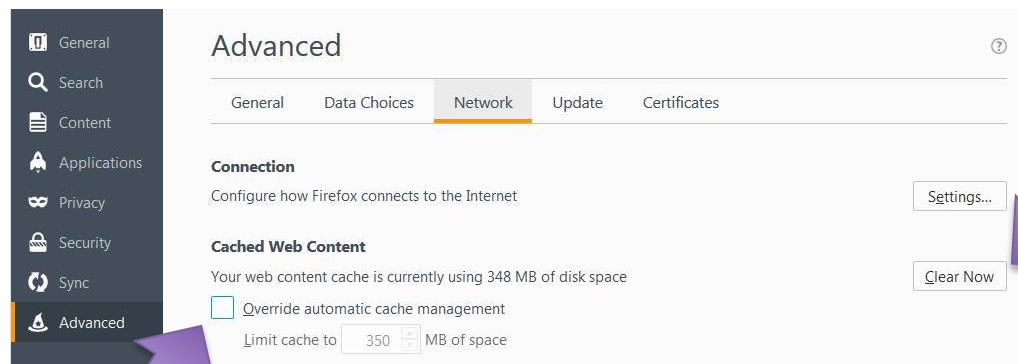
c. On the left of the window you will see a menu. Click on Advanced.



d. Under Advanced, Click Network.



- e. Under the section, Cached Web Content, click the box to Override automatic cache management and press the Clear Now button to remove cache files.



4. If the error messages continue after following the steps above, please submit a ticket by clicking on the purple paw icon on your desktop



or entering [www.tickets.hcsk12.net](http://www.tickets.hcsk12.net) in your browser.