

## Open a Private Mode Browser Window to Troubleshoot

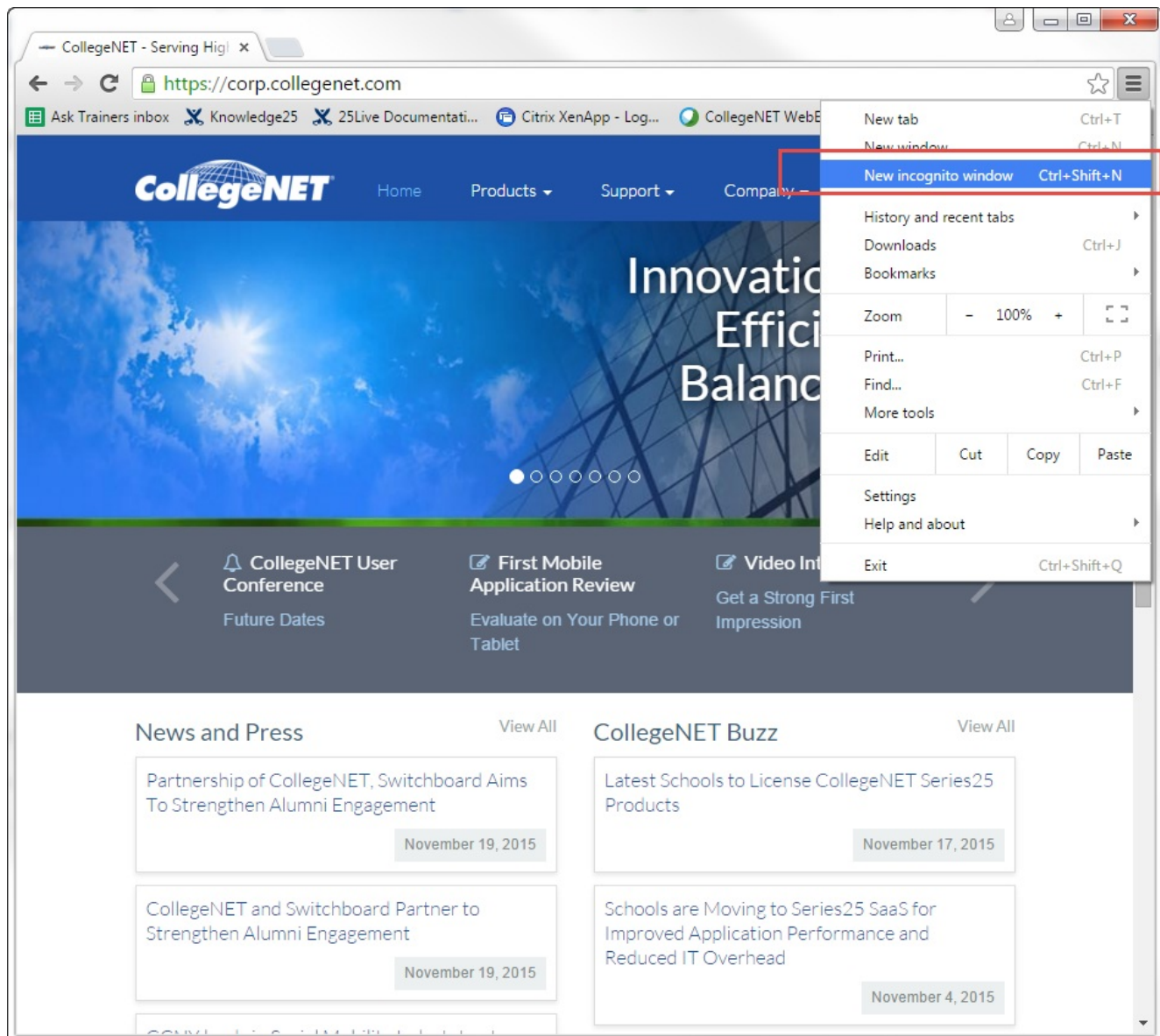
Using Private Mode in your web browser can help troubleshoot some issues with 25Live. As new versions and bug patches are released, if your browser has stored old versions of 25Live's code, conflicts can result in glitches.

Clearing browser cache is one of the first steps we often try in troubleshooting, because it's simple to do, and fixes a host of problems.

Private mode in most web browsers basically clears your cache - the private mode window ignores all your saved cookies and cache, and downloads a fresh copy of the website. Additionally, nothing you do in private mode is cached, so future sessions will be unaffected.

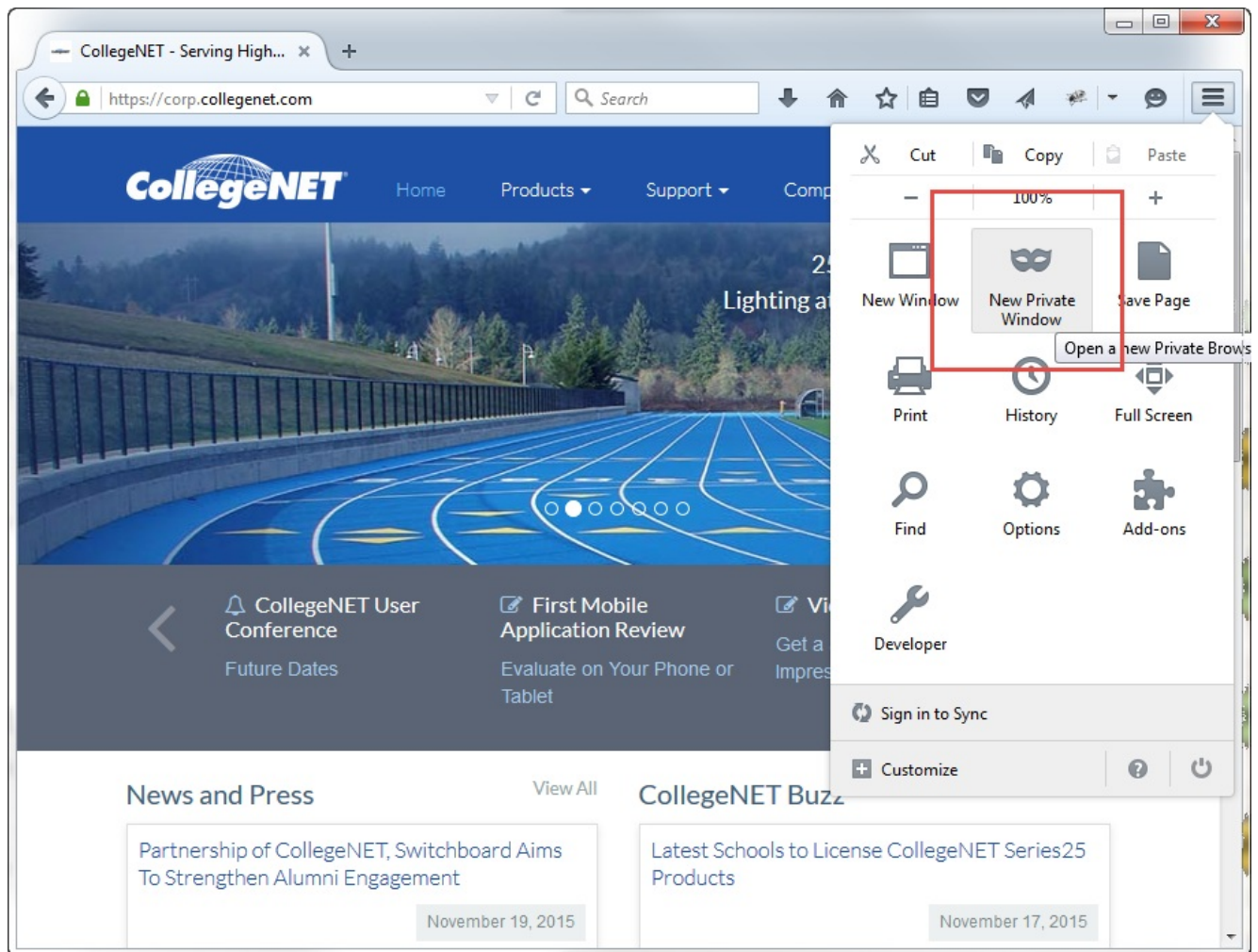
### Chrome

To open a private window in Chrome, press Ctrl-Shift-N. Chrome calls its private mode Incognito.



## Firefox

To open a Private window in Firefox, press Ctrl-Shift-P.



## Microsoft Edge

To open a Private mode window in Microsoft Edge, press Ctrl-Shift-P.

The screenshot shows a web browser window with the CollegeNET website. The browser's address bar shows the URL <https://corp.collegenet.com/>. The website's navigation bar includes links for Home, Products, Support, Company, and Contact Us. The main content area features a large image of a blue running track with the text "25Live Lighting at Lan" overlaid. Below the track image, there are three promotional banners: "2018 CollegeNET User Conference Register Now!", "First Mobile Application Review Evaluate on Your Phone or Tablet", and "Video Interviews Get a Strong First Imp". On the right side of the browser window, the InPrivate menu is open, showing options like "New window", "New InPrivate window" (highlighted with a red box), "Zoom", "Favorites", "Cast media to device", "Find on page", "Read aloud", "Print", "Pin this page to the taskbar", "Pin this page to Start", "Developer Tools", "Open with Internet Explorer", "Send feedback", "Extensions", "What's new and tips", and "Settings".

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