# Log In Troubleshooting

If you have trouble logging into your Scholar+ account try clearing your cache and cookies. Some websites will store information on your web browser, called cookies. An excess of this information can cause problems with internet speed and logging in to certain sites, including Scholar+.

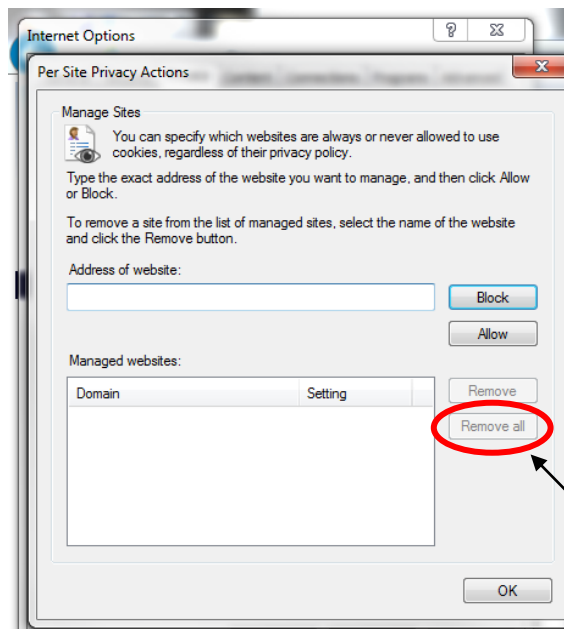Clearing cookies and cache in Internet Explorer.

1. Click the "Tools" icon in the upper right corner of the window. The button's look and location may change depending on the version of Internet Explorer you are using. Then click "Internet options"
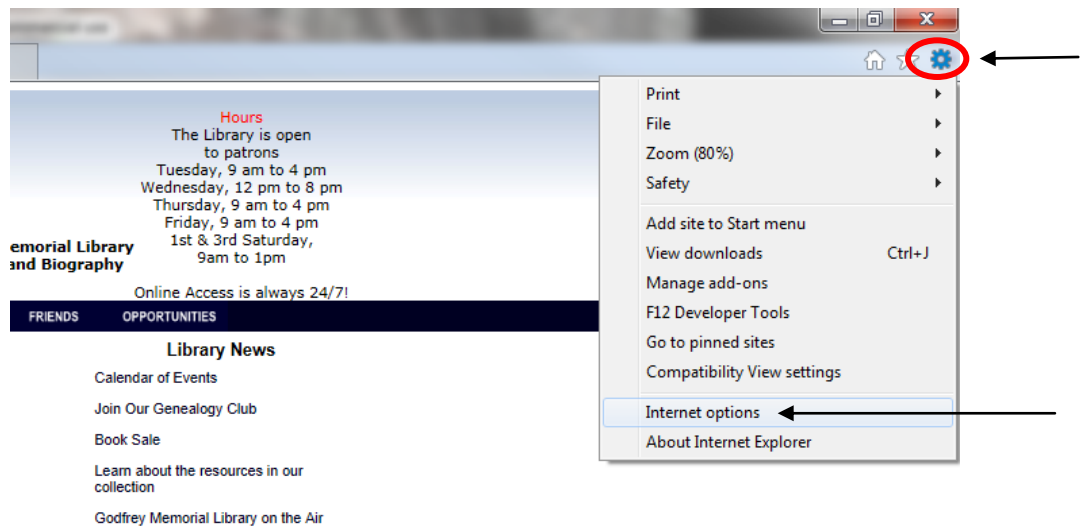
2. Under the "Privacy" tab click the "Sites" button
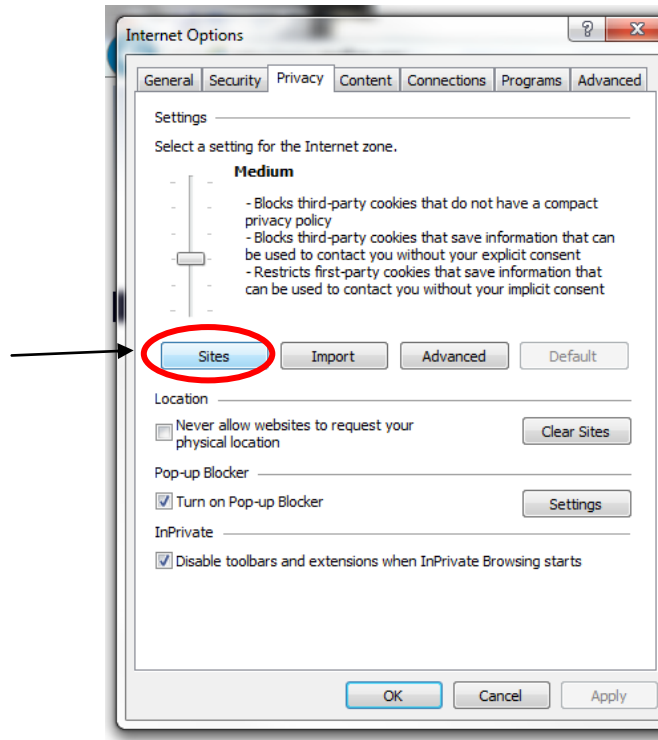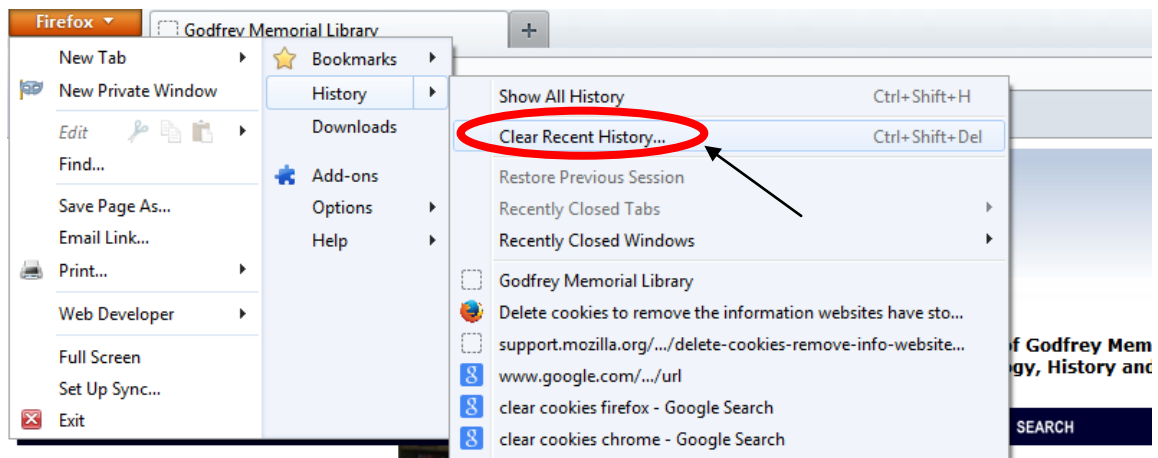

3. Click the "Remove All" button

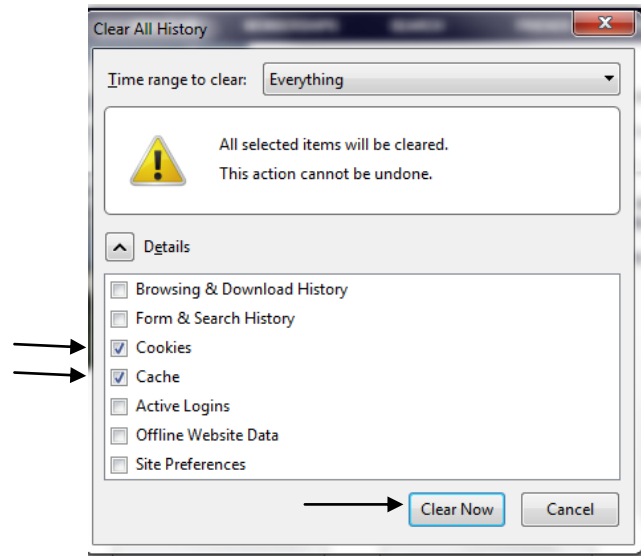Clearing cookies and cache in Mozilla Firefox.

1. At the top left corner of the window, click the "Firefox" button.
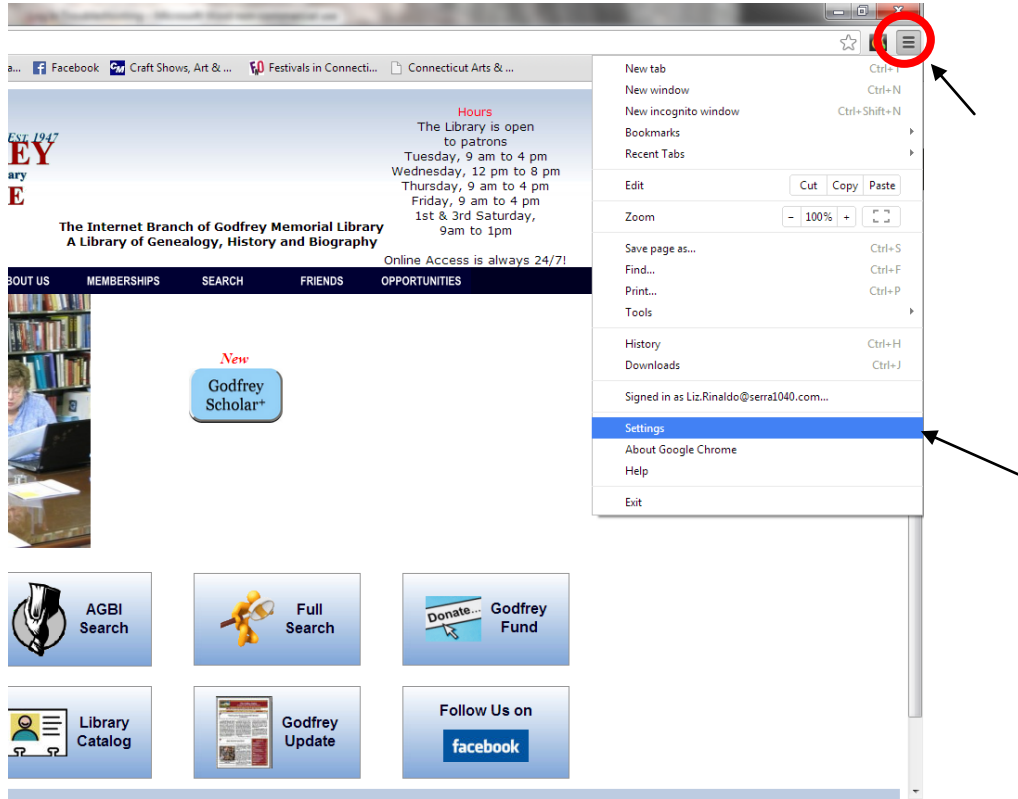

2. Under "History" click "Clear Recent History"

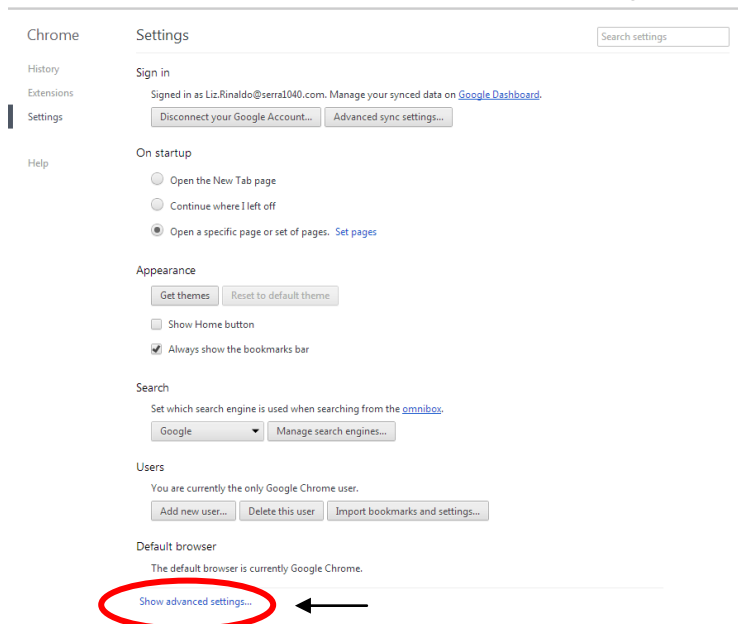3. Mark the boxes next to cache and cookies then click "Clear Now".
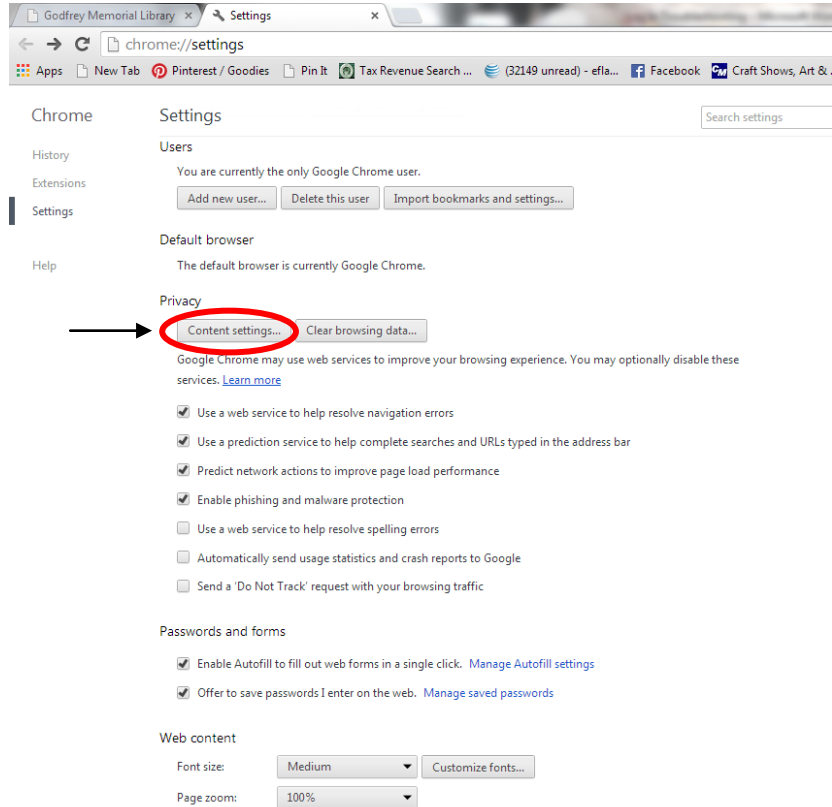
Clearing cookies in Google Chrome.

1. Click the Menu button in the upper right corner and select "Settings"
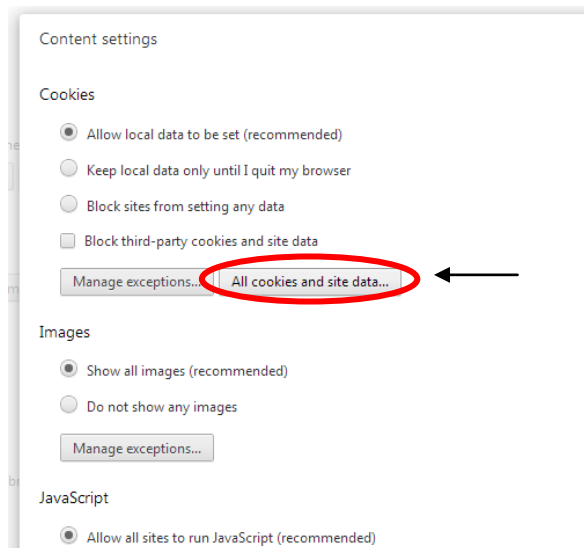

2. Click "Show Advanced Settings"

3. Under Privacy click the "Content Setting" button.
You will have to scroll down the page before seeing this option.

4. Click the "All Cookies and Site Data" button

5. Click the "Remove All" button