

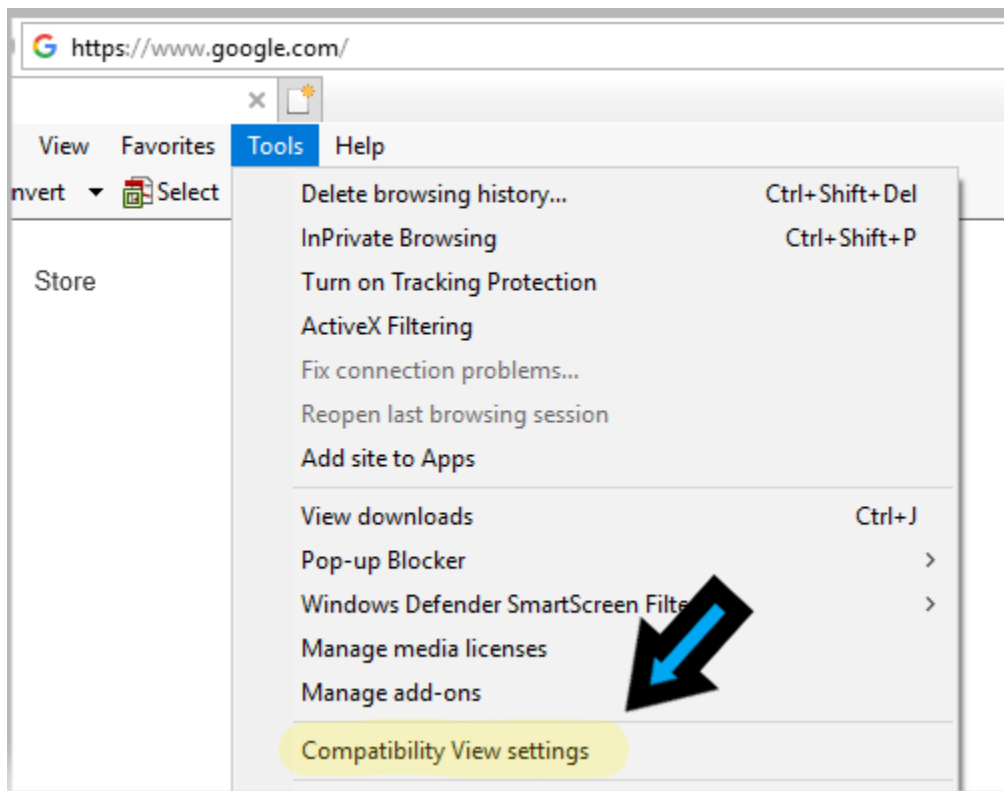
## How to Clear Your Cache

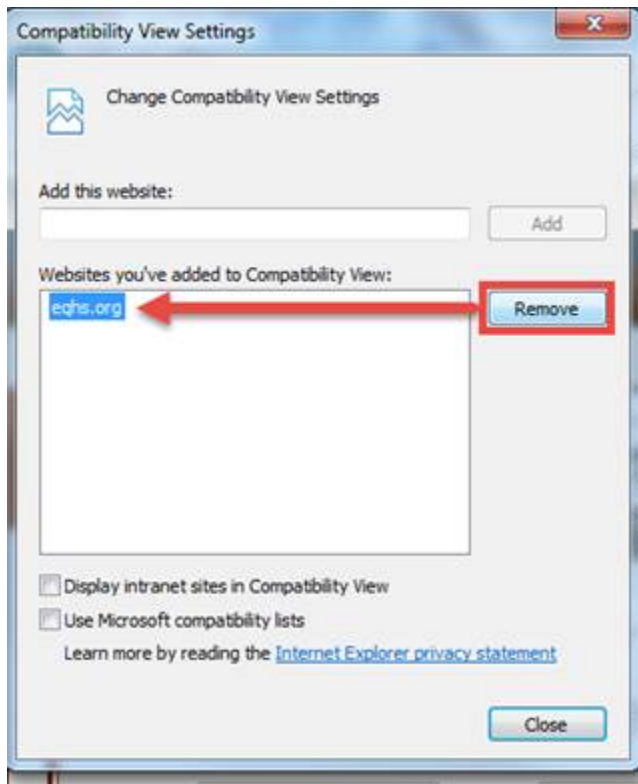
If you are having difficulty entering a review into eQSuite® Please try clearing your cache by using these instructions: Go to this link, select the browser you are using, and it will walk you through the steps to clear your cache.

<https://www.refreshyourcache.com/en/home/>

After that please make sure that if you are using Internet Explorer that it is compatible with eQSuite®. You can do this by:

1. Select tools from the top left of your Windows screen
2. Choose compatibility view settings
3. Remove the 'EQHS' site from compatibility mode (below)





If you continue to have the error, please send a screen shot of the error to Provider Relations at [co.pr@eqhs.org](mailto:co.pr@eqhs.org) so that we can research it further and identify a resolution to the issue.

It is strongly recommended that you utilize Chrome or Internet Explorer browser.