



Having trouble accessing the payment portal? Here are some troubleshooting actions you can try on your own:

1. If you're using a mobile device, consider switching over to a desktop to make your payment. While the payment portal is mobile responsive, the smaller the screen, the more difficult it becomes to navigate. Using a desktop will give you the most optimal user experience.

2. Clear your browser's cache, cookies, and history - Mobile and Desktop Instructions

***Important note before you begin** - Clearing your web browser's cache, cookies, and history may remove data such as the following **saved passwords, address bar predictions, shopping cart contents, etc.** While you should clear your web browser's cache, cookies, and history periodically in order to prevent or resolve performance problems, you may wish to record some of your saved information first.*

Mobile browsers

The steps to clear your cache, cookies, and history may differ depending on the model of your device and your preferred browser, but you should be able to clear your cache and data from your application management settings menu.

- **Android:** Go to **Settings** and choose **Apps** or **Application Manager** > Swipe to the **All tab** > In the list of installed apps, find and tap your web browser > Tap **Clear Data** and then **Clear Cache** > Exit/quit all browser windows and re-open the browser.
- **Chrome for Android:** Tap **Chrome menu** > **Settings** > Tap **(Advanced) Privacy** > From the "Time Range" drop-down menu, select **All Time** > Check **Cookies and Site data** and **Cached Images and Files** > Tap **Clear data** > Exit/quit all browser windows and re-open the browser.
- **Safari for iOS:** Open your Settings app > Tap **Safari** > Tap **Clear History and Website Data** and confirm > Exit/quit all browser windows and re-open the browser.
- **Chrome for iOS:** Tap **Chrome menu** > **Settings** > Tap **Privacy** > Tap **Clear Browsing Data** > Choose the data type you want to clear > Tap **Clear Browsing Data** > Exit/quit all browser windows and re-open the browser.



Desktop browsers

To quickly open menus used to clear your cache, cookies, and history, ensure that the browser is open and selected, and press **Ctrl-Shift-Delete (Windows) or **Command-Shift-Delete** (Mac). If this doesn't work, follow the appropriate instructions below.*

- **Chrome:** Enter **chrome://settings/clearBrowserData** in your browser bar > At the top of the "Clear browsing data" window, click **Advanced** > Select **Browsing history** > **Download history** > **Cookies and other site data** > **Cached images and files** > From the "Time range" drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select **All time** > Click **Clear Data**.
- **Firefox:** From the History menu, select **Clear Recent History**. *If the menu bar is hidden, press **Alt** to make it visible* > From the **Time range to clear:** drop-down menu, select the desired range; to clear your entire cache, select **Everything** > Next to "Details", **click the down arrow to choose** which elements of the history to clear; to clear your entire cache, select all items > Click **Clear Now**. Exit/quit all browser windows and re-open the browser.
- **Microsoft Edge:** In the top right, click the **Hub icon** (*looks like a star with three horizontal lines*) > Click the **History icon** (*looks like a clock*), and then select **Clear all history** > Select **Browsing history**, then **Cookies and saved website data**, and then **Cached data and files** > Click **Clear** > After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.
- **Safari 8 and later:** From the Safari menu, select **Clear History** or **Clear History and Website Data** > Select the desired time range, and then click **Clear History** > Go to **Safari** > **Quit Safari** or press **Command-Q** to exit the browser completely.

3. Consider using a private browsing window in your preferred browser as a temporary solution:

- [Private Browsing](#) (Firefox)
- [Browse in private with Incognito mode](#) (Chrome desktop and Android)
- [Browse InPrivate in Microsoft Edge](#)
- [Browse privately](#) (Safari)
- [Turn Private Browsing on or off on your iPhone, iPad, or iPod touch](#)

We are here for you! If you require additional help please email us at Support@stellarmls.com or call 800-686-7451.