

Suggestions For Users Experiencing Problems With The DCUSA Website

Chrome

We have found that the new DCUSA website works best in Chrome. If this option is available to you, please try Chrome.

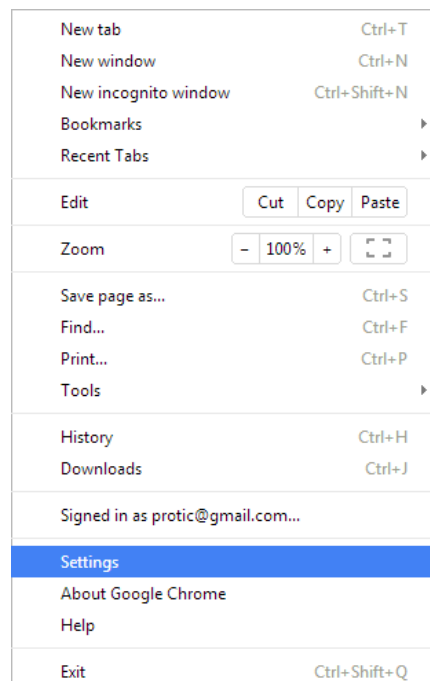
Clear browsing data

If the DCUSA website is not appearing as expected, please clear your browsing data.

Click on the icon with three horizontal lines in the top right hand corner of the browser window.



Select **Settings** from the menu.



A new tab will open in the browser displaying your settings. Click **Show advanced settings...** at the bottom of the browser window.

Default browser

The default browser is currently Google Chrome.

[Show advanced settings...](#)

Click on Clear browsing data...

Change **Obliterate the following items from:** to **the past week** leaving only **Cookies and other site and plug-in data** and **Cached images and files** checked.

Privacy

[Content settings...](#) [Clear browsing data...](#)

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

- Use a web service to help resolve navigation errors
- Use a prediction service to help complete searches and URLs typed in the address bar or the app launcher search box
- Predict network actions to improve page load performance
- Send suspicious downloaded files to Google
- Enable phishing and malware protection
- Use a web service to help resolve spelling errors
- Automatically send usage statistics and crash reports to Google
- Send a "Do Not Track" request with your browsing traffic
- Enable "Ok Google" to start a voice search

Clear browsing data ×

Obliterate the following items from: the past week

- Browsing history
- Download history
- Cookies and other site and plug-in data
- Cached images and files
- Passwords
- Autofill form data
- Hosted app data
- Content licenses

[Learn more](#) [Clear browsing data](#) [Cancel](#)

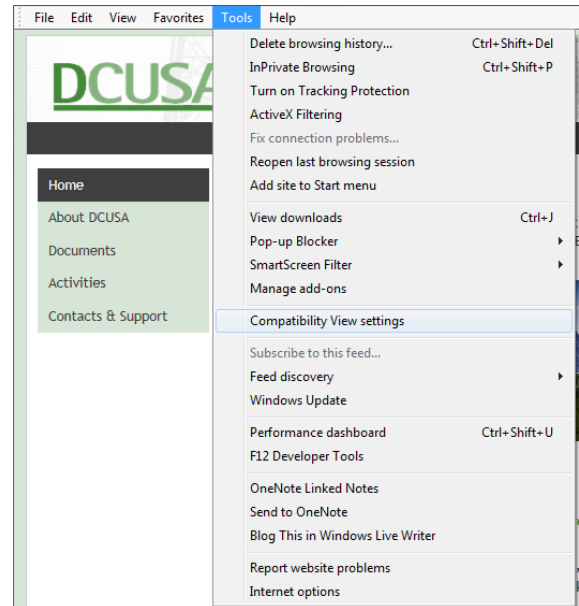
Saved [content settings](#) and [search engines](#) will not be cleared and may reflect your browsing habits.

Internet Explorer

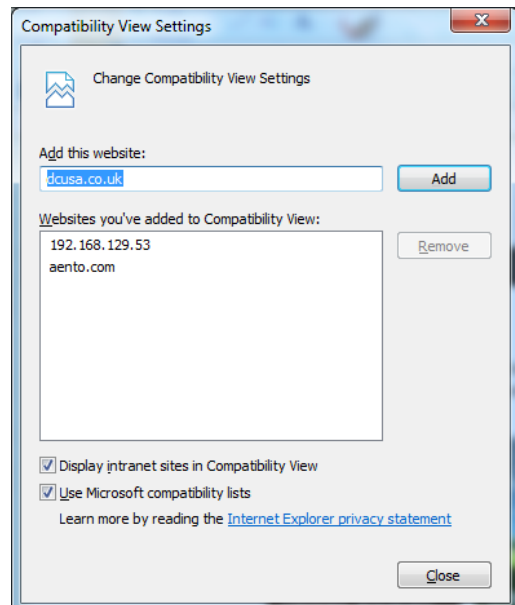
Compatibility View

Newer versions of Internet Explorer (IE9 onwards) have a Compatibility View setting. This will allow websites, or components of websites which are optimised for older versions of IE to display correctly. We have found that enabling Compatibility View improves the functioning of some website components such as the Calendar.

Select **Compatibility View settings** from the Tools menu.



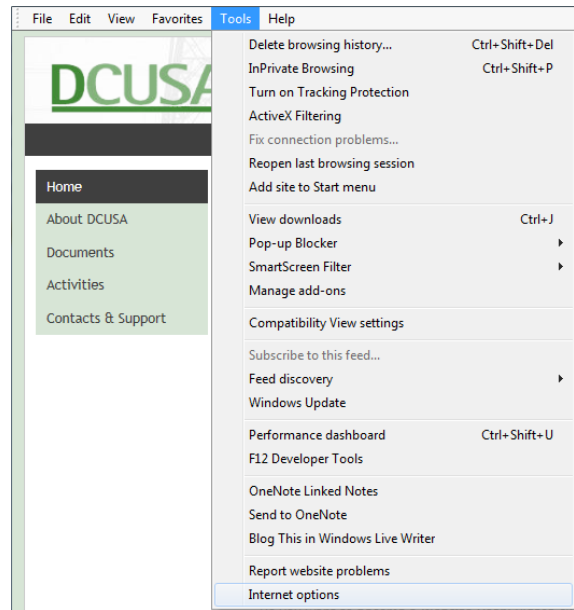
Click the **Add** button to add dcusa.co.uk to the list of websites. Click **Close**.



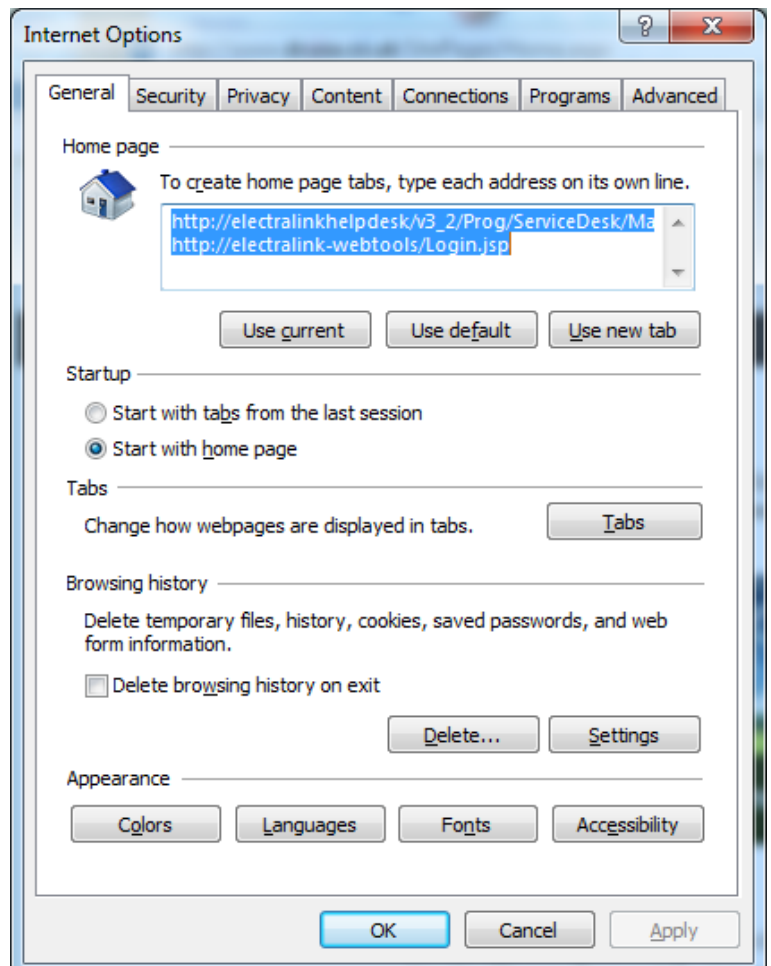
Delete browsing history

If the DCUSA website still does not appear as expected, please clear your browsing data.

Select **Internet options** from the Tools menu.



In the **Browsing history** section, click the **Delete...** button.



Leave only **Temporary Internet files and website files** and **Cookies and website data** checked, and click the **Delete** button.

