

# Problem: Application does not load

**Problem:** The application fails to load.

**Solution:** There are two likely causes for the web application failing to load. Either there is older data in the web browser, or the internet connection was interrupted.

## Details:

### 1 *Older Data in the Web Browser*

If the user has been through an earlier version of the course it is possible that some data is retained in their browser settings which is preventing it from loading.

They should clear out their browser cache and cookies.

2

## ***No Internet Connection***

This online application requires a broadband internet connection. If the user's computer is not connected to the Internet or their connection speed is slow or interrupted then they will not be able to access this application.

They will need to try again once they have an active internet connection.

Note: the application requires a desktop or laptop computer and the latest version of Firefox, Chrome, or Edge browser.