

## Myportal.fhda.edu Bookmark Update

If you previously had myportal.fhda.edu or Banner INB bookmarked, you will need to replace the bookmark. Even though it is still named myportal.fhda.edu, the pointer or Internet IP address behind this url has changed and therefore your previous bookmark will fail.

### Still having problems accessing Myportal.fhda.edu since it moved to the Cloud: Try Clearing the Browser Cache/History

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NOTE: The instructions below are specific to a particular browser version. If they do not work for your browser version, you can try a Google search using the name of your browser 'and clear history' or 'and reset'.

WARNING: Clearing Cache / History may remove Saved Passwords. However, saving passwords is a security risk you should avoid.

To clear Firefox Cache/History, use the **History** menu to clear history including specific time periods.

1. Select **Clear Recent History...** (in *Windows Firefox version 52.9.0*)
2. Make sure at least **Cache** is select
3. Press **Clear Now**
- or-
4. Select **Show All History** (in *Apple Firefox version 61.0.2 and Windows Firefox version 52.9.0*)
5. In window that appears you are able to select a particular web address. Look for myportal.fhda.edu and click once to select.
6. Under the settings menu  on Apple OS, select Delete; or simply press the Delete key on your keyboard (Apple or Windows OS)
7. You may have to repeat this for each *time* of history listed on the left.
8. You may need to search for myportal.fhda.edu under the All Bookmarks, Bookmarks Toolbar and Bookmarks Menu lists and delete from these lists as well.

To clear Safari Cache/History, use the **History** menu to clear history including specific time periods. (*Apple Safari version 11.1.2*)

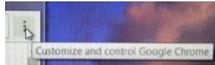
1. Select Clear History... The last item in the menu list.

To clear Chrome Cache/History in Apple OS, use the **History** menu item and select **Show Full History** (at the bottom). (*Apple Chrome version 69.0.3497.81*)

1. A new tab opens and on the left side you click on **Clear browsing data**.
2. Make sure the box is checked next to Browsing History.
3. Uncheck the boxes next to **Cookies and other site data** and **Cached images and files**
4. Click on the **Clear Data** button.
5. Now go to myportal.fhda.edu and bookmark the page.
6. If this does not solve the problem you may have to Clear the Data for **Cookies and other site data as well, however**, this could remove any saved passwords you have set for access to other sites and accounts. But for security purposes, you should NEVER save passwords.

To clear Chrome Cache/History in Windows OS, (*Windows Chrome version 69.0.3497.81*)

Click on the three dots in a vertical line near the top right of the window (*to the right of the address bar*):



1. Click on the arrow for **History** and select **Settings**.
2. Click on the *horizontal lines* next to **Settings** near the top left of the window.
3. Scroll down to **Clear browser data** and *click* on the arrow at the far right.
4. In the window that appears, make sure there is a check mark next to **Browsing history** and **Cached images and files**.
5. Click on the **Clear data** button at the bottom right.

To clear IE Cache/History, use the **Favorites** menu item and select **Organize Favorites**. (*IE Version 11.0.9600.18792*)

1. Expand each item, especially **Favorites Bar** and **Websites for United States**. Locate the MyPortal... item select and then press the **Delete...** button.
2. Now click the **Close** button.