

# HOW CAN YOU FIX THIS ERROR?

**1** | Try going **back** and accessing the page again.  
To do this, click on the left arrow: ←

**2** | If this doesn't work, try **reloading the page**  
by clicking on the icon next to the URL: ↻

**Are you still having this problem?**

**It may be a problem with the cookies or cache.**

**3** | To clear the cache, right click and select **Inspect**. Then, right click again but this time on the refresh arrow: ↻ Lastly, select the option: **Empty cache and hard reload**.

**4** | If you would prefer to delete the cookies, go to the top right and click on **More**: ⋮ Then click on **More tools > Clear browsing data**. At the top, choose a time range and select the boxes next to "Cookies and other site data" and "Cached images and files". Click on **Clear data**.



If you have any questions,  
you can contact us by calling

**0800 021 1485**

