



My screen says “Working” but nothing is happening

If you are in ChildWare and you try to access an item on your menu list or an export and it does not appear on your screen (get a spinning wheel that says working) you should perform a “hard refresh” of your browser.

Follow the instructions below to perform a hard-refresh for either a **PC (Windows)** or a **MAC (Apple)** computer.

Using Chrome:

Quick hard refresh can be done by using the following shortcut keys

Windows:

1. Hold down **Ctrl** and click the **Reload button** .
2. Or Press **CTRL+Shift+R**
3. Or, Hold down **Ctrl** and press **F5**.
4. Or Press F12. Once the chrome dev tools are open on the right of your screen, just **right click on the refresh button** near the URL field and a menu will drop down. This menu gives you the option of doing **a hard refresh**, or even clearing the cache and do a hard refresh automatically.

Mac:

1. Hold **↑ Shift** and click the **Reload button** .
2. Or, hold down **⌘ Cmd** and **↑ Shift key** and then press **R**.

Using Mozilla Firefox and Related Browsers:

Windows:

1. Hold the **Ctrl key** and press the **F5 key**.
2. Or, hold down **Ctrl** and **↑ Shift** and then **press R**.

Mac:

1. Hold down the **↑ Shift** and click **the Reload button** .
2. Or, hold down **⌘ Cmd** and **↑ Shift** and then **press R**.