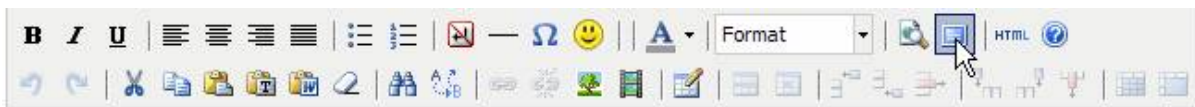


Issues Known to be Caused by Browser Cache

Browsers, Editor Tool, and Journal Display

- **Browsers:** If the browser doesn't load a webpage correctly. Refresh or reload the webpage. If this doesn't work, then Logout and close the browser. The browsers will "cache" the information and sometimes cause the browser to not fully display the information on a webpage.
 - FireFox is the recommended browser. There are still a few (mostly minor) display issues with IE.
 - The HTML editor is much more "FireFox" friendly, so make a point to do all your editing work from FF. (it's a free download if you don't already have it.)
- **Editor Tool:** when you click to edit content the editor tool will open. If you are going to change the size of the window on the editor tool, it is recommended you do that prior to entering any text. There is a bug in the web browser that will sometimes close the editor prematurely if you have typed text into the window and then tried to resize the window.
 - Working from a larger monitor, if possible, will help. You can also switch to "Full Screen Mode" to do the editing (see white arrow pointing to the full screen icon below.)
 - You'll need to toggle back (click the same icon again) to Save the changes, so before switching to full screen mode, be sure the Save Button is visible in the window.



- **Journal Display:** when the journal does not fully display, refresh or reload the webpage or go to another Tab and return to the Journal. You can also click "Add New Entry". This should cause the Journal to display your entries and vertical scroll bar on the right.

Logged Out of the System

The system automatically logs you out after a period of inactivity.

- **The browser makes it look like I'm still logged in:** This is the cache of the browser. You may be able to view a basic webpage appearance, but you can not access specific data on the webpage.
- You may get a view like this on the following page. It shows some of the page, but the key indicator is that "Login" appears in the top menu bar. A more prominent "You are logged out of the system" indicator will be added in the future.

XY Coaching Connections

Reveal and Release Potential

*No form of human exchange
is more profitable than the
exchange of ideas.*



Make note of "Login" now showing in the top menu bar.

- Home
- About ▾
- Testimonials
- FAQ's
- Contact
- Login

's Coach Console

Logged in as

- My Coachees
- Manage Users
- Coachee Reports
- XY Knowledge Base
- Client Road Map
- My Journal

Powered by  Factor
A LeaderXY Product