

## General Troubleshooting

Leah Quenneville - 2023-05-30 - [General](#)

Answers to the following troubleshooting questions can aid Novari Health Support agents in their investigation

- What browser are you using? Is it the latest browser version? Have you tried clearing browser cache?
- When did this issue first arise? Is it affecting multiple users?
- What action(s) are you performing when you experienced this issue?
- Can you reproduce this error in the Test environment?
- Did you receive the same error in both environments?
- Can you provide reproduction steps in detail?
- Is this issue related to a particular case? If yes, provide the eReferral ID.
- If the requisition is an F number ID, please provide us with the inbox and state that the requisition is in.
- Is there an error message? If yes, provide screen shot or description if possible **(no PHI)**

For instructions on how to clear your browser cache visit one of the below links:

Google Chrome: <https://support.google.com/accounts/answer/32050>

Microsoft Edge:

<https://support.microsoft.com/en-us/microsoft-edge/view-and-delete-browser-history-in-microsoft-edge-00cf7943-a9e1-975a-a33d-ac10ce454ca4>

Safari: <https://support.apple.com/en-ca/guide/safari/sfri47acf5d6/mac>