NCDOR Online File and Pay Applications: How to Clear Browser Cache and Data

Description of Issues:
- Tax Year drop down menu not displaying tax years
- Unable to click on "Next" button

Solution:
Follow the steps below for the relevant browser to clear your cache and browsing data.

Google Chrome
1. Click on the 3 vertical dots on the top right corner
2. Click on History
3. Click on Clear browsing data on the left sidebar
4. On the popup that appears select a "time range" and the options Cookies and Other site data and Cached Images and files
5. Click on clear data
6. Refresh online application until the issue is resolved.

Microsoft Edge
1. Click on the 3 horizontal dots on the top right corner
2. Click on Settings
3. Under the Clear browsing data option, click on Choose what to clear
4. Select the checkbox Cookies and saved website data and Cached data and files
5. Click on the Clear button
6. Refresh online application until the issue is resolved.

Fire Fox
1. Click on the 3 vertical lines on the top right corner
2. Click on Library and then History
3. Click on Clear Recent History
4. In the popup that appears, select a "time range" and the options Cookies, Cache, etc.
5. Click on Clear Now
6. Refresh online application until the issue is resolved.

Safari
1. On the keyboard, press Command + Y
2. Click on Clear browser history
3. In the popup that appears, select the time range and then click on Clear History
4. Refresh online application until the issue is resolved.