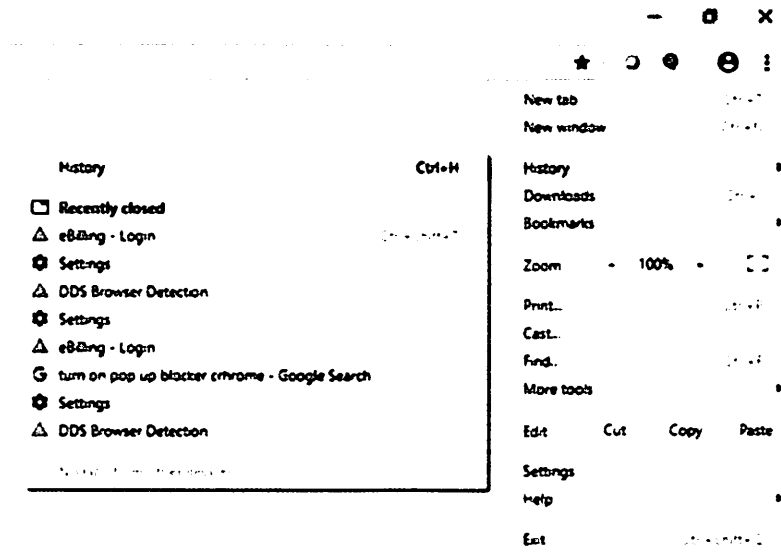


## Resolving Chrome Issue

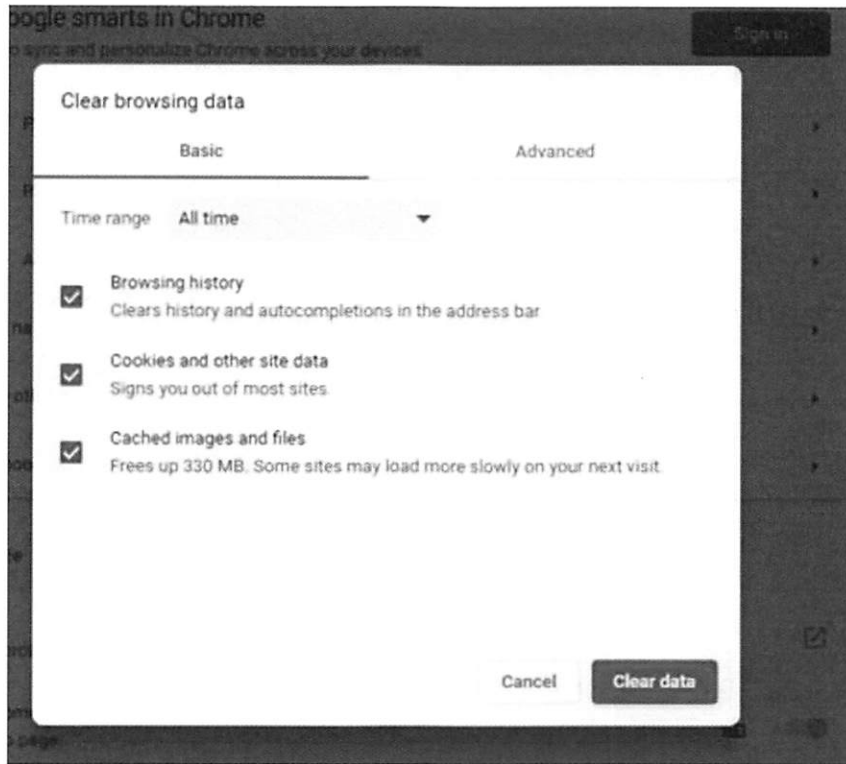
If eBilling is displaying incorrectly, please try the following:

### 1. CLEAR BROWSING HISTORY

- a. Select the three dots in the right hand corner.





- b.
- c. Select History.
- d. Select Clear Browsing Data.
- e. Clear data. Make sure that cached images and files are selected.



f.

## 2. FORCE A REFRESH

- a. Open up the eBilling website.
- b. Hold down the shift key while clicking the 'Reload this page' icon.
- c. This icon is located in the upper left and corner of the screen and looks like :  
- d. Then, in the browser address bar, modify the address to remove /login, and add: /js/eBilling/ui.js
- e. Try logging into eBilling.

## 3. FORCE A STYLE SHEET REFRESH

- 1) In the browser address bar, modify the address to remove /login, and add: /css/combined.css
- 2) Try logging into eBilling.