

# Having trouble accessing resources? Try this:

## Go Incognito

---

Sometimes there's data stored on your normal browser that can conflict with our website software, so it might give you an error message. Incognito mode is private browsing that doesn't leave as many tracks. By opening the web page in Incognito Mode, we can reduce any conflicts our software is having with your browser.

### Google Chrome

1. Open Google Chrome as normal
2. On your keyboard press Ctrl + Shift + N (PC Users) or Command + Shift + N (Mac Users) to open a private browsing window
3. Head to our website and access the resources!

Alternatively, you can right click on a link (or press and hold on mobile), then click 'Open Link in Incognito Window'

### Safari

1. Open Safari as normal
2. On your keyboard press Command + Shift + N (Mac Users) to open a private browsing window
3. Head to our website and access the resources!

Alternatively, you can right click on a link (or press and hold on mobile), then click 'Open Link in New Private Window'

### Firefox

1. Open Google Chrome as normal
2. On your keyboard press Ctrl + Shift + P (PC Users) or Command + Shift + P (Mac Users) to open a private browsing window
3. Head to our website and access the resources!

Alternatively, you can right click on a link (or press and hold on mobile), then click 'Open Link in New Private Window'

### Microsoft Edge

1. Open Google Chrome as normal
2. On your keyboard press Ctrl + Shift + N (PC Users) or Command + Shift + N (Mac Users) to open a private browsing window
3. Head to our website and access the resources!

Alternatively, you can right click on a link (or press and hold on mobile), then click 'Open in InPrivate Window'