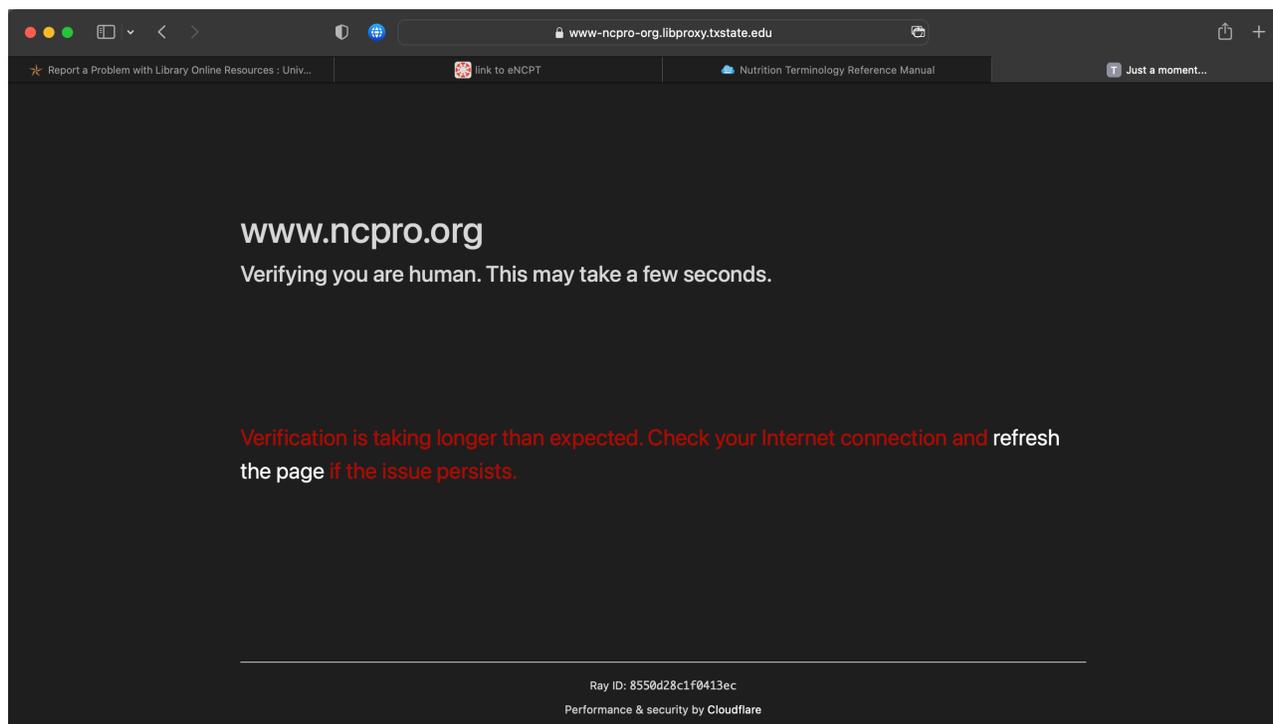


# Troubleshooting Guide - NCP Pro Verification:

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This guide was created to provide assistance for troubleshooting an issue related to accessing the eNCPT manual. Several users have reported an issue with a verification screen shown below:



This guide will walk you through some steps that have been used to correct this issue.

***Please be aware that each environment and results may vary. If you are still experiencing issues after completing the steps listed in this guide, please use the proper channels to notify someone that further assistance is needed.***

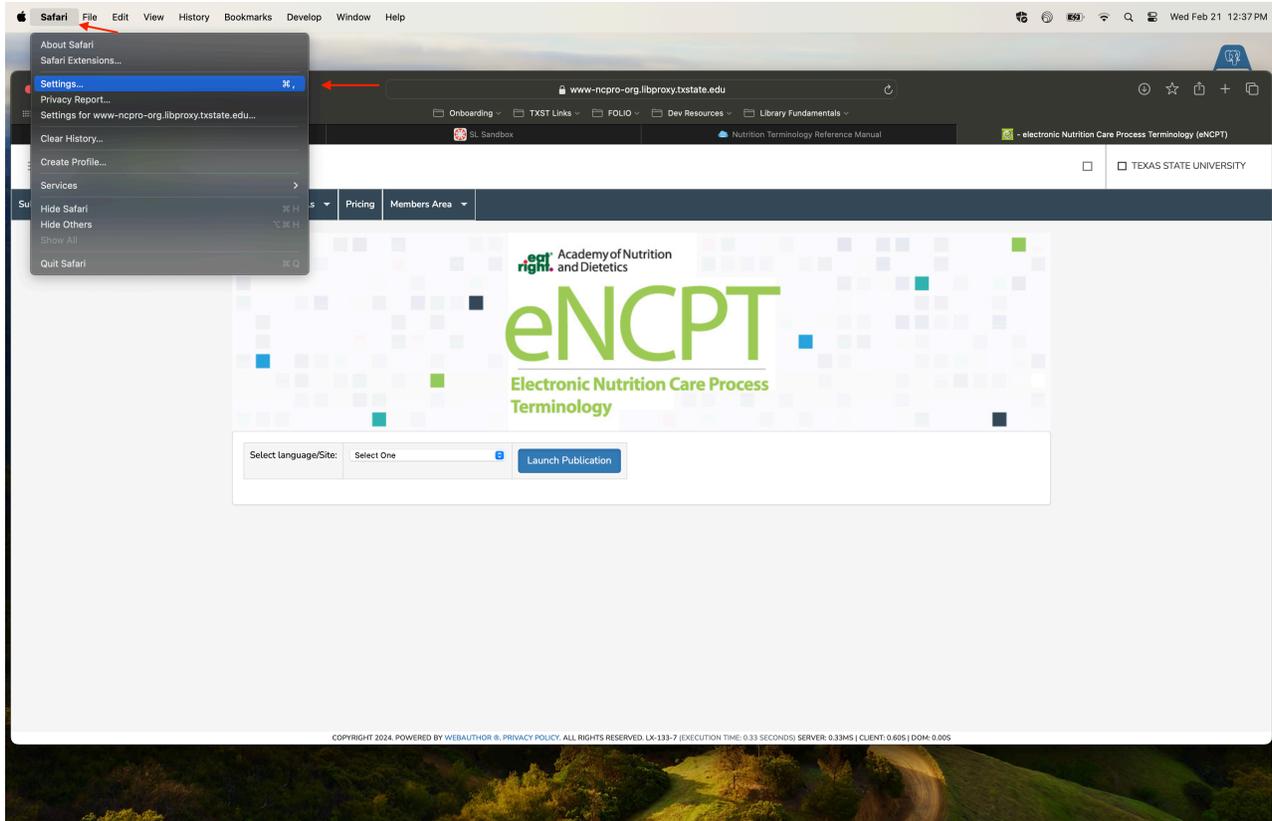
**Note:**

We have provided troubleshooting steps for **Safari, Chrome, and Firefox**. If you are experiencing this issue for a browser not mentioned, please use this guide as a reference

to locate similar settings for the particular browser in use. It is likely that similar settings exist that can be adjusted to potentially fix the issue mentioned above.

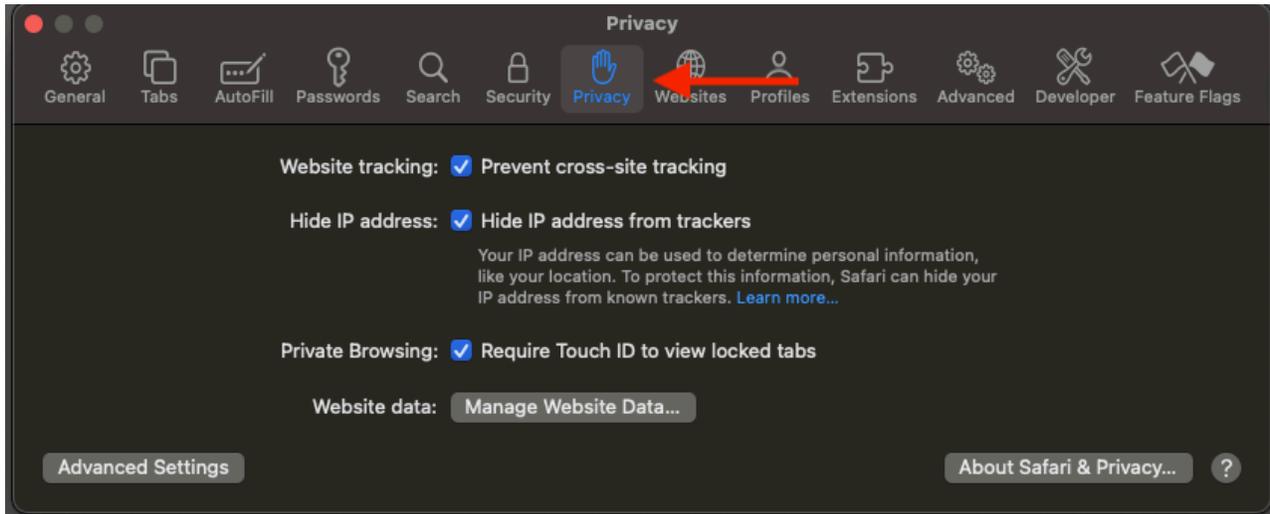
## Safari:

1.) With the Safari browser open, navigate to Settings by selecting the Safari tab in the menu bar. Once the dropdown menu appears you will select **Settings** :

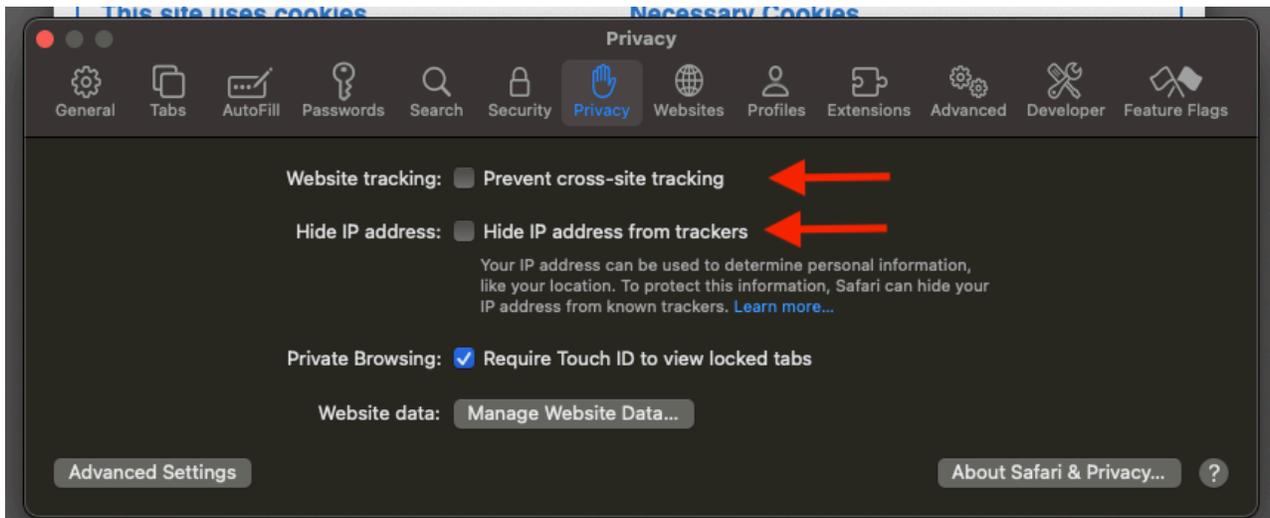


2.) Once the Settings window has opened, select the Privacy tab.

- In the Privacy Settings tab you should see checkboxes for:
  - **Prevent cross-site tracking**
  - **Hide IP address from trackers**



- Uncheck the checkboxes mentioned above:



- After disabling these settings, you will need to clear Safari's cache.

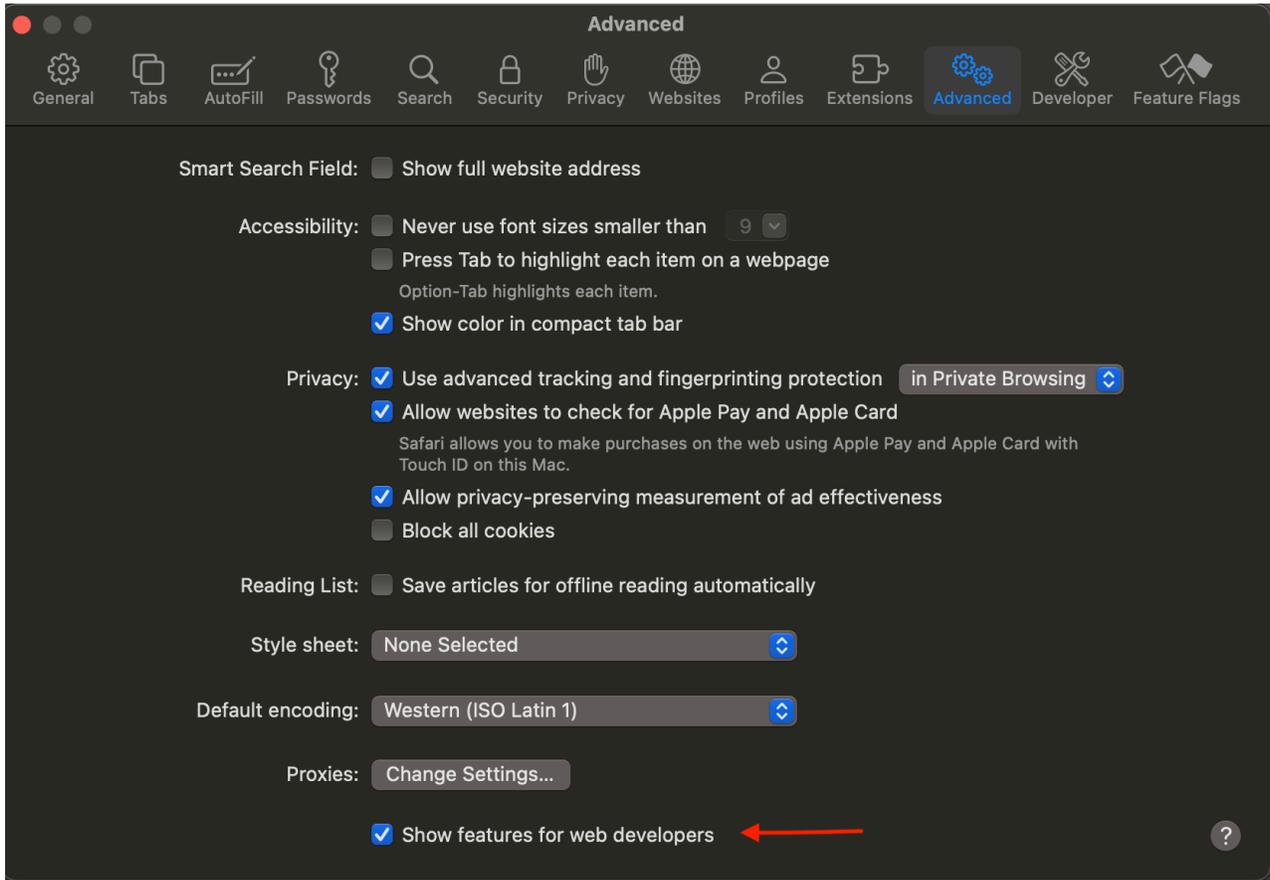
**Note:**

*The location for emptying Safari's cache may be hidden by default. If you do not see the "Develop" tab in the menu bar, please follow these steps to enable this feature.*

**Enabling Web Developer Features:**

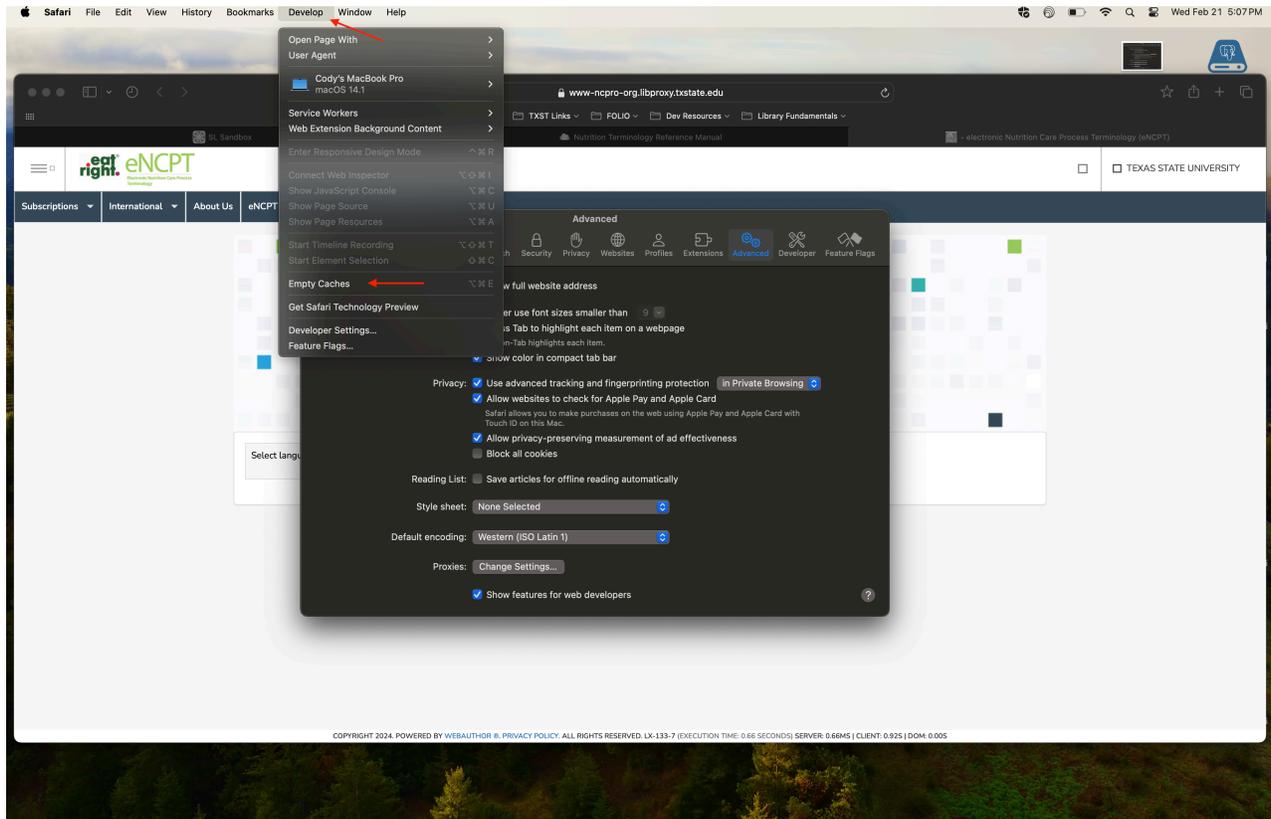
- For enabling Safari's web developer features, you will need to select the `Advanced` tab within the Settings window.
- After selecting the `Advanced` tab, at the bottom of the window you should see a checkbox for `Show features for web developers`

- You will need to check this checkbox, and in the menu bar will appear a tab called `Develop`.



3.) After enabling the web developer features, you should now see the `Develop` tab in the menu bar.

4.) Select the `Develop` tab. In the drop down menu that appears, select `Empty Caches` :



5.) Lastly, you will need to quit the safari browser. To do so appropriately, you can use the following keyboard shortcut if you are using an Apple computer or magic keyboard: **CMD + Q**. You are also able to right click Safari's icon in the dock and select quit, or Select **Safari > Quit Safari** in the menu bar from step 1.

- After completing these steps you should now be able to access the NPro site.

**Note:**

*If verification issues reoccur after successfully being able to access the NPro site from following these steps. Repeat the steps for emptying caches and quitting Safari.*

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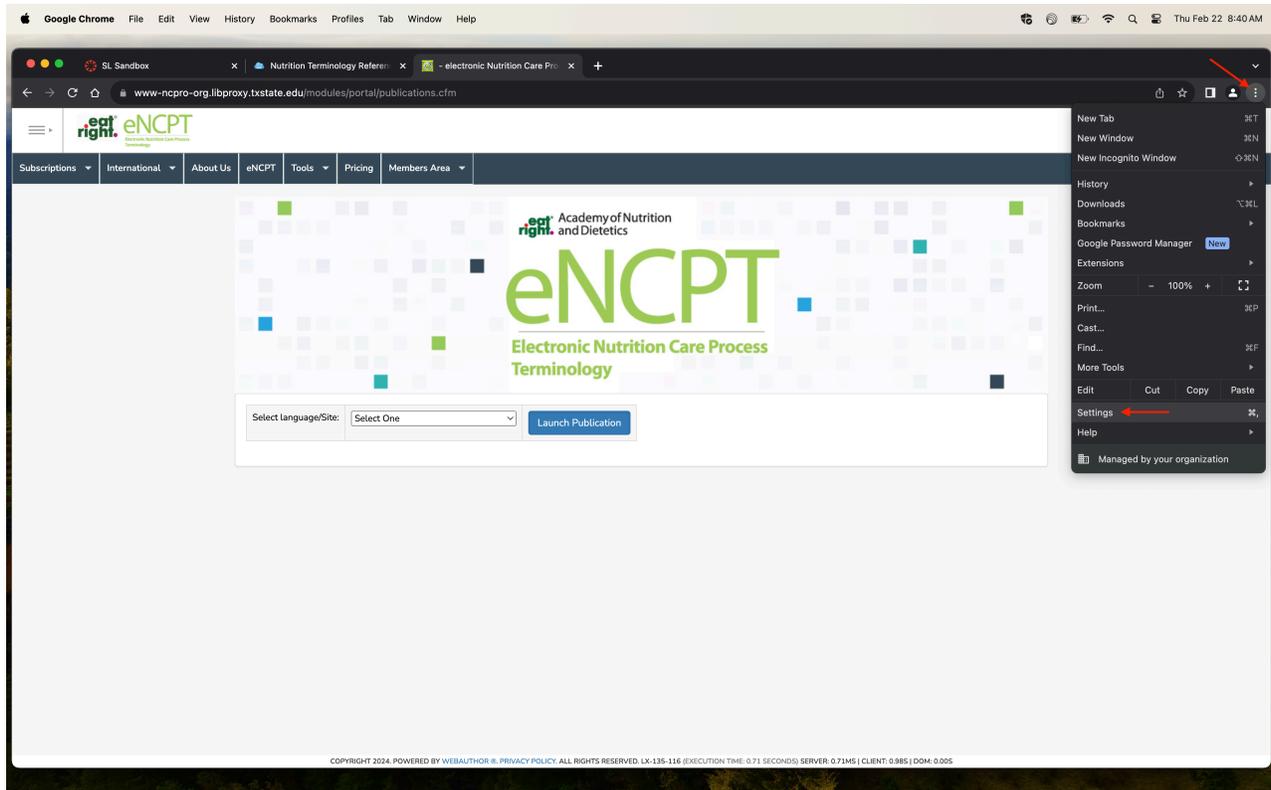
## Chrome:

1.) With the Chrome browser open, navigate to Settings by selecting the kebab menu in the top right corner of the browser window, and selecting Settings in the dropdown menu:

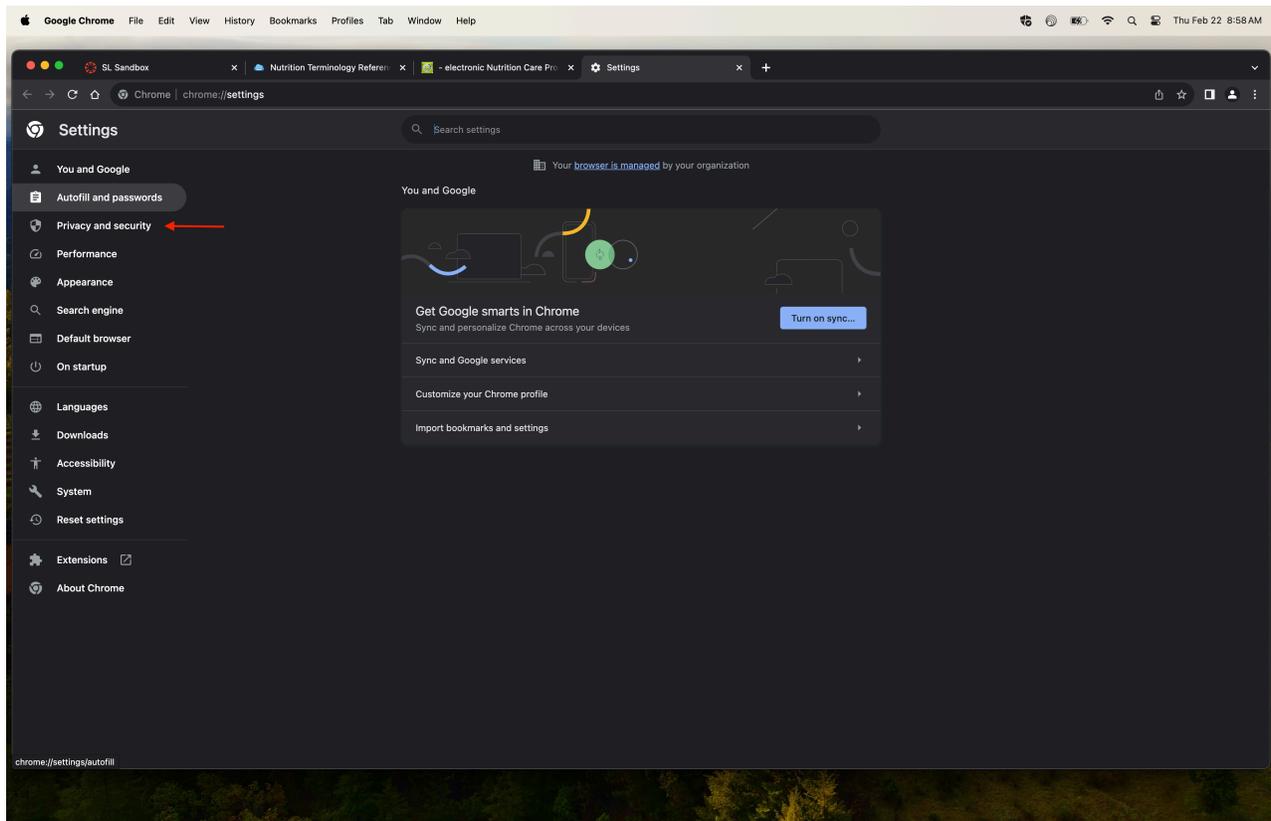
**Note:**

*If you do not see the kebab menu, you can also type into the search bar*

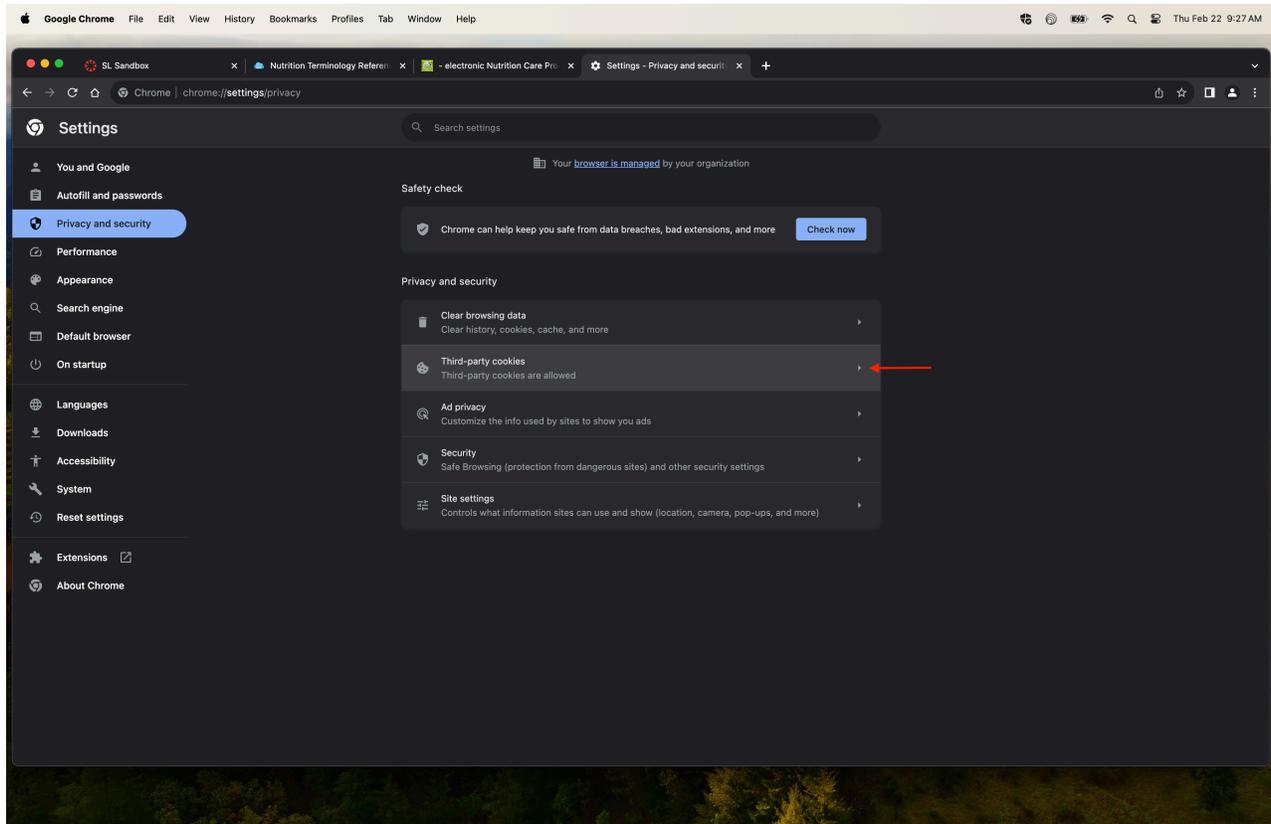
`chrome://settings` , and you will be directed to Chrome's browser settings.



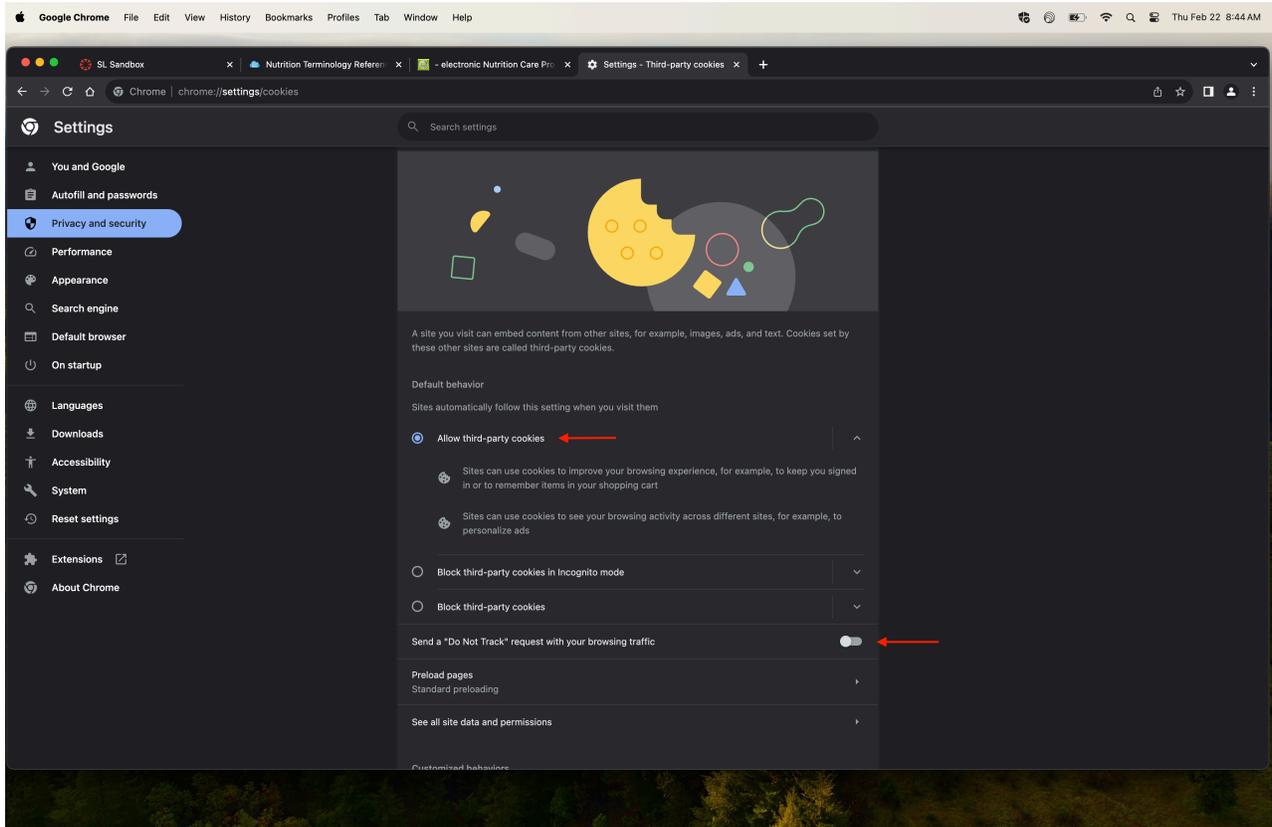
2.) You will then select the `Privacy and security` tab, on the left-hand side.



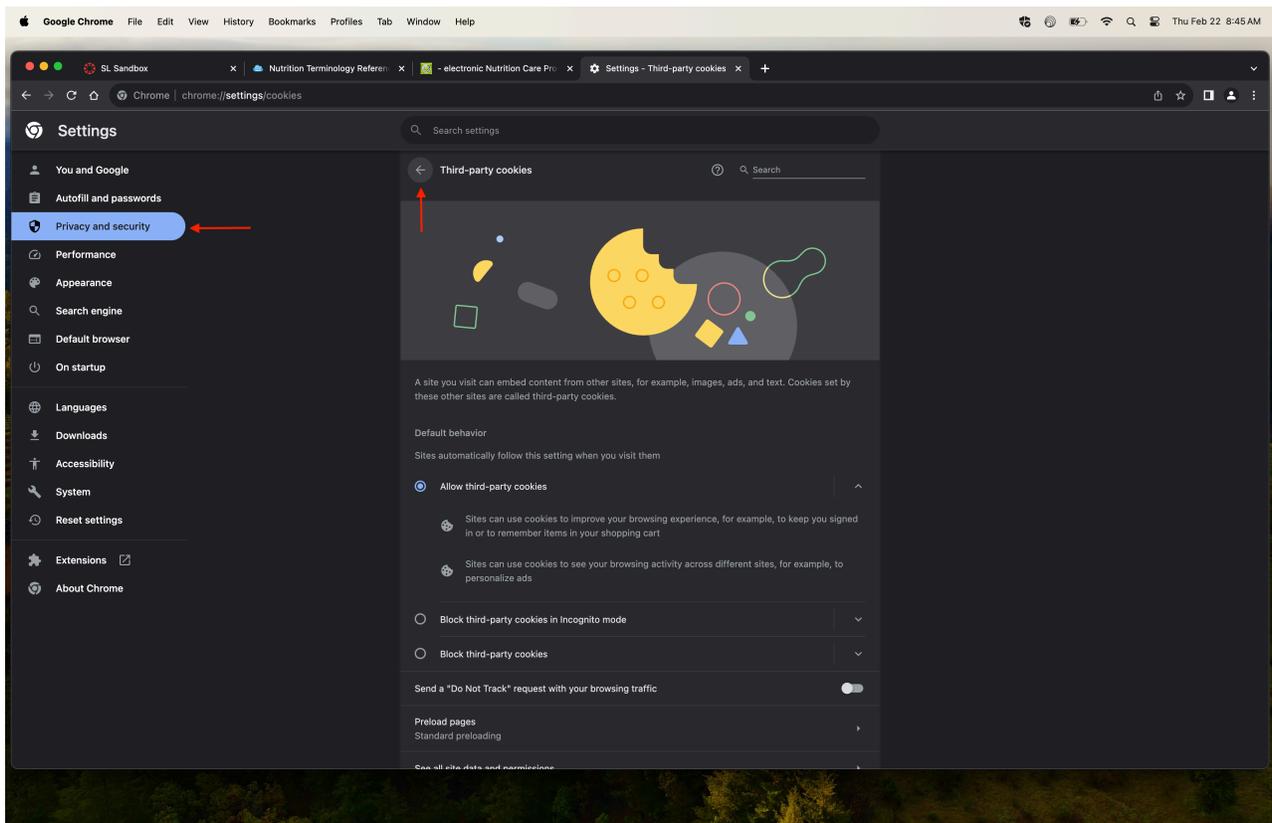
3.) Once you've selected the tab, expand the `Third-party cookies` options.



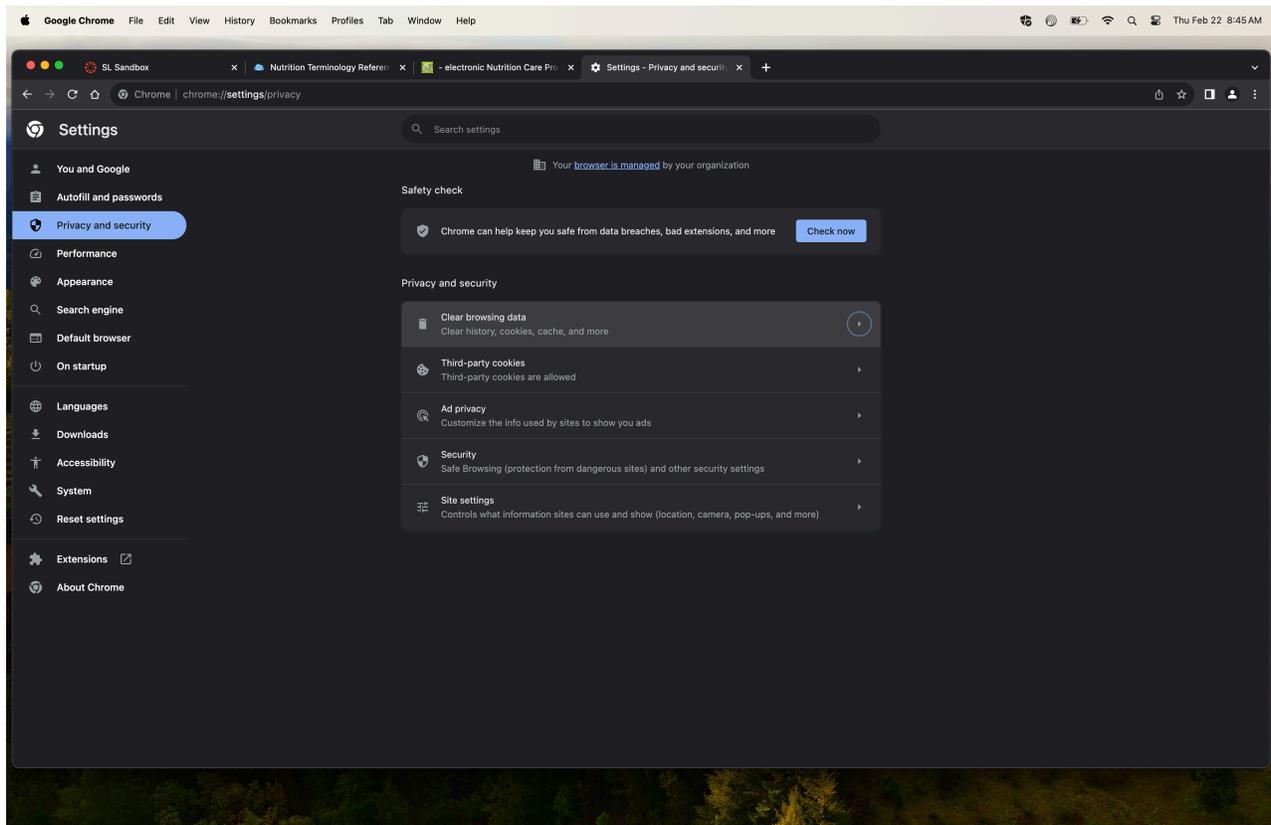
4.) You will select "Allow third party cookies" and, disable `Send a "Do Not Track" request with your browser traffic` if it is not already.



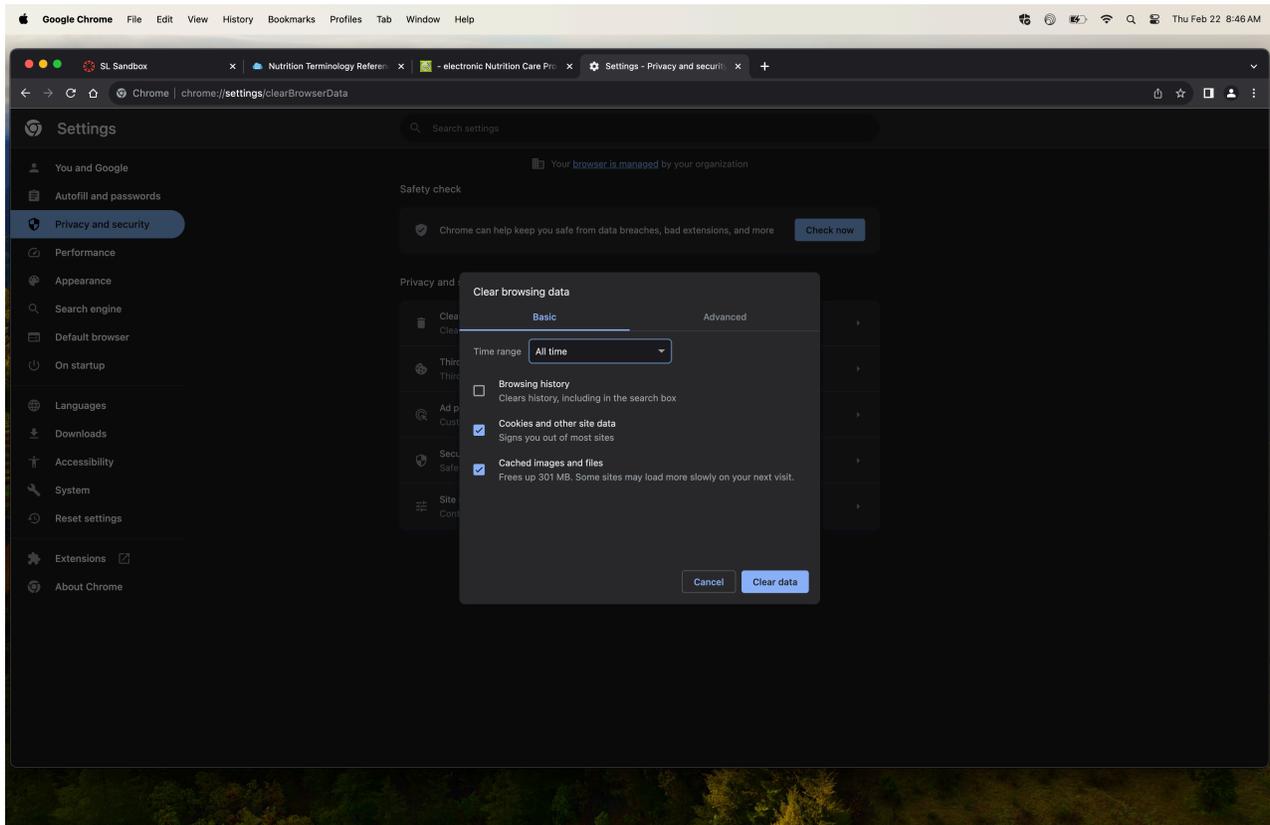
5.) After these settings are in place, you will need to select the back button to view the other options. You may also select the `Privacy and security` tab on the left-hand side again.



6.) You will now need to clear your cookies and cache. You can do so by selecting the "Clear browser data" option within the Privacy and security screen.



7.) After the pop-up modal appears, set the time range to "All time", and *optionally* you can deselect `Browsing history` if you would like to keep the history of sites you have visited. With the Cookies and Cached images and files checkboxes filled, select `Clear data`.



8.) Lastly, close your Chrome browser completely leaving no windows open and ensure the browser is not running in the background. Repeat the process for accessing the desired site/material.

**Note:**

*If verification issues reoccur after successfully being able to access the NCPPro site from following these steps. Repeat the steps for removing cookies, cache, and quitting the Chrome browser.*

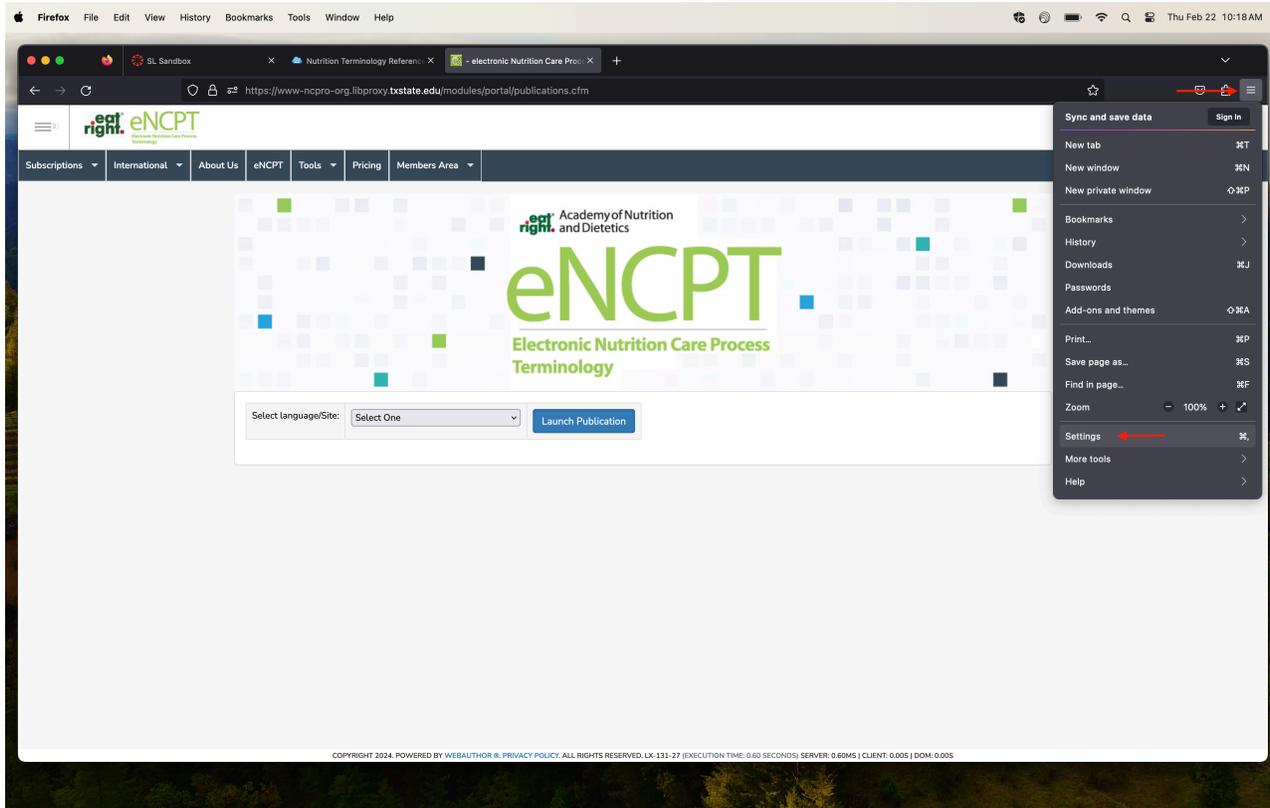
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**Firefox:**

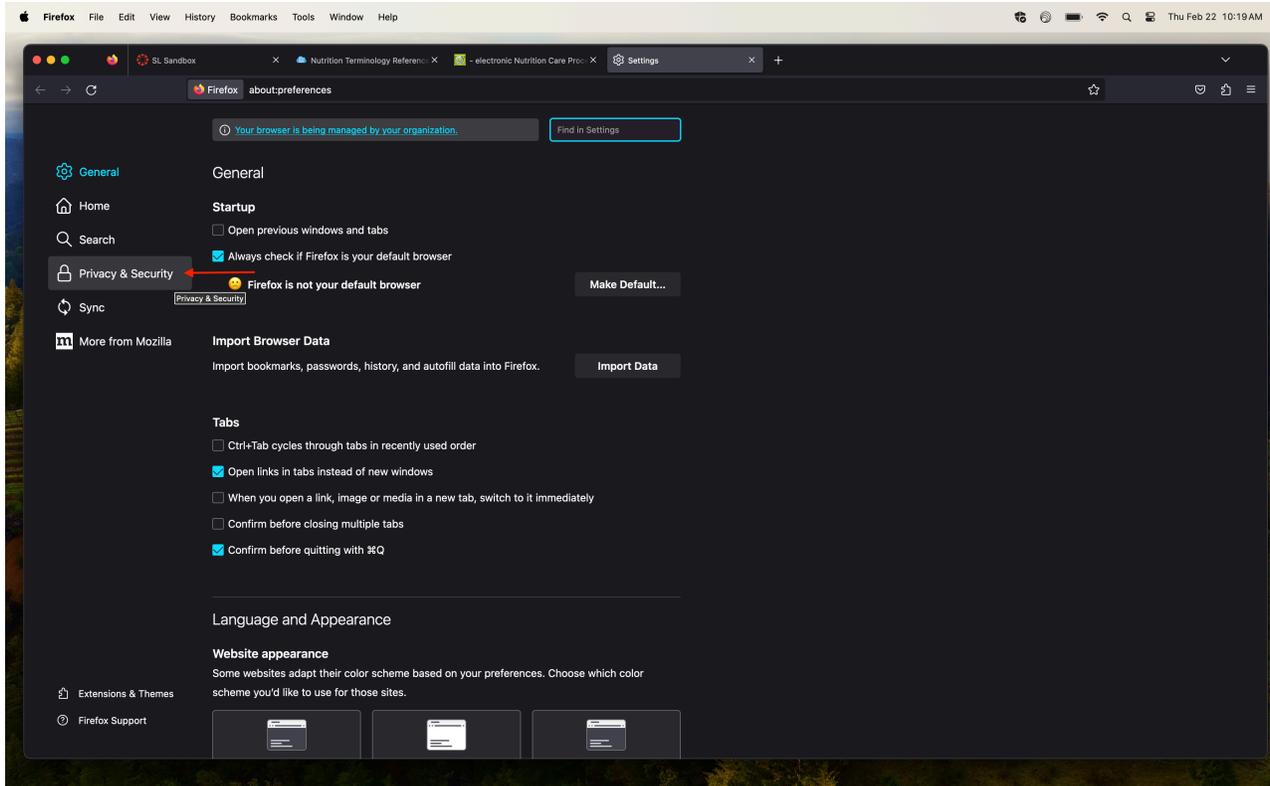
1.) With the Firefox browser open, navigate to Settings by selecting the hamburger menu in the top right corner of the browser window, and selecting `Settings` in the dropdown menu:

**Note:**

*If you do not see the hamburger menu, you can also type into the search bar `about:preferences`, and you will be directed to Firefox's browser settings.*

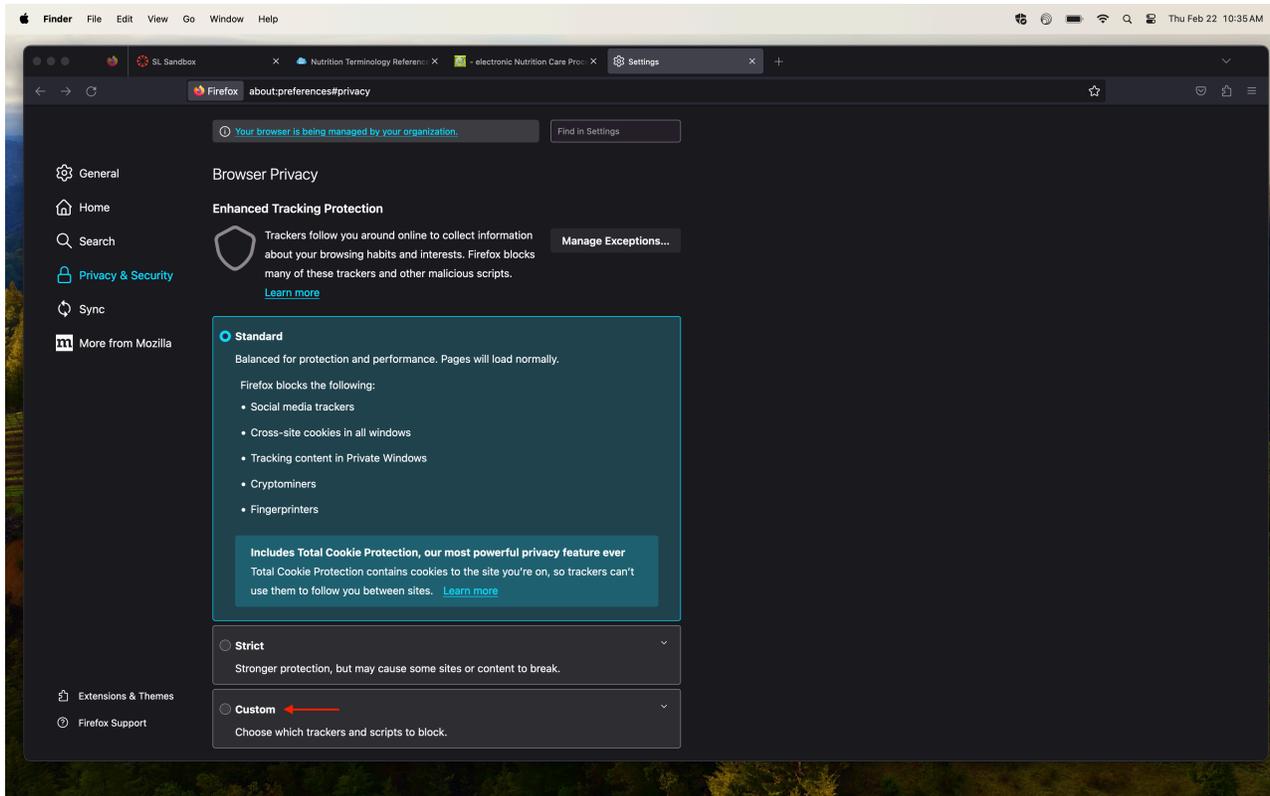


2.) You will then select the **Privacy & Security** tab, on the left-hand side.

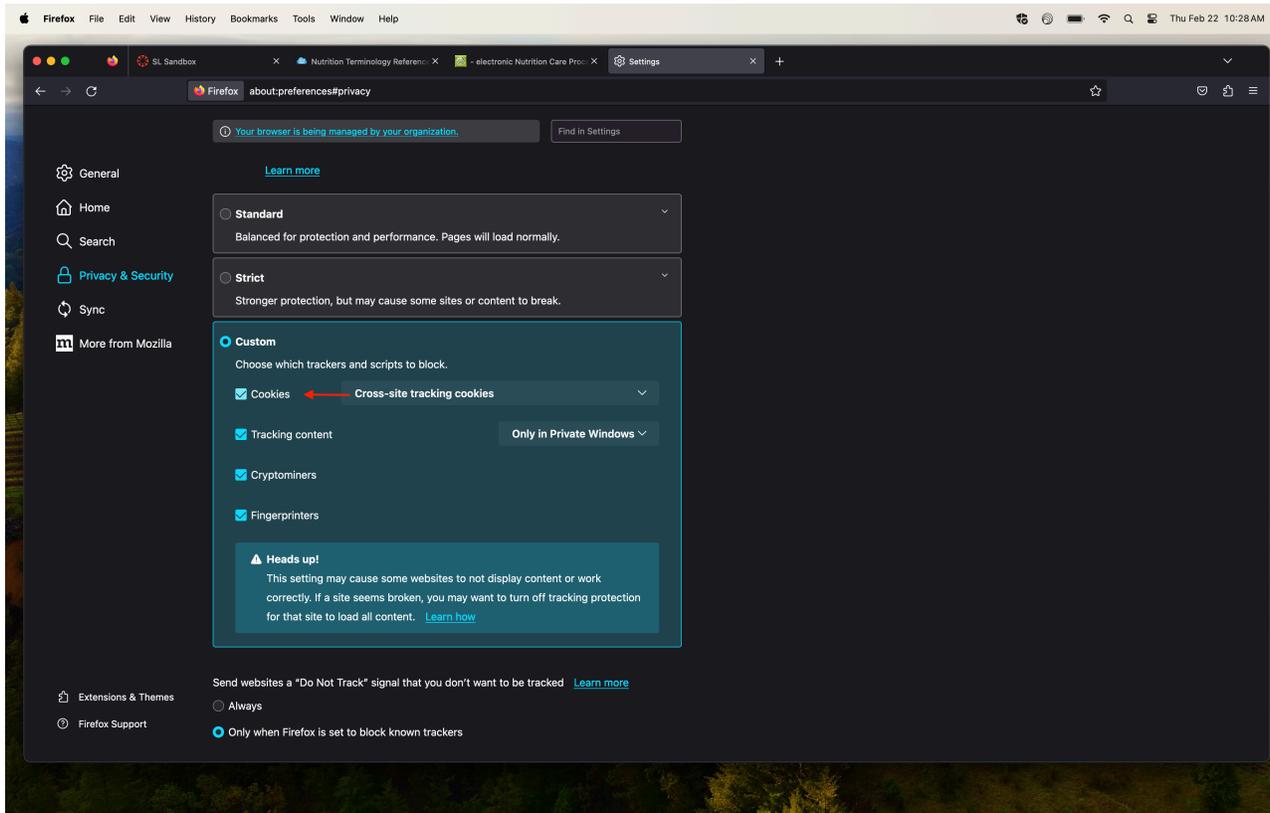


3.) Under the Browser Privacy section, if **Standard** is selected you will need to select

Custom



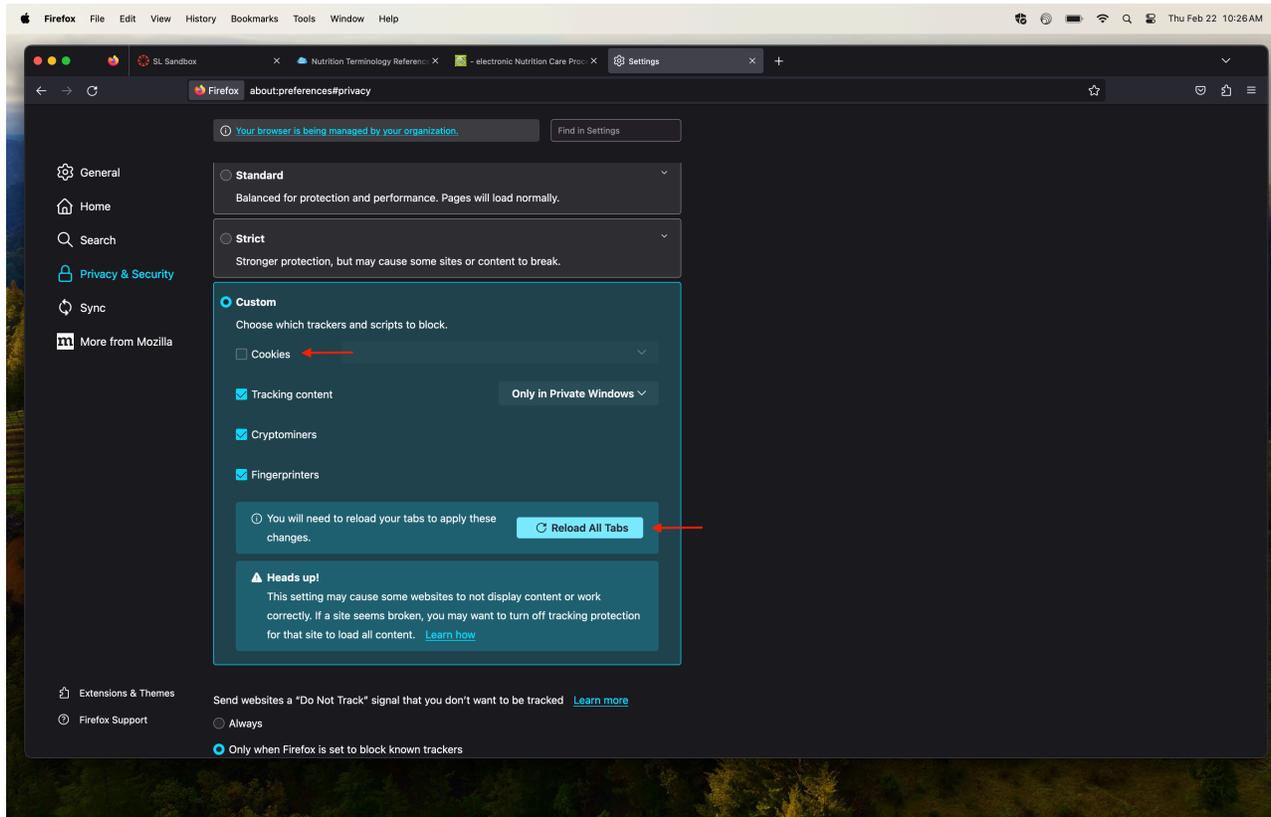
4.) Within the custom browser privacy options, you will need to deselect Cookies.



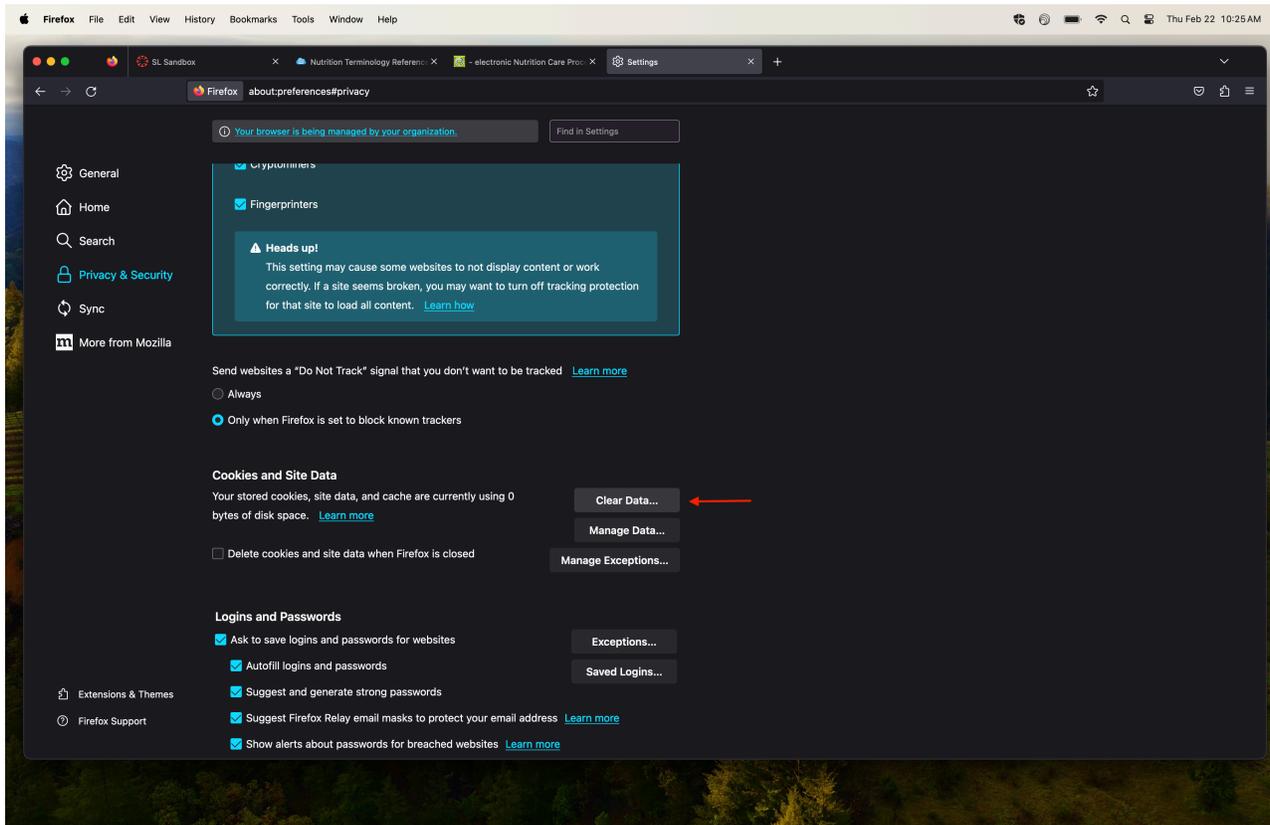
5.) After deselecting Cookies you will be notified that your current tabs need to be reloaded for the changes to take place. Select the **Reload All Tabs** option.

**Note:**

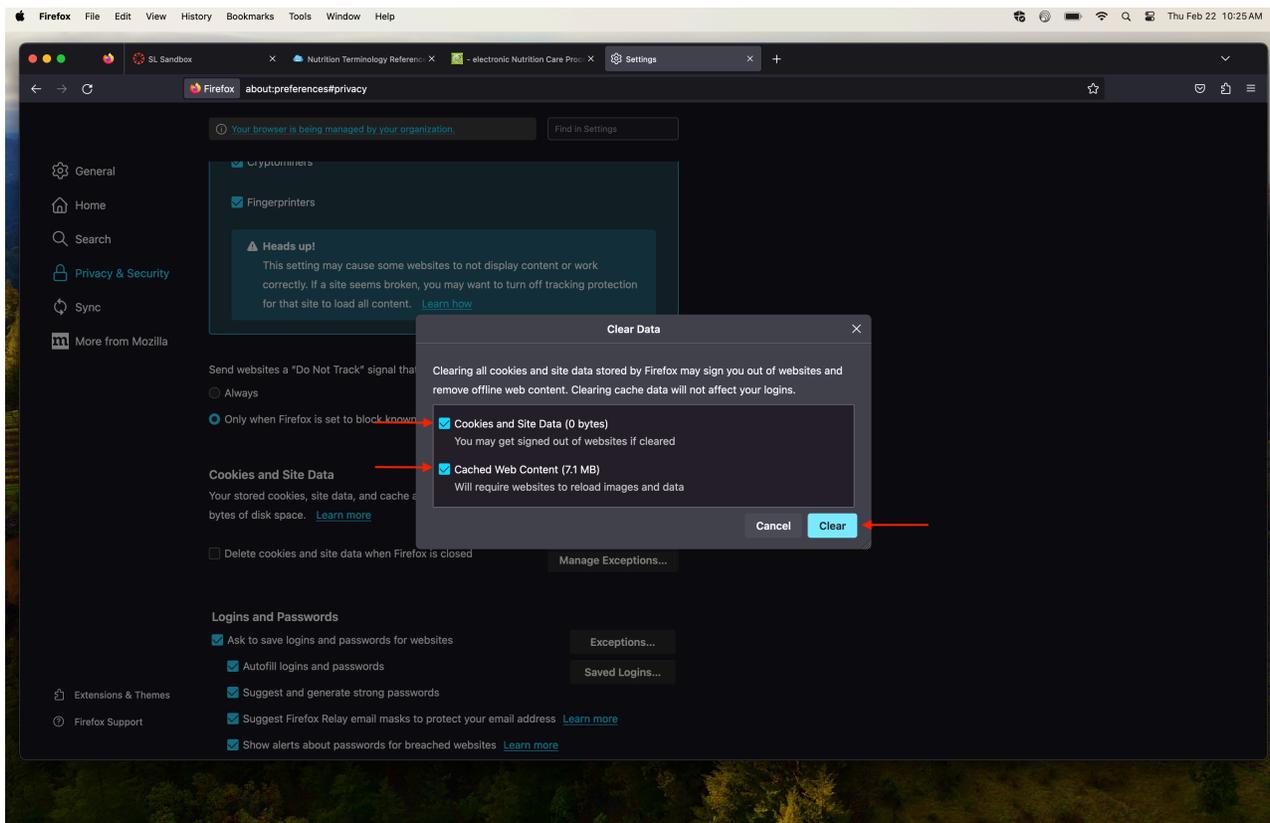
*The "Heads up!" warning can be ignored for now.*



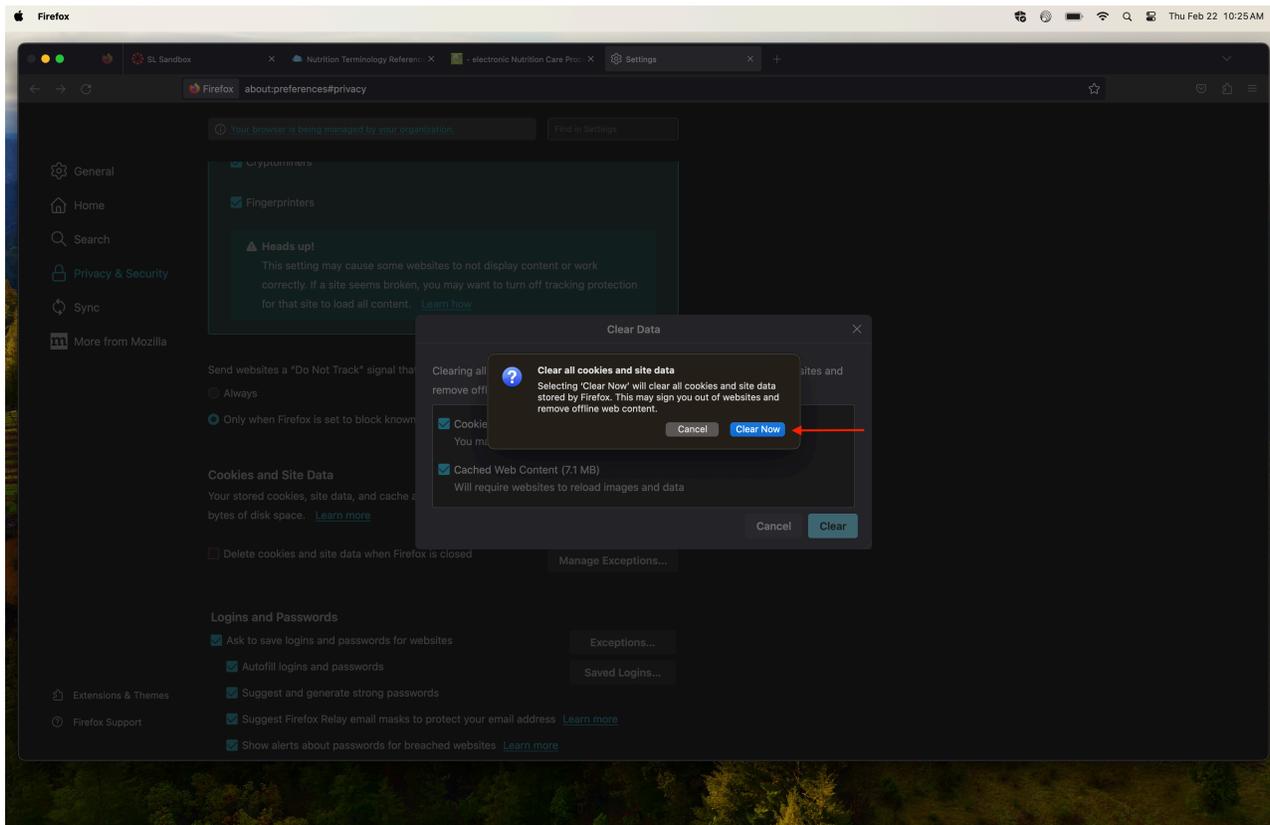
6.) You will now need to clear your cookies and site data. Scroll down below the Browser Privacy section to find the Cookies and Site Data section. Select the option **Clear Data**.



7.) After the pop-up modal appears, with the checkboxes for **Cookies and Site Data** and **Cached Web Content** checked, select **Clear**.



8.) You will see another pop-up modal appear to confirm that you would like to clear this data, select **Clear Now**.



9.) *Optionally* as a last step, close your Firefox browser completely and repeat the process for accessing the desired site/material.

**Note:**

*If verification issues reoccur after successfully being able to access the NCPPro site from following these steps. Repeat the steps for removing cookies, cache, and quitting the Firefox browser.*