

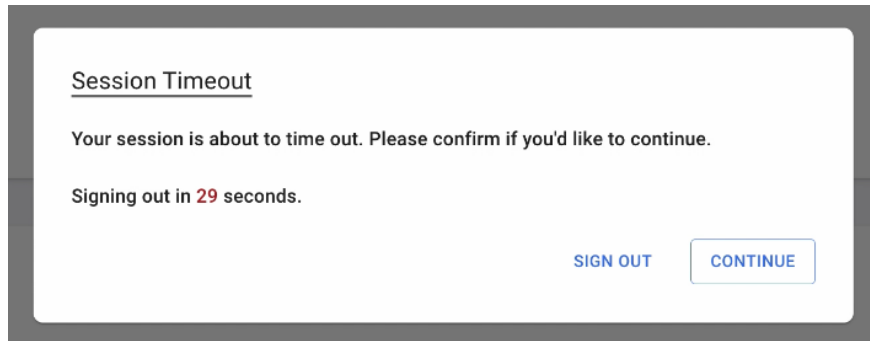
Overview

Dealer Portal users should clear their browser cache prior to logging in to avoid a session timeout pop-up. This guide provides steps to ensure users are able to log in to Dealer Portal successfully.

Authentication Update


Due to an update for the authentication process, users may receive a “Session Timeout” pop-up if they stayed logged into Dealer Portal over the weekend. To prevent having to log in multiple times, users should clear their browser cache before logging in.

If “Session Timeout” pop-up occurs, users should click “Sign Out” and clear their browser cache before logging into the system again.




How to Clear Browser Cache

This process will vary depending on the browser. Below are instructions for Google Chrome and Safari. If other browser is used, please reach out to your IT team or Google tips for clearing cache for your browser.



Clearing Cache in Google Chrome

1. On your computer, open Chrome.
2. At the top right of the window, click the 3 dots (⋮)
3. Select “**Delete browsing data**”
4. Change the time range to “All Time” and select the checkbox for “**Cached Images and files.**”
 - a. *If you do not want to delete Browsing history or Cookies, be sure to uncheck those boxes*
5. Click “**Delete data**”



Clearing Cache in Safari

On a Mac, keyboard Option-Command-E clears the browser cache. Follow the below steps to selectively remove cache:

1. On your computer, open Safari.
2. In the top menu bar, select Safari, then “**Settings**”
3. Select “**Privacy**” and then “**Manage Website Data...**”
4. Select the Dealer Portal site, or search by URL (website is dealer.wv.champgov.com) and click “**Remove.**”
 - a. *Alternatively, select “Remove All” to delete all cache and cookies across all sites.*