To avoid issues and errors with upload of clearance documents, please choose either Chrome or Firefox as the browser. It is necessary to clear the cache & cookies from the internet browser. Then reboot the device and login.

Before clearing cache, make sure all myWCU pages and tabs are closed.

Google Chrome (most current version) users:

1. On your computer, open Chrome.
2. At the top right, click **More** icon ⋮ (three dots in upper right corner).
3. Click **Settings**, scroll to Privacy and Security.
4. Click on **Clear Browsing Data.**
5. Select **All time (very important)**.
6. On the Basic tab, check all boxes.
7. Click **Clear data**.

Mozilla Firefox 45 and above users:

1. On your computer, open Firefox.
2. Click the **Library** icon III\ (located in the upper right-hand corner, 4th icon from the right).
3. Click **History**.
4. Select **Clear Recent History**.
5. Select **Everything** from the drop-down list.
6. Click **Clear now.**