

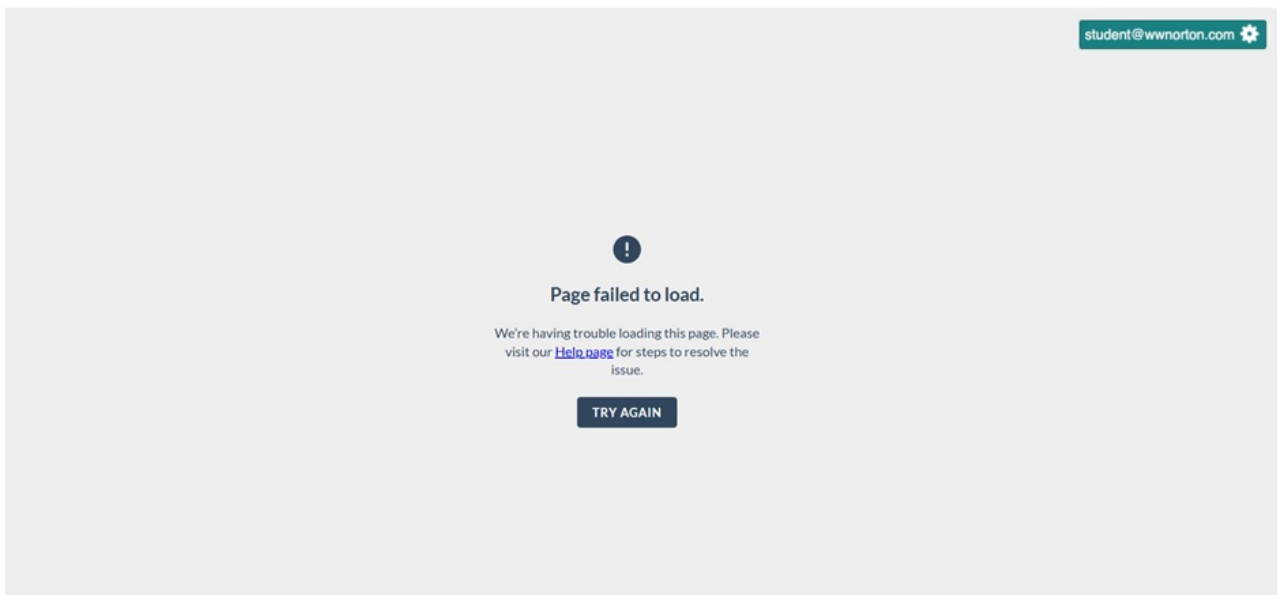
# Troubleshooting Loading Issues on Smartwork

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*This article provides troubleshooting tips for resolving Smartwork loading issues. If you experience a blank page or a "Page failed to load message" when accessing an assignment, please follow the instructions below to resolve the issue.*

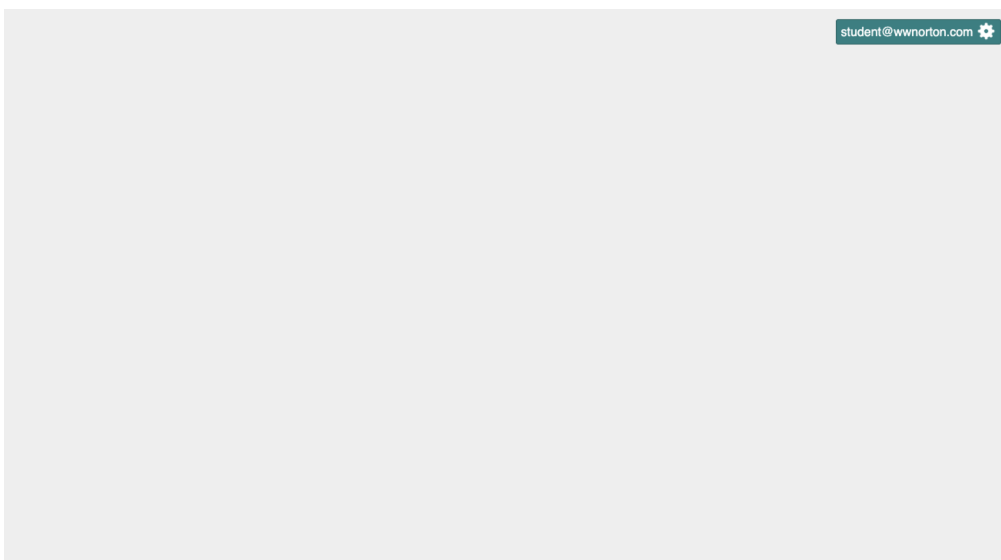
Hide All Answers

## Page Failed to Load



If you're seeing a "Page failed to load." page, click the **TRY AGAIN** button to allow your assignment to load. If clicking the TRY AGAIN button does not load your assignment, please try the troubleshooting steps below to resolve the issue.

## Assignment Not Loading



If you're trying to access your assignment and it appears that it hasn't loaded, please follow the troubleshooting steps of clearing your browser cache and cookies. You may find browser specific links with instructions below under Clearing Browser Cache and Cookies.

## **Troubleshooting Steps**

Below are some common troubleshooting steps you can try to resolve loading issues.

1. **Clear Browser Cache:** Clear your browser cache and cookies.
2. **Close All Browser Windows:** Shut down all open browser windows to refresh your session.
3. **Restart Your Device:** Restart your device to clear any temporary issues that may be causing conflicts.
4. **Try a Different Browser:** If problems persist, switch to another browser to see if that resolves the issue.

## **Clearing Browser Cache and Cookies**

Clearing browser cache and cookies can help resolve some Smartwork reported issues. To clear your browser cache and cookies, please select the link below for the browser you're using for official browser support articles with step-by-step instructions.

<b>Google Chrome</b>	To delete cache and cookies in Chrome, click <a href="#">here</a> .
<b>Firefox</b>	To delete cookies and cache in Firefox, click <a href="#">here</a> .
<b>Microsoft Edge</b>	To delete cache and cookies in Microsoft Edge, click <a href="#">here</a> .
<b>Safari</b>	To delete cookies on Safari, click <a href="#">here</a> .

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