Donor Connect Troubleshoot
Flashing Login Screen

Flashing Login Screen

For some users, the Donor Connect login screen will flash, or blink, repeatedly. This guide will walk Chrome and Firefox users on how to reset their browser data.

For Chrome Users

1. Open Chrome
2. In the top right corner, select the icon, and then select Settings
3. On the left side of the page, expand the Advanced panel and select Privacy and security
4. Select **Clear browsing data**
5. Under Time range, select All time
6. Ensure both Cookies and other site data and Cached images and files are checked
7. Select Clear data

For Chrome Users

1. Open Firefox
2. In the top right corner, click the ≡ icon and then select Options
3. On the left side of the page, select Privacy & Security

4. Scroll down to Cookies and Site Data and select Clear data...
5. Ensure that both **Cookies and Site Data** and **Cached Web Content** are checked, and select **Clear**
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6. Finally, select Clear Now

For further questions, please contact Charles Case, Customer Support Officer, at the Community Foundation for a greater Richmond at (804)-409-5636 or customersupport@cfrichmond.org.

Thank you!