

# Donor Connect Troubleshoot

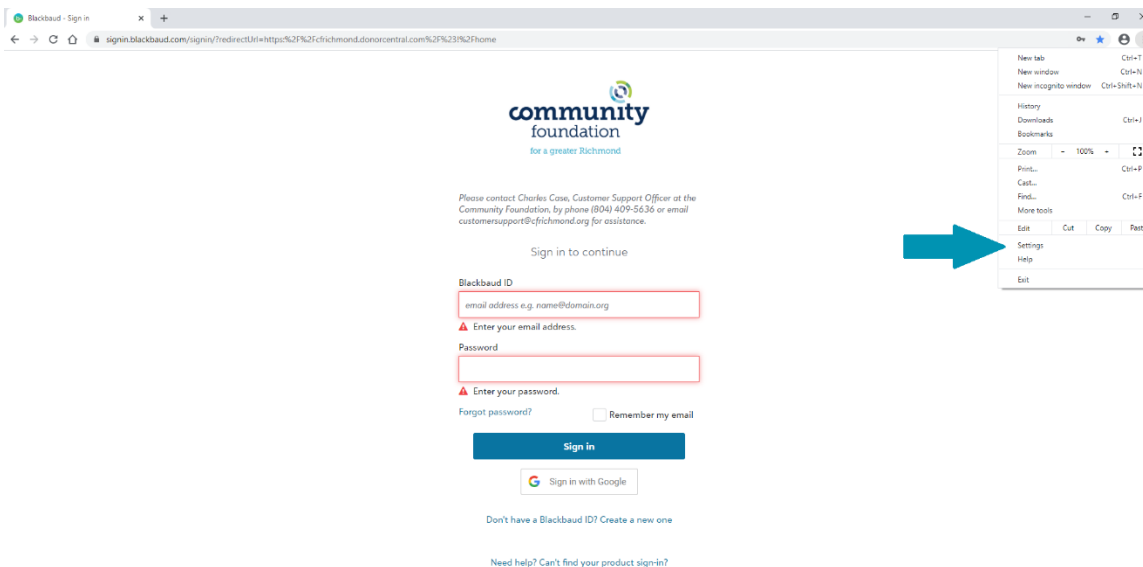
## Flashing Login Screen

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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

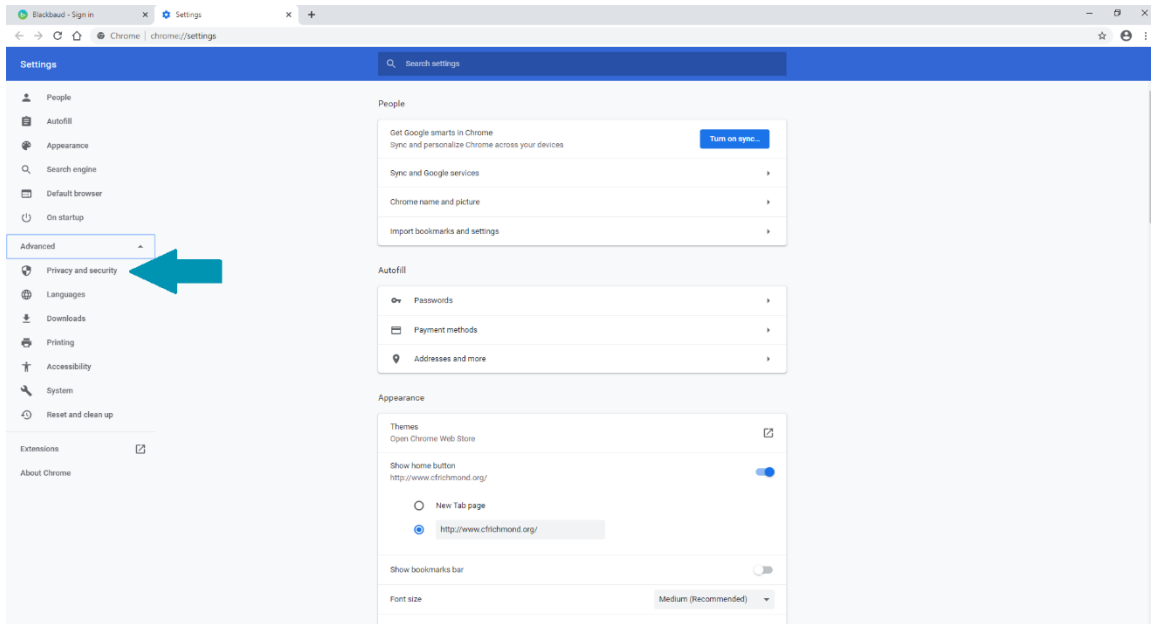
1. Open **Chrome**
2. In the top right corner, select the  icon, and then select **Settings**



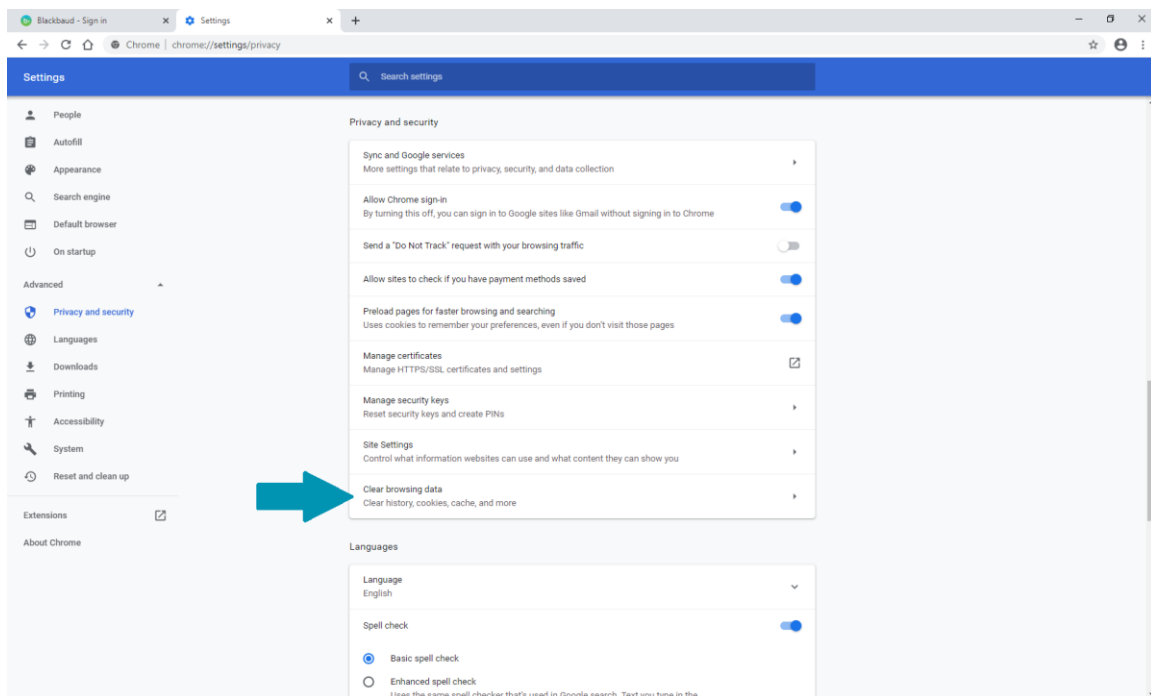
3. On the left side of the page, expand the **Advanced** panel and select **Privacy and security**

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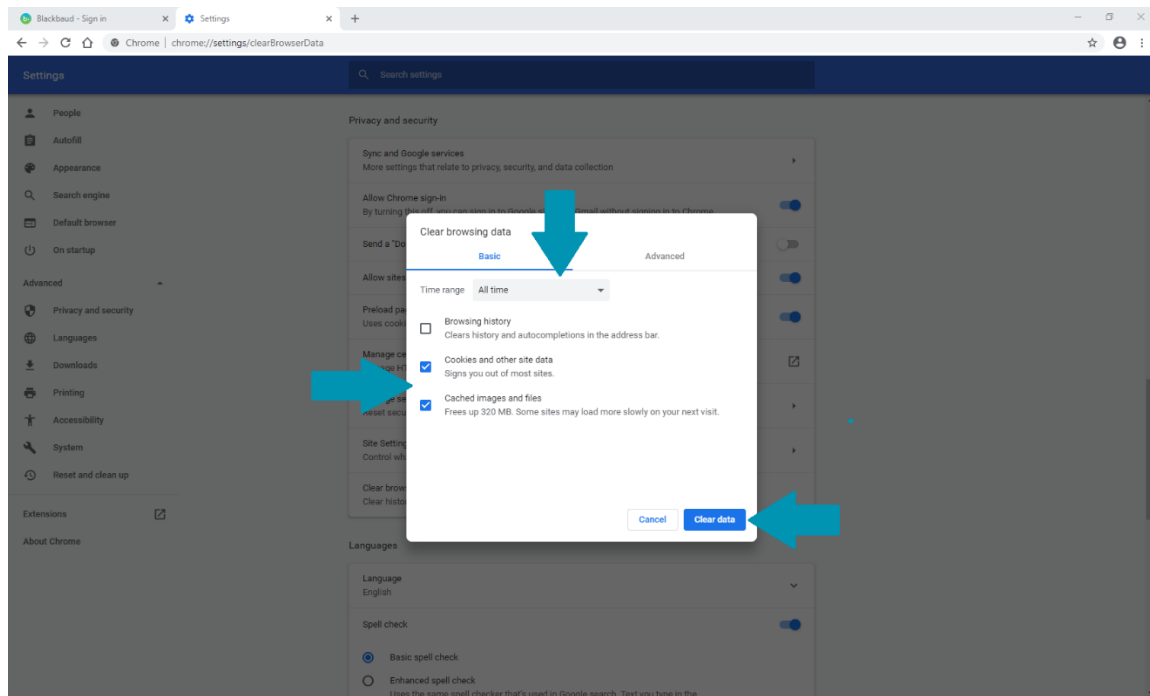
#### 4. Select **Clear browsing data**




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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**

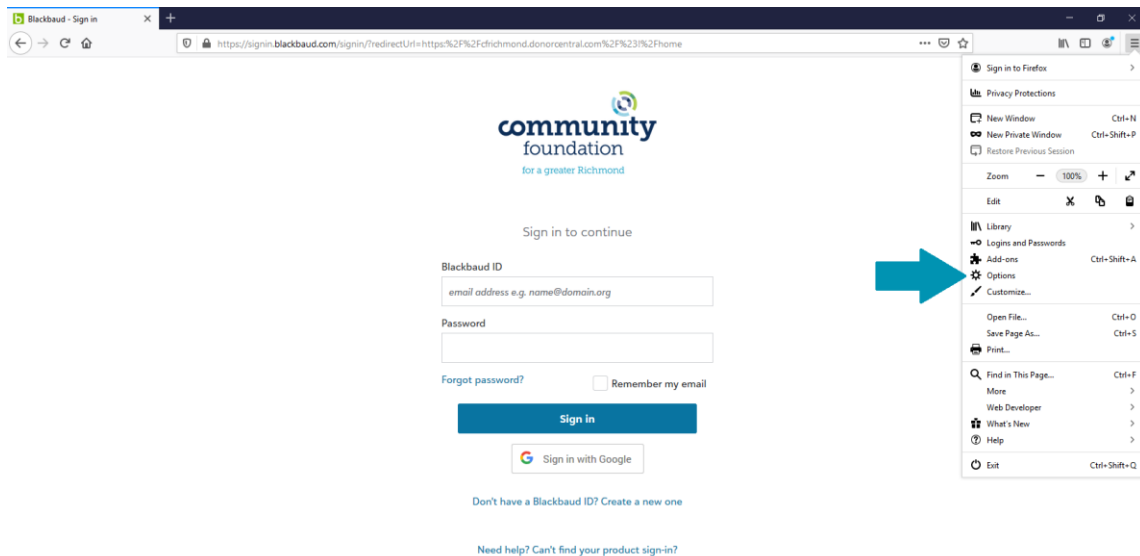


### For Chrome Users

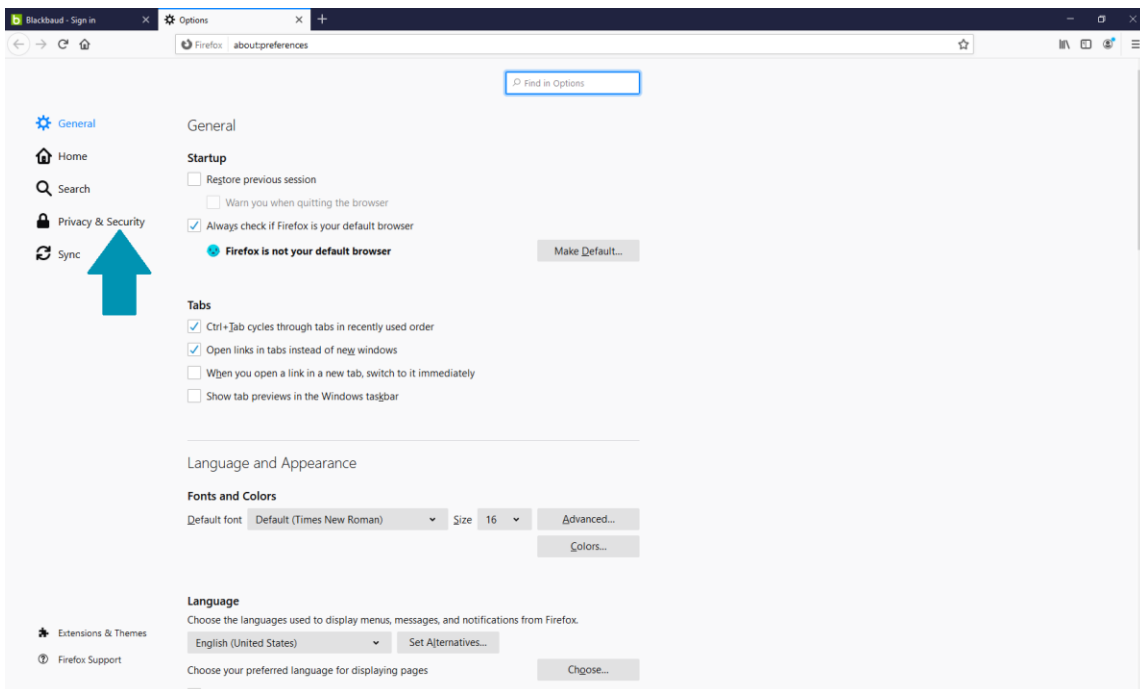
1. Open **Firefox**
2. In the top right corner, click the  icon and then select **Options**

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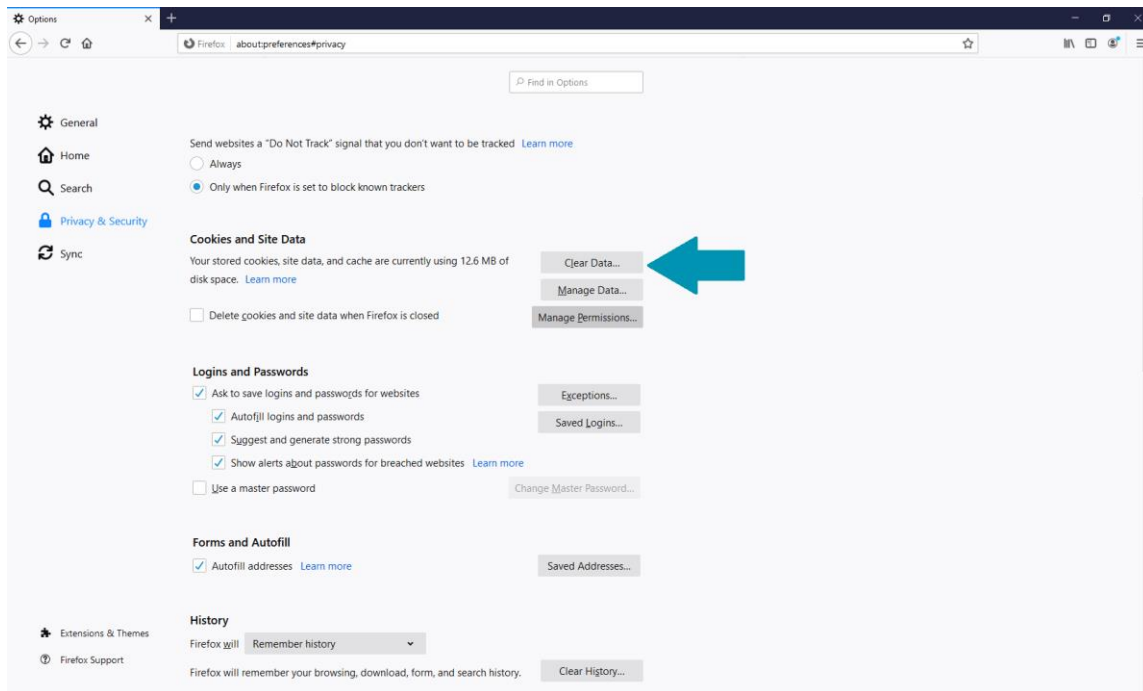
3. On the left side of the page, select **Privacy & Security**



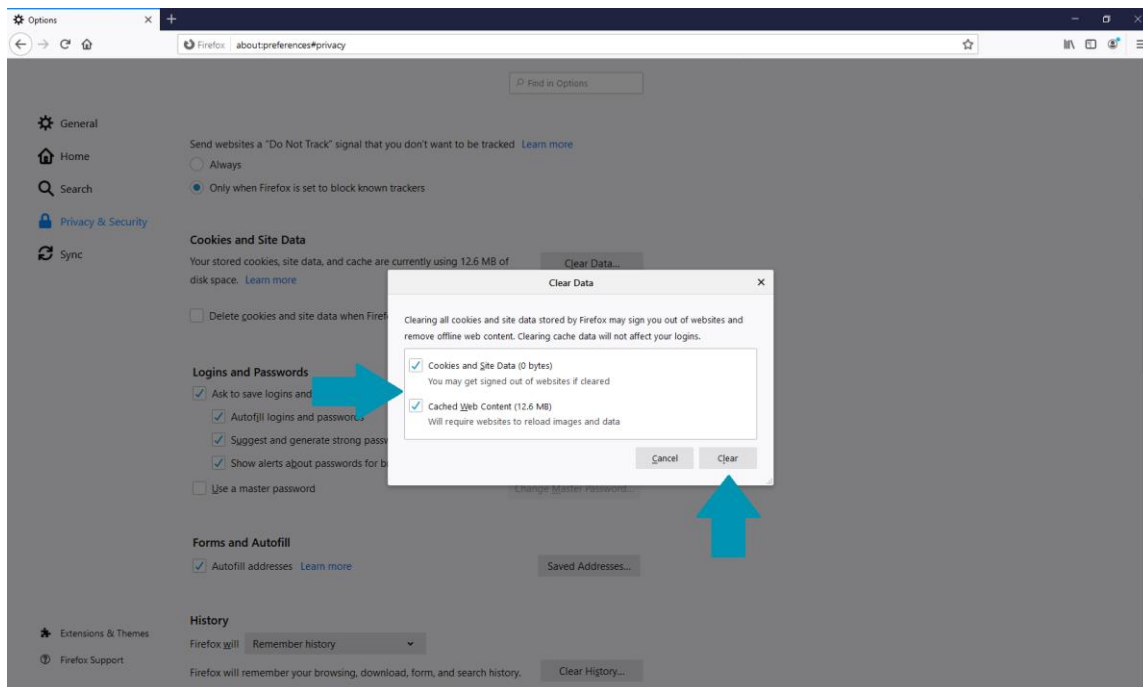
4. Scroll down to **Cookies and Site Data** and select **Clear data...**

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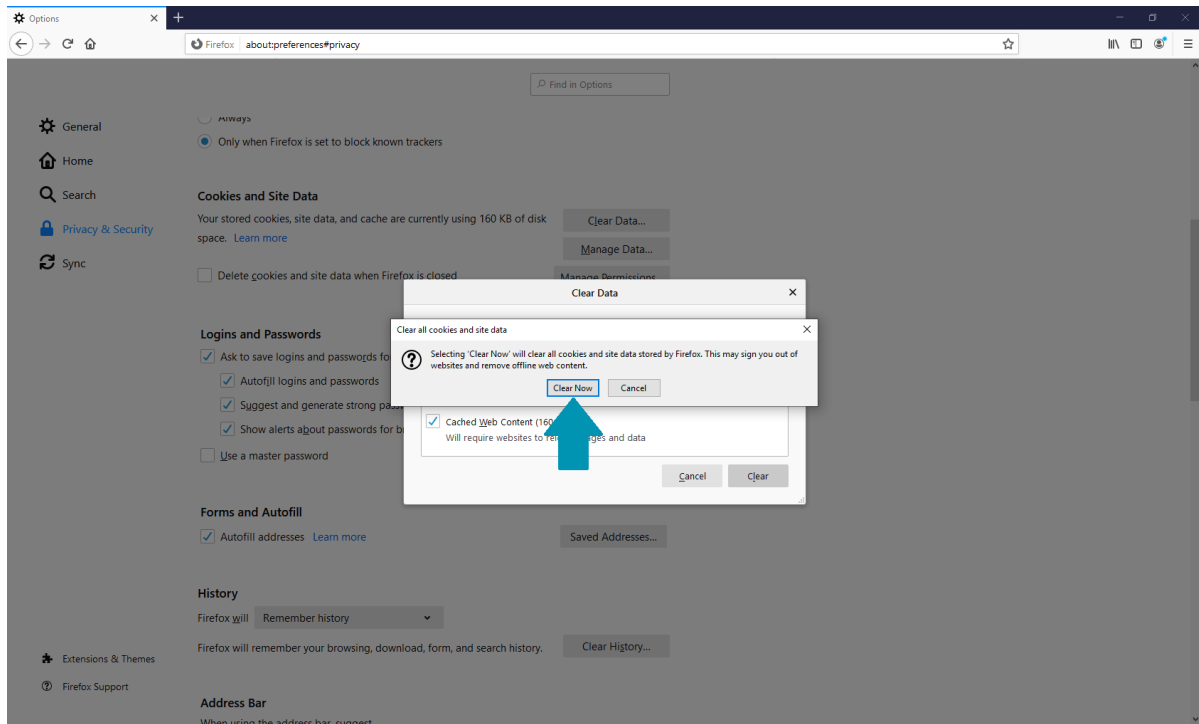
5. Ensure that both **Cookies and Site Data** and **Cached Web Content** are checked, and select **Clear**



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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](mailto:customersupport@cfrichmond.org). Thank you!