

Troubleshooting Fixes for the New BPAS Website

On Saturday, March 19, BPAS made a significant upgrade of our participant web experience. The new website has been *extremely well received* by clients so far. For a summary of the new website and its many enhancements, please click [here](#).

As with any new website release, certain users may experience one-time issues depending on which web browser they use. We've put together this quick-fix guide for Chrome and Internet Explorer users.

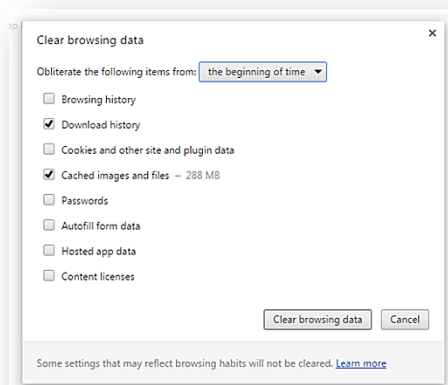


Google Chrome

If you experience any problems with the drop down menus not responding, or graphics that don't load properly:

- Open Chrome. hold down the **Control** key, and press the letter **H**
- Choose **Clear Browsing Data**
- From the Clear Browsing Data screen, choose what you want to clear (check the boxes for "**Download history**" and "**Cached images and files**"), then press "**Clear browsing data.**"

IMPORTANT: Be sure to save any downloaded files you'd like to keep before taking this step.



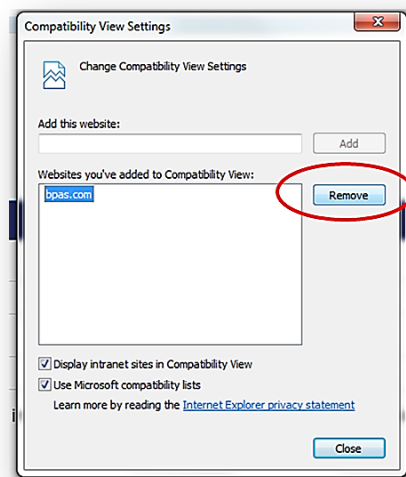
Internet Explorer

If you experience any problems with Internet Explorer, please visit the Microsoft Website (link below) and update to the most recent version of the web browser.

[Microsoft Internet Explorer](#)

If the above steps don't fix the problem, you may need to adjust your browser Compatibility Settings:

- Open Internet Explorer.
- Tap or click the **Tools** button, and then tap or click **Compatibility View** settings.
- If **BPAS.com** is listed in "**Websites you have added to Compatibility View,**" select it and click **Remove**.



If the above "quick fixes" do not resolve your issues, or if you have any additional questions on this matter, please visit the below page to send a secure message to our call center, or call our Customer Service team at the number provided in the link. We're here to help.

[Browser Help](#)