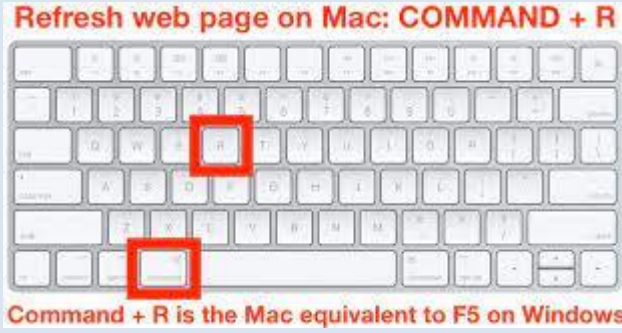




# Refreshing Web Browsers

In some circumstances, web pages on NENA.ca will not display properly (especially if they are password protected). To work around this issue, do a 'server' refresh of the web page using the guidelines below.

COMPUTER OS TYPE	GUIDELINES
<b>Mac Desktop</b>	Press and hold the Command key then press the r key
<b>Mac Laptop</b>	Press and hold the Command key then press the r key
	
<b>Windows Desktop</b>	Press and hold the Ctrl key then press the F5 key
	
<b>Windows Laptop</b>	Press and hold the Ctrl key; if there is a function key (usually labelled 'fn') you may need to press that also – the 'fn' key is most often the 1 <sup>st</sup> key to the right of the Ctrl key
	
<b>Other Operating Systems (OS)</b>	Contact <a href="#">NENA Web-admin</a> or do a web search for how to do a 'server', sometimes called a 'force', refresh of your operating system or web browser