Explanation of browsers and common issues

What is my Browser and Version?

What is a browser?
Internet browsers are where you typically go to search information. You select or open the browser by selecting an icon on your screen.
This is a list of the most common internet browsers and their icons.

Internet Explorer

Edge

Google Chrome

Firefox

Safari

How can I find my browser version?
To find your browser's version, click on a "?" or "help" icon if there is one in the header bar of your browser and there should be an item "About Internet Explorer" (or whatever your browser is called). If there isn't a help menu, try looking for the "About" link in the tools menu.
If you're using a Mac, click on the browser name menu item in the very top menu beside the "apple" menu on the left. This will give you the version number.

What is Cache?

[How to Clear Cache](#)

Web browsers, such as Internet Explorer, Firefox, Safari and Chrome store parts of every web page they visit on your computer in what is called a "cache". This means that when you revisit that web page, you won't need to download every part of the web site to speed up the loading of the web site. Every web browser does it, but it can occasionally cause problems with the way pages are displayed. For security and privacy reasons, it is a good idea to clear out the cache every once in a while.

Why Web Sites, such as Sentara MyChart, Won't Load Properly?

Websites with blurry text and distorted or missing images indicate a problem within the browser itself. To fix these problems, you may need to adjust your browser settings or delete corrupted data stored by cookies or plugins.

Check Other Browsers

Use a different browser to open the site or sites you are having trouble with. If the web page loads normally, you most likely have a problem with your current browser.

Deleting Data
[How to Clear Cache and Cookies](#)

Websites regularly store cookies and other browsing information on your computer to help load content faster and provide a more customized browsing experience. These are small pieces of data that talk to websites. These pieces of software, when corrupted, can conflict with normal browser functions and cause pages to crash or display incorrectly. Out of date cookies and caches may load old pieces of websites, causing the page to display incorrectly. Try deleting all cookies and other browsing data and revisiting the problematic web page.

Why Saved or AutoFilled Passwords Won't Allow Me To Login?
[How to Delete Saved Passwords from a Browser](#)
[How to Disable and Clear AutoFill Info in your Browser](#)

Passwords are saved in your internet browser, not on web sites. Storing your password in your internet browser's saved password list can expose your information to anyone who uses your computer, and possibly to others on the internet. A saved password may prevent you from entering a newly created password. Until you have deleted the 'old' information, this may prevent you from logging in.

Autofill is a feature of your internet browser that allows you to fill out commonly-entered information on a web site. This information might be your name, your e-mail address, or login ID. This is a function of your internet browser and the sensitive information is _only_ autofilled on your computer. Autofill may offer your email address as you login ID, once selected will default as your login

ID every time you try to login... MyChart does not allow email addresses for login IDs and this will prevent you from logging in.

Why do I have to keep logging in over and over again?

[Manage bookmarks and favorites](#)

Favorites, Bookmarks, cache and cookies may be causing this to occur. Favorite links and Bookmarks need to be deleted occasionally to allow websites to load properly. Once you delete the old links in your Favorites and Bookmarks you can 're'save the Sentara MyChart link. Clearing cache and enabling cookies will, also, allow the web site to load properly so you can login successfully.