

## **For Rotarians Experiencing Difficulties with the new My Rotary website.**

The new and improved My Rotary is LIVE. This is great news for members who will now have a faster and redesigned site that is easier to navigate and accessible on mobile devices.

Although most are already enjoying the new features, we are receiving feedback from some members that are experiencing technical difficulties with logging in but seeing an error message.

We have found that clearing the cookies in your cache seems to resolve the issue.

Below we have the following instructions to clear the cache.

At step 5, people can search for Rotary and remove/bin any cookies for Rotary websites.

Details for Chrome Browser

"How to clear cookies for a particular website? Delete specific cookies

1. On your computer open Chrome.
2. At the top right, click More. Settings.
3. Under "Privacy and security," click Cookies and other site data.
4. Click See all cookies and site data.
5. At the top right, search for the website's name – my.rotary
6. To the right of the site, click Remove."

### **Links for instructions for various browsers**

Link to How to clear cookies from Chrome –

<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>

Link to How to clear cookies from Firefox –

<https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>

Link to How to clear cookies from Mac –

<https://support.apple.com/en-au/guide/safari/sfri11471/mac>

Link to How to clear cookies from Internet Explorer –

<https://support.microsoft.com/en-us/help/278835/how-to-delete-cookie-files-in-internet-explorer>