

Hillyardb2b.com Troubleshooting Guide 5.30.13

Optimal Browsers

If you are experiencing display or navigation problems with the Hillyard B2B website, these problems could be caused by your browser. The B2B site has been optimized for the following browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Internet Explorer versions 8, 10 or higher
- Apple Safari for iPad 2 or higher
- Google Chrome for Android

If you are experiencing problems, please consider migrating to one of these browsers. Some of these browsers may have system requirements, so check before downloading.

Note on Androids: Since the Android operating system runs on a variety of devices, it is difficult to test all browser/device combinations. If your combination is causing display problems, please consider downloading Google Chrome for Android.

Note on Internet Explorer: As of Internet Explorer version 8, Microsoft enabled options to emulate previous versions. For instance, IE 10 will allow the user to choose to emulate IE 9, IE 8 or IE 7. All of these versions will work to some degree with the new B2B site; however the site has been optimized for IE 8 and IE 10. If you are experiencing display problems with your current version, you can try another version by bringing up your browser and pressing the F12 key. This will bring up another window. Select **Browser Mode** from the tool bar across the top. You will also notice the **Document Mode** options. This is also used by the browser to affect the way web pages are interpreted and displayed. You can try different document modes as well, however, when selecting the **Browser Mode**, IE will find the best **Document Mode** for that version.

Clearing browser cache

Most browsers cache data pertaining to display styles. If you have been browsing the previous version of HillyardB2B with the same browser, chances are you will need to clear your browser's cache so the new version will display correctly. Included below are instructions for clearing cache for each of the recommended browsers.

Google Chrome

- Click the menu button (upper right corner)
- Hover over **Tools**
- Click **Clear browsing data**
- Click to check **Empty the cache**
- Click the **Clear browsing data** button

Mozilla Firefox

- Click the orange dropdown menu button labeled **Firefox** (upper left corner)
- Hover over **History**
- Click on **Clear Recent History** in the right column
- Select **Cache** from the options listed in the window
- Click **Clear Now** button to close the pop-up window

Microsoft Internet Explorer 8

- Click the **Tools** menu in the menu bar at the top
- Click on **Delete Browsing History...**
- Click the checkbox for **Temporary Internet files**
- Click the **Delete** button at the bottom of the window

Microsoft Internet Explorer 10

- Click the tools menu (sprocket) icon in the menu bar at the top (upper right corner)
- Click on **Internet options**
- On the popup window, click the **Delete...** button in the **Browsing history** section
- Click the checkbox for **Temporary Internet files and website files**
- Click the **Delete** button at the bottom of the window
- Click the **OK** button to close the popup window

Apple iPad 2+



- Touch the **Settings** icon on the home page
- Touch **Safari** in the left column
- Touch **Clear Cookies and Data**
- Touch the **Clear** button to close the popup window

Chrome for Android



- Touch the **Settings** icon on the home page
- Touch **Apps** in the left column
- Touch **Chrome** in the right column
- Touch the **Clear cache** button under the **Cache** heading