Aesop Tips

Trouble Viewing Videos, Documents, or Logging In

Can't Get Help & Training Videos to Work?

Aesop has a robust library of help and training videos and documents, but due to different browser settings, caching, and other local computer issues, these videos and documents can sometimes be fussy. This guide will help walk you through a few easy steps to get the help materials working properly in the most frequently used browsers: Internet Explorer, Google Chrome, Mozilla Firefox, and Safari.

Having Trouble Logging In?

Many times, problems logging in to Aesop are caused by the same browser-related issues. Follow the steps in this document to troubleshoot log-in problems.

Forgot your ID or PIN?

Your User ID is usually your 10-digit phone number, without dashes or parenthesis. The PIN is a 4 or 5 digit number.

If you have forgotten your PIN, click the ***Forgot your login?*** link to request PIN retrieval, then click the PIN Request link under the "Forgot Your PIN?" section.

Clear the Browser's Cache

When you visit a website, your browser will save super-small files to your computer to help the website load faster the next time you visit. These files are called the browser's *cache*. Sometimes, old cached files can make a website function incorrectly. The simple process of "clearing" your browser's cache can often fix many internet-related problems.

Follow the instructions below to clear the cached internet files from your browser:

Internet Explorer
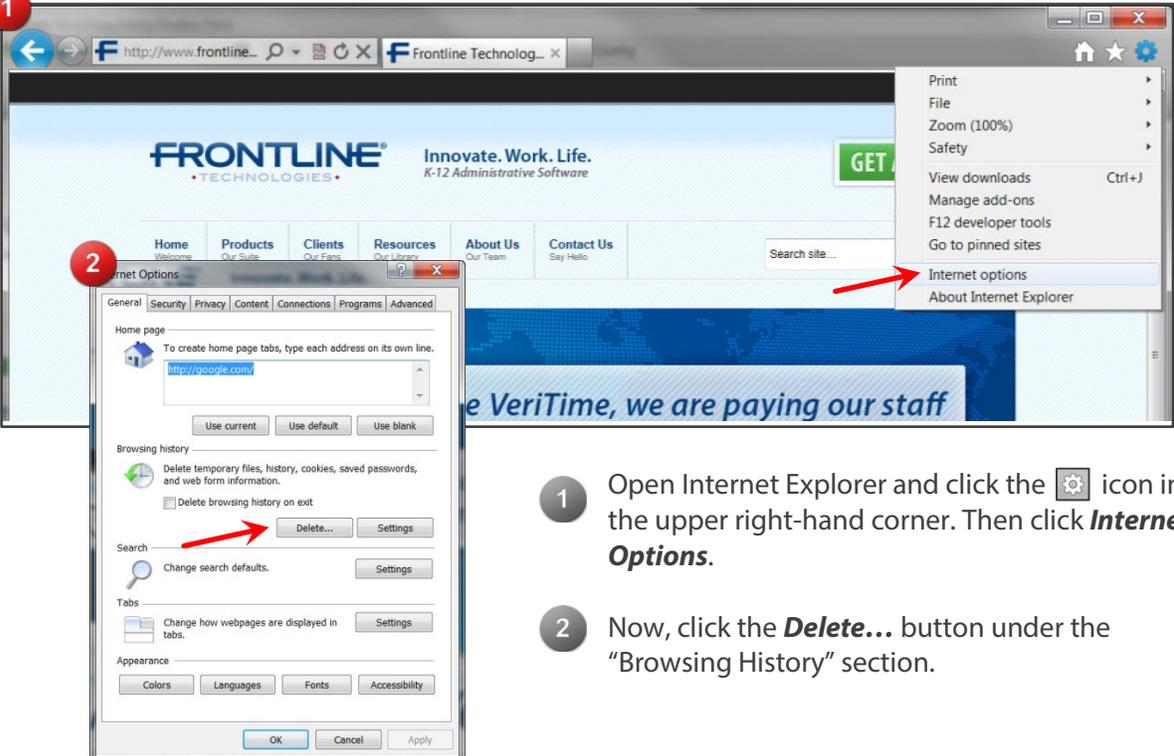
1. Open Internet Explorer and click the ⚙ icon in the upper right-hand corner. Then click *Internet Options*.

2. Now, click the *Delete…* button under the "Browsing History" section.
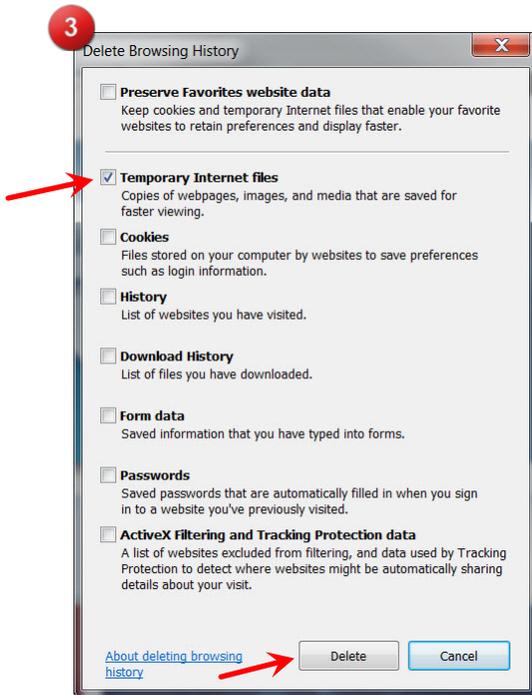
3 Check the "Temporary Internet Files" box.

Note: It may also be beneficial to clear the browser's Cookies and History. To do this, just check the Cookies and History boxes too. Clearing the browser's cookies may erase saved login information from websites, so be sure to make note of User ID and PINs before doing so.

Once you have checked the boxes you want deleted, click the **Delete** button at the bottom right of the dialogue box.

The "Delete Browsing History" dialogue box will disappear. Then click the **OK** button on the "Internet Options" dialogue box.

Google Chrome
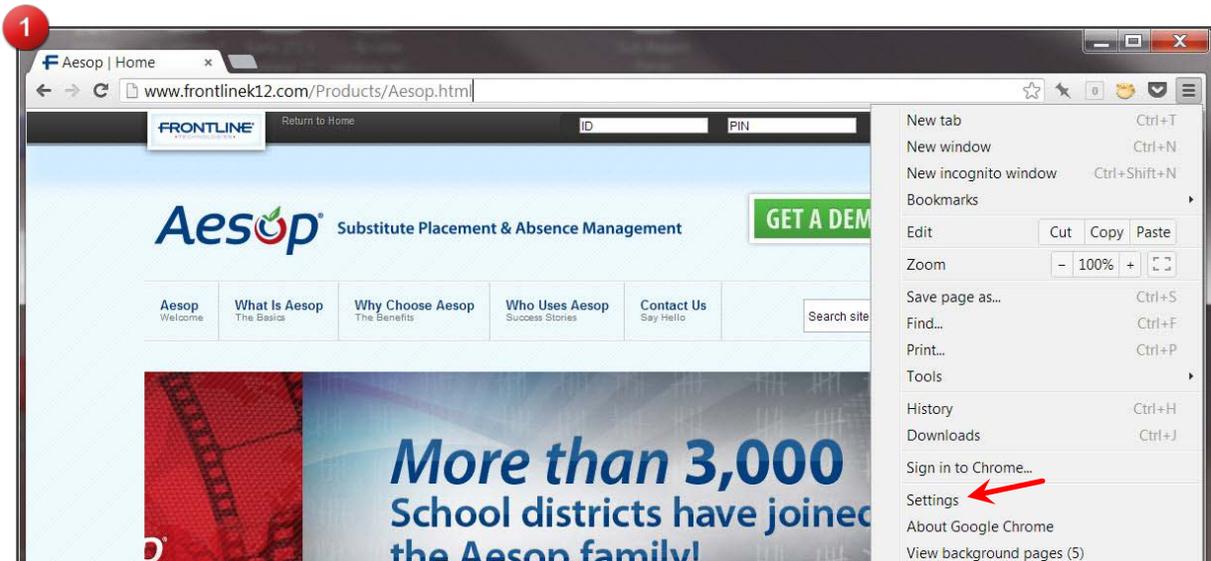
1 In Google Chrome, click the ☰ icon in the top right corner of the browser window, then click on **Settings**.
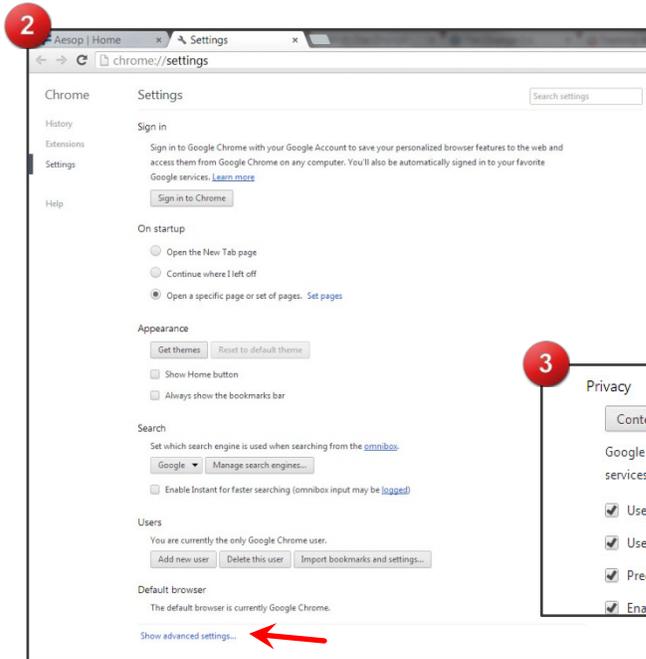
2 Click on the **Show advanced settings…** link at the bottom of the page.

3 This will drop down more settings; scroll down to the "Privacy" section. Click the **Clear browsing data…** button.
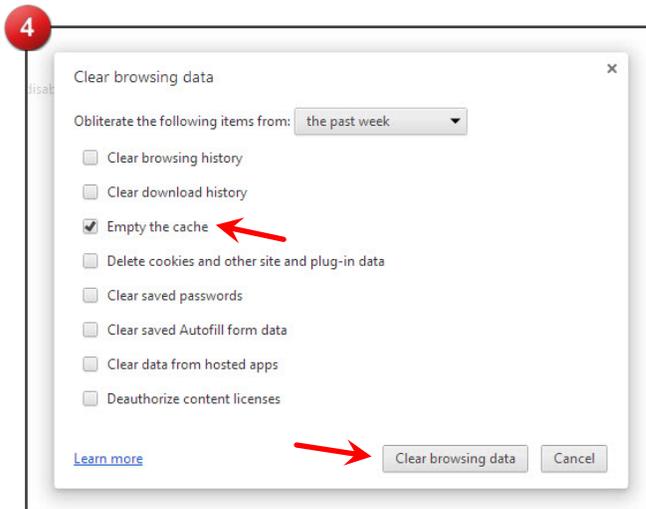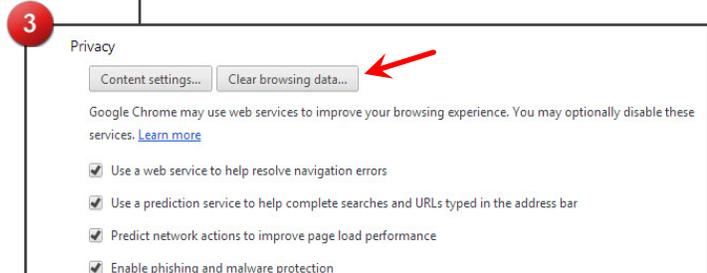
4 Check the "Empty the cache" box.

Note: It may also be beneficial to clear the browser's Cookies and History. To do this, just check the Cookies and History boxes too. Clearing the browser's cookies may erase saved login information from websites, so be sure to make note of User ID and PINs before doing so.

Click the **Clear browsing data** button.

Mozilla Firefox
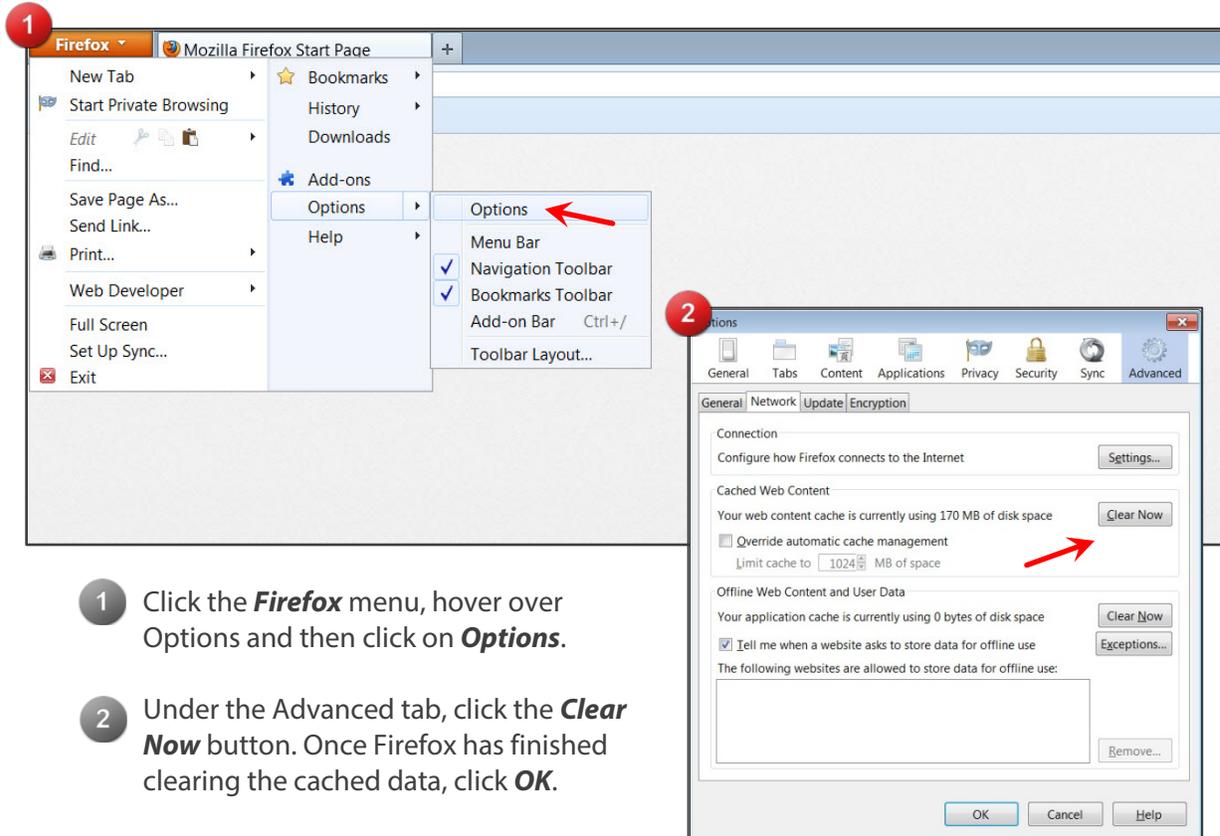
1. Click the *Firefox* menu, hover over Options and then click on **Options**.

2. Under the Advanced tab, click the **Clear Now** button. Once Firefox has finished clearing the cached data, click **OK**.

Apple Safari
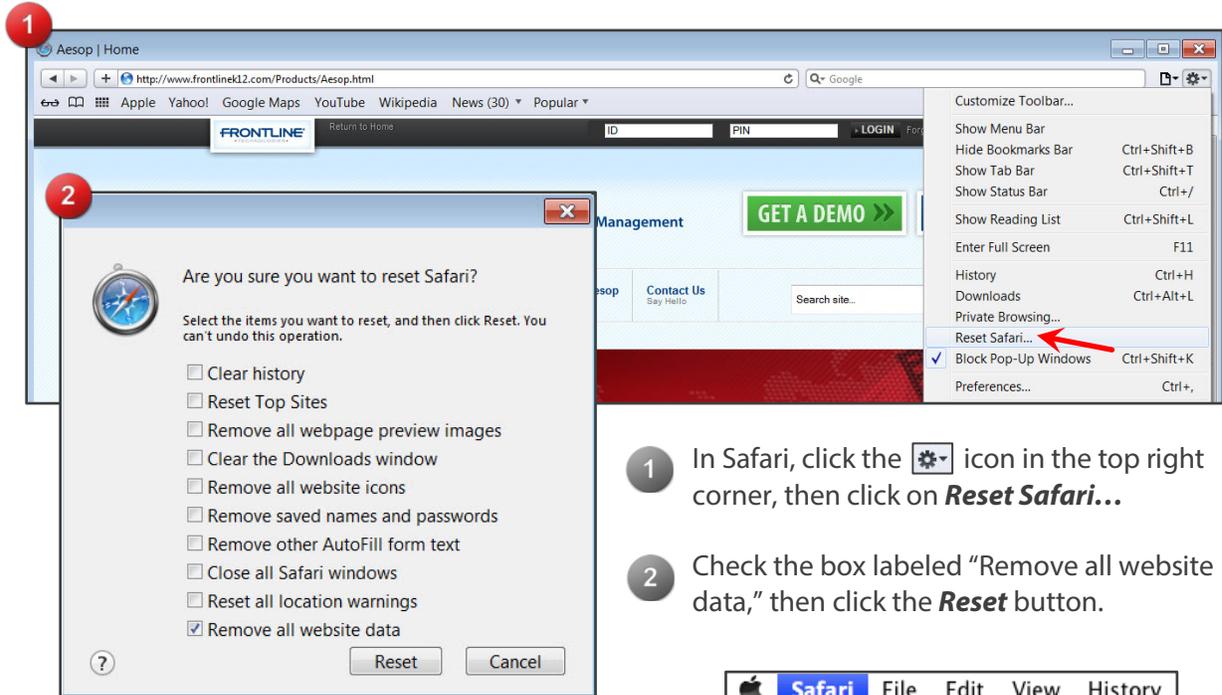
1. In Safari, click the ⚙▾ icon in the top right corner, then click on *Reset Safari…*

2. Check the box labeled "Remove all website data," then click the *Reset* button.

If you're using Safari on a Mac, click the Safari menu in the too bar, and click on *Empty Cache…*
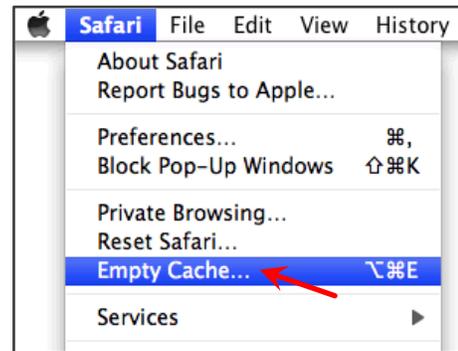
Restart the Browser
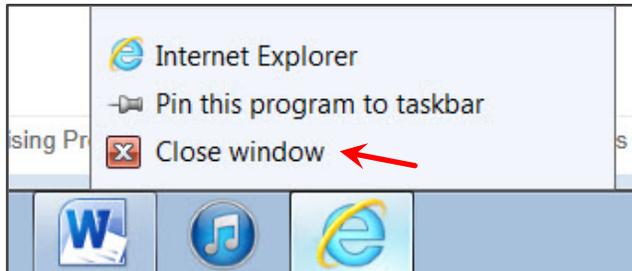
If you have cleared the cache data in your browser and are still having problems, try restarting the browser. Right click on the browser icon in the Start Menu and choose the "Close Window" option.

Once you have closed the browser, re-open the browser.

Restart the Computer

If you have tried clearing your browser's cache and restarting the browser but are still having problems, try restarting the computer. First, close any programs that you have open.
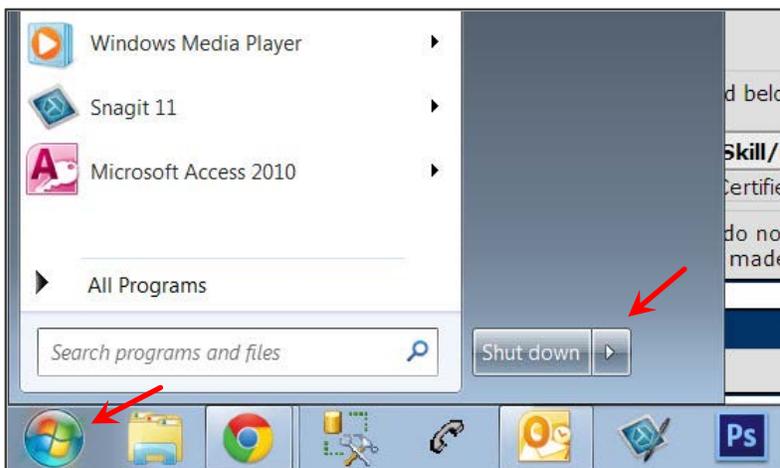
Now, click the Start button on the start menu and click the small arrow to the right of the Shut Down button. Then click the **Restart** option.

Contact Your District's IT Department

Most of the time, issues view videos and documents and problems logging in are an issue with your browser or computer. If you tried the previous steps and they didn't work, contact the IT department at your District Office. There may be firewalls or other security settings causing the problems you are experiencing.