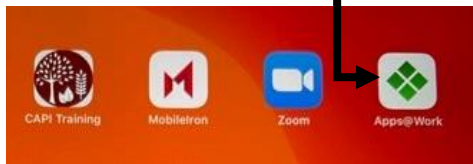


How to Fix Most CAPI Problems while using a **Home Computer**

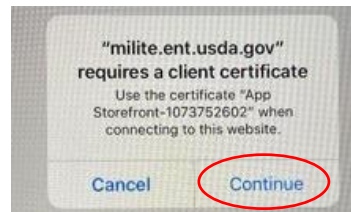
1. Make sure to **logout of CAPI** before starting.
2. Close all browser tabs
3. Clear your browsing history (Steps below are instructions for Chrome)
 - a. Clicking on the 3 dots in top right hand corner of the screen
 - b. Select Settings
 - c. Click "Clear browsing data"
 - d. Click the drop down arrow beside time range and select "All time"
 - e. Click on the clear data button
4. Open CAPI Production or CAPI Training
5. Click on "Clear Preferences" at the login screen before logging in again

How to Fix Most CAPI Problems **on the iPad**

1. Make sure to **logout of CAPI** before starting.
2. Double press the home button and swipe up to close all running Apps.
3. Select Apps@Work



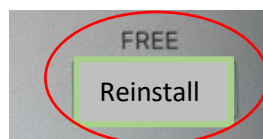
4. Select Continue to any pop-up message



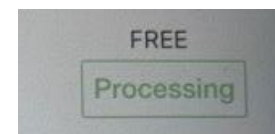
5. Select the green CAPI icon



6. Touch "Reinstall" or "Update"



7. Select OK to any pop-up message and it should now say Processing
8. Press the home button to exit Apps@Work.



9. **WAIT 5 minutes**

10. Look for the CAPI icon. Wait longer if it looks like it is still loading:



11. Try to login again to CAPI and it should be fixed.