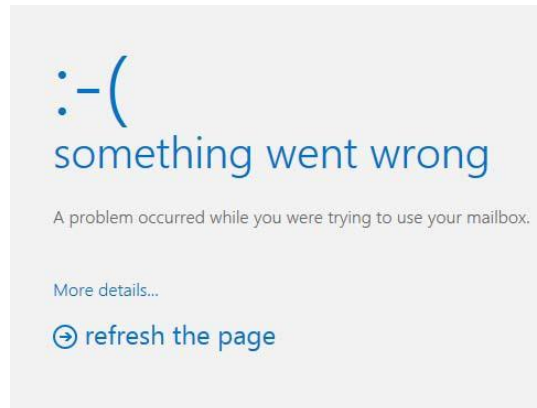
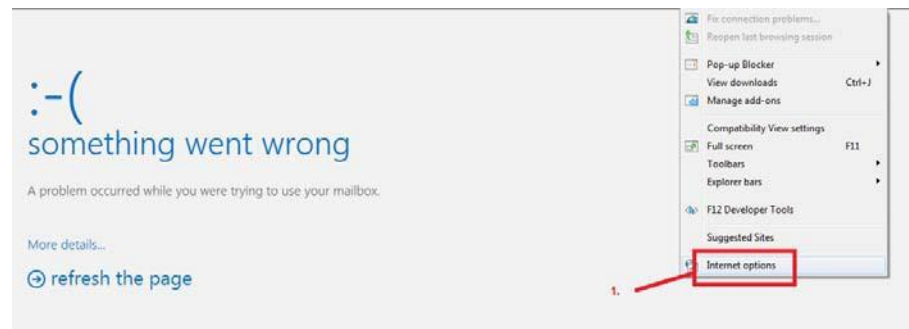


1. If you receive the "something went wrong" error as below in any IE/Firefox/Google Chrome browser, try to **clear cache**, **close** the IE/Firefox/Google Chrome browser, **reopen** and try to **log- in** again.

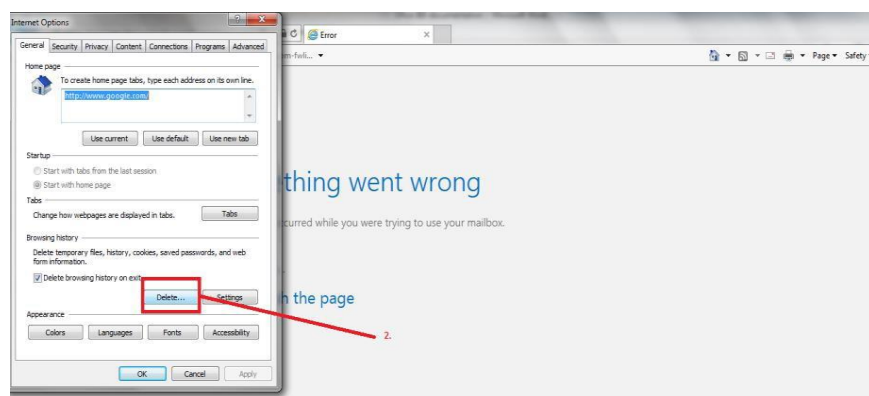


INTERNET EXPLORER

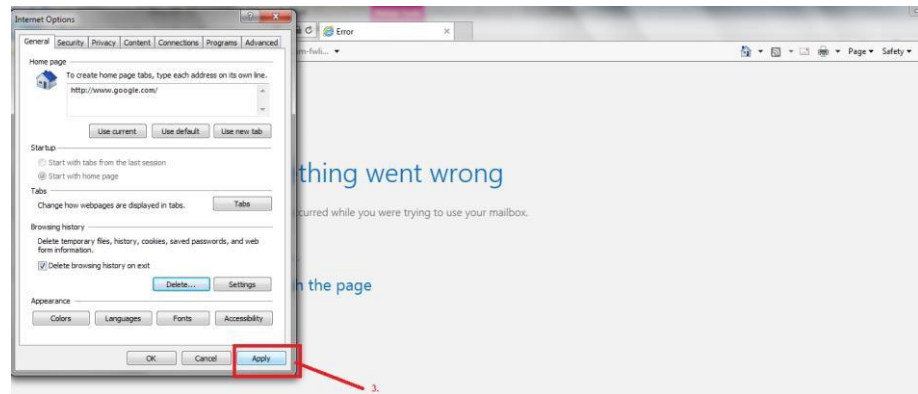
- I. Select **Tools** and find **Internet options** menu.



- II. Find **Browsing History** and click **Delete**. If you are using IE 11, **Deselect** Preserve Favorites website data, and **select** all the others from the list and click **Delete** again.



- III. Then, click **Apply** and close the browser.



CHROME

1. In the browser bar, enter:

```
chrome://settings/clearBrowserData
```

2. Select the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site and plug-in data).

From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.

3. Click Clear browsing data.

FIREFOX

1. From the Tools or History menu, select Clear Recent History.

If the menu bar is hidden, press Alt to make it visible.

2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
3. Click the down arrow next to "Details" to choose which elements of the history to clear. Click Clear Now.

Reopen again the browser with the <https://owa.usm.my/owa> link. Then, key-in your email address and password.

