

CRH Service Desk Support Procedure – Instructions to Clear Browser Cache Memory

Attention:

EBiz Customer Portal Users
U-Track Portal Users

Issue:

CRH Web Portals have moved to a new Service Provider and your PC may still “remember” the old the location of the previous servers. If you experience erratic screen flow behavior or prompts for security certificates, your PC is probably trying to connect back to the old servers based on links that are stored in the PC cache. We recommend taking the following steps to clear your browser’s cache memory before proceeding to use the CRH Web Portal.

Instructions:

Instructions to clear your PC Browser’s cache are provided on the following pages for common Browsers for PCs/laptops, tablets, and smartphones.

Resolution:

Clear your PC Browser’s cache to restore the Portal to normal operations. Instructions for commonly used Browsers are summarized below.

If this does not resolve the issue, then contact the CRH OMG Service Desk for additional help with your issue.


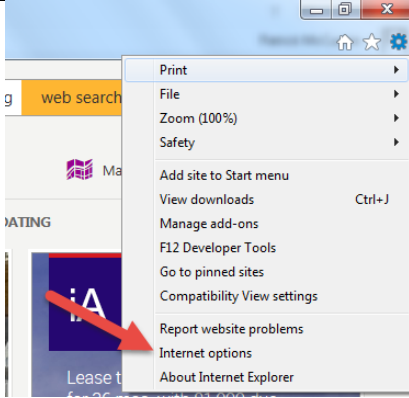
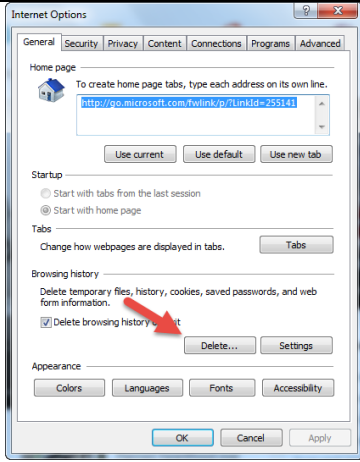
Phone: 1-866-259-3362 e-mail: omgservicedesk@oldcastlematerials.com

Browser Specific Instructions:

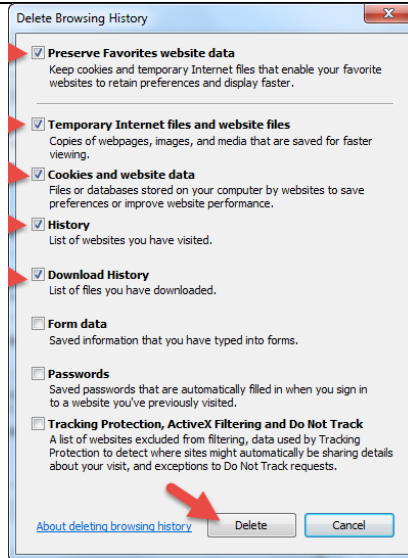
Internet Explorer 11.....	2
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Internet Explorer 11

How to Clear Your Browser Cash

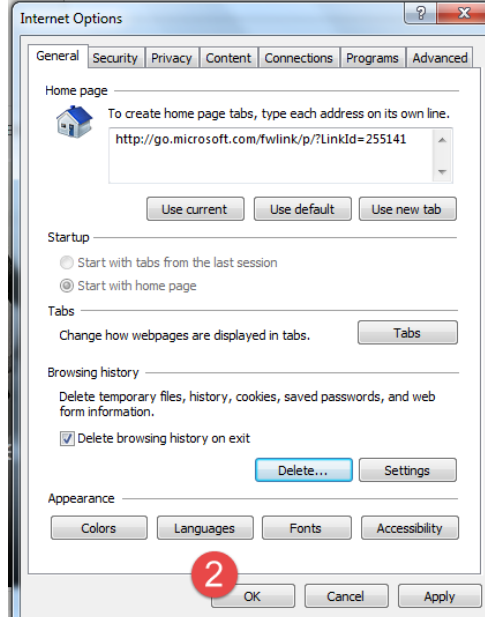
<p>1) Document the Portal Link that is not working, correctly. You will have to reenter this after you clear your browser history.</p>	<p>www.cementportal.com www.cimentenligne.com www.clicdemix.com www.dufferinconcrete.ca www.dufferinconcrete.com www.dufferinrockstar.com www.dufferin-utrack.com www.online-cement.com cementonline.crhna.com</p>
<p>2) Click Internet Options from the  (gear drop down) option in the upper right hand corner of your browser.</p>	
<p>3) Click the Delete Button in the Browsing History Section of the General Tab</p>	

4) Select “highlighted” items and click the “Delete” Button.



5) Wait until your Browser shows a ribbon message stating “Internet Explorer has finished deleting the selected browsing history”...then click the “OK” Button.

6) Exit Internet Explorer and Launch your IE Browser with a clean session. Return to step 1 and select the site you were having issues with.




Internet Explorer has finished deleting the selected browsing history.

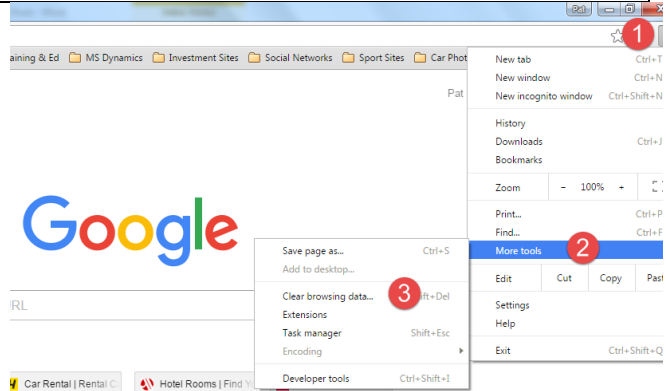
Google Chrome

How to Clear Your Browser Cash

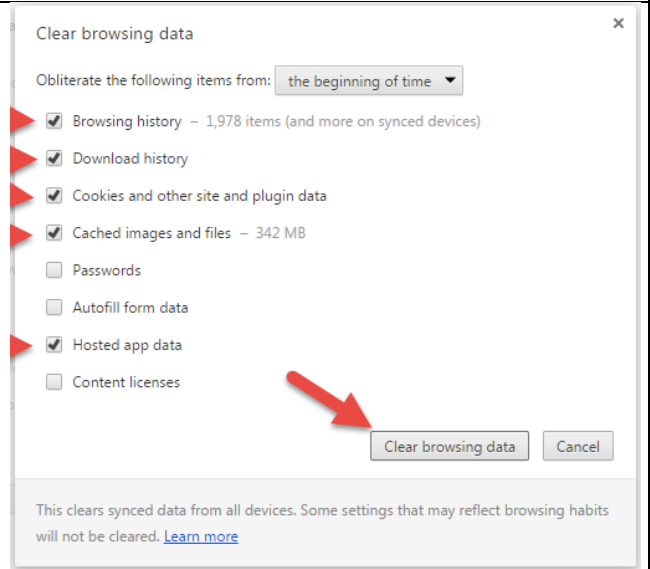
Document the Portal Link that is not working, correctly. You will have to reenter this after you clear your browser history.

www.cementportal.com
www.cimentenligne.com
www.clicdemix.com
www.dufferinconcrete.ca
www.dufferinconcrete.com
www.dufferinrockstar.com
www.dufferin-utrack.com
www.online-cement.com
cementonline.crhna.com

- 1) Select the Google Control Menu Button  in the upper right hand order of your Google Browser.
- 2) Select More Tools
- 3) Select Clear Browsing Data

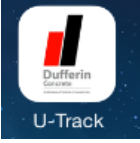

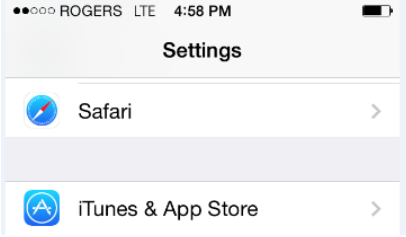
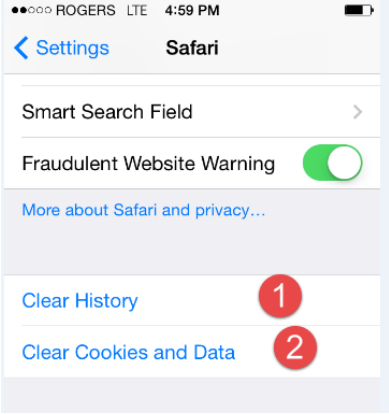
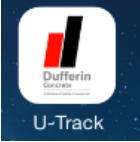


- 4) Select the items highlighted to the right and click "Clear Browsing Data"
- 5) Wait until the Box to the Right disappears which indicates that Chrome has finished clearing your cache.
- 6) Exit Chrome



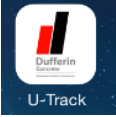

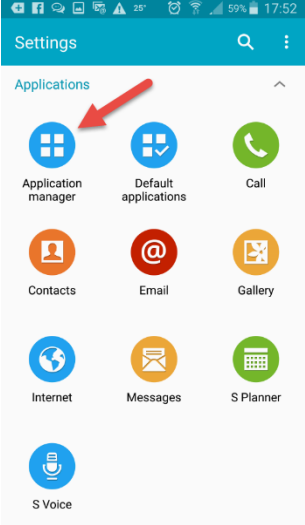
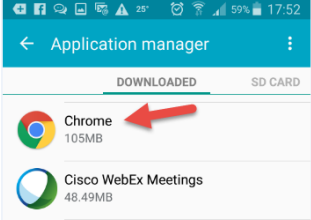
iPhone or iPad with Safari

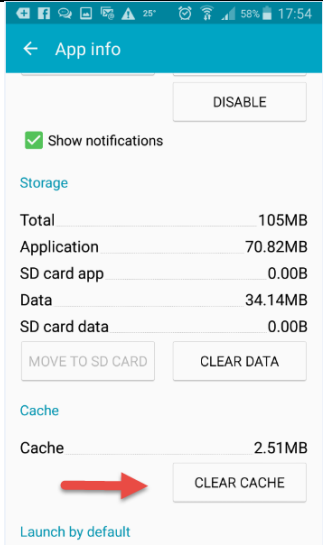
How to Clear Your Browser Cash

<p>1) Follow the steps below before launching your U-Track Application</p>	 The image shows the U-Track application icon, which features a stylized 'U' logo with a red and black bar, the text 'Dufferin Concrete' above 'U-Track', and a dark blue background.
<p>2) Select Setting App</p>	 The image shows the Settings application icon, which is a grey gear with a white center, set against a blue background with the word 'Settings' below it.
<p>3) Scroll Down and Select the Safari Menu Option</p>	 A screenshot of the iPhone Settings app. The status bar at the top shows 'ROGERS LTE' and '4:58 PM'. The 'Settings' title is centered. Below it, the 'Safari' option is highlighted with a white background and a right-pointing arrow.
<p>4) Select the Clear History and Clear Cookies and Data Option. Note that different versions of the I-Phone may have slightly different descriptions.</p>	 A screenshot of the iPhone Safari settings page. The status bar shows 'ROGERS LTE' and '4:59 PM'. The title is 'Safari'. Below the title, there are several options: 'Smart Search Field' with a right arrow, 'Fraudulent Website Warning' with a green toggle switch, and a link 'More about Safari and privacy...'. At the bottom, two options are highlighted with red circles and numbers: 'Clear History' with a red circle containing '1', and 'Clear Cookies and Data' with a red circle containing '2'.
<p>5) Your Duffererin Concrete App should now function normally.</p>	 The image shows the U-Track application icon, identical to the one in the first step.

Android Device with Chrome

How to Clear Your Browser Cash

1) Follow the steps below before launching your U-Track Application	
2) Select the "Settings" App	
3) Scroll down to "Applications" and select the "Application Manager" button.	
4) Scroll down to the "Chrome" Application	

<p>5) Select “Clear Cache” button and click “Okay” when prompted to clear your cache.</p>	
<p>6) Close the Settings App</p>	
<p>7) Your Duffererin Concrete App should now function normally.</p>	