Why does my log-in screen keep asking me to create a new password?

HOW-TO:

Constant new password requests when logging in to EventsAir are due to cached data in your web browser. Clearing this should fix the problem. Please note, we recommend Chrome as the optimal browser for EventsAir.

To clear browser cache for just one page:

1. Right-click anywhere on the page you want to clear

2. Choose **Inspect** (or Inspect Element, depending on your browser)

3. This opens an **Inspect Element** window on the right

4. Click the >> symbol to see all options and choose **Application**

5. From the **top three options** (Manifest, Service Workers, Storage), choose **Storage**

6. Click the **Clear Site Data** button

7. Refresh the page

If you're having other problems related to cache-clearing (such as slow browser performance), we suggest talking to your IT department about other ways to clear out your browser cache.