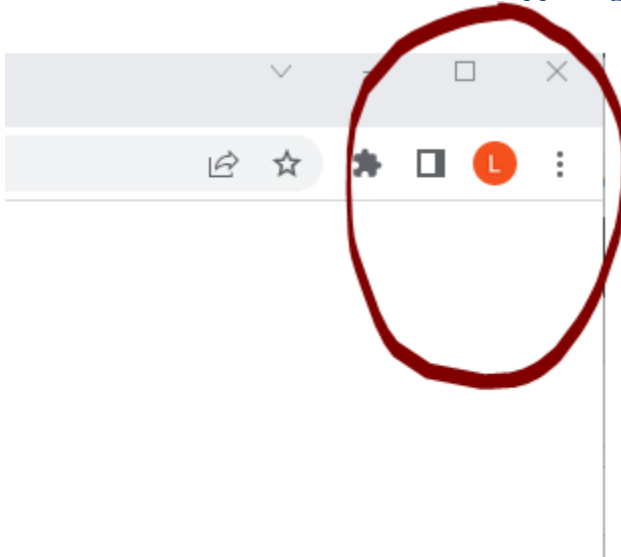Clear Cache using Google Chrome Browser

In your browser click on the **three dots in the upper right corner**.

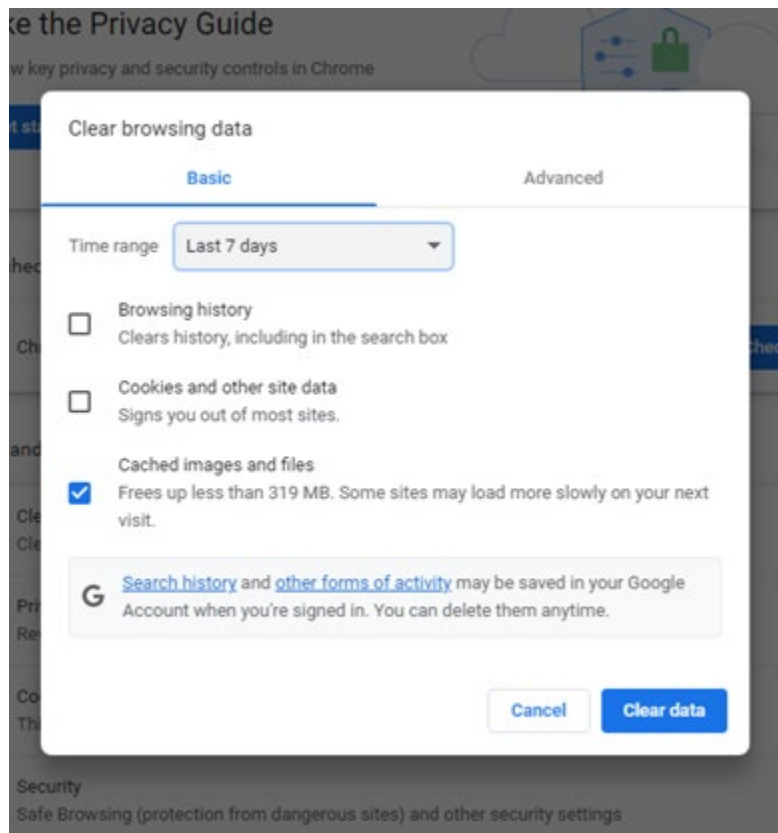
2. Select **"Settings"**
3. This will open the settings area, select **Privacy and Security**

4. Choose "**Clear Browsing Data**"

5. **Fill out the form as I have below**: (Last 7 days and cached images and files, uncheck the browsing history and cookies boxes) -- **click on clear data.**

Close your browser and try to login/change password to the portal again.