

Downpayment Plus® (DPP®) Online Troubleshooting Guide

1. Purpose/Overview

This document describes basic troubleshooting steps that may assist you with accessing DPP Online. Please complete these troubleshooting steps prior to contacting Community Investment for assistance. If these tips do not alleviate the issues you are experiencing with DPP Online, please contact Community Investment at **312-565-5824** with the following information:

- Browser type and version
- Username and user type (Lead Contact or Input Contact)
- A brief description of where you are encountering issues and any results of the steps listed below; screenshots of errors are also helpful

The two (2) most common issues that you may encounter include:

- Browser Compatibility
- Temporary Internet Files/Cache

2. DPP Online Troubleshooting

As noted above, the most common issues are related to either browser incompatibility and/or internet browser caching. The following steps will determine browser compatibility, and if compatible with DPP Online, how to clear your internet history which may assist in successful DPP Online access.

DPP Online cannot be accessed in multiple browser tabs or windows simultaneously. Make sure you have only one browser tab or window open with DPP Online before beginning the troubleshooting steps below.

Browser Compatibility:

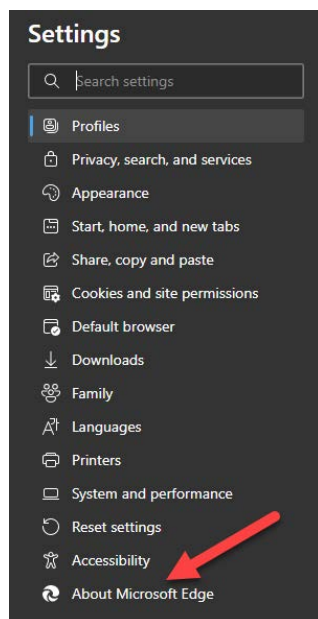
Verify what browser is being used to access DPP Online. DPP Online is currently compatible with Microsoft Edge version 88 and above.

Please note other browsers such as Firefox, Google Chrome (30 and above), Opera, and Safari may also experience formatting issues or other related errors.

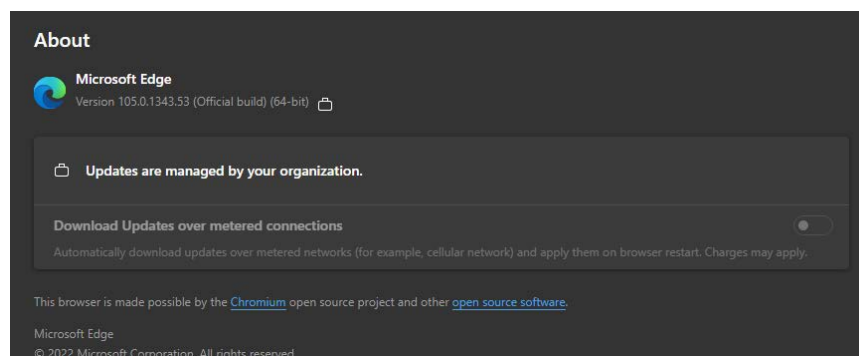
Follow one of these steps to obtain the version of Microsoft Edge you are using:

Open Edge and click on the ellipsis icon in the upper-right hand corner.

Then click Settings > About Microsoft Edge.



Here is an example of the About screen to view the version:



Temporary Internet Files/Cache:

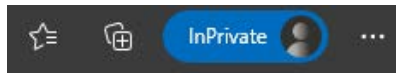
1. In Edge, launch an InPrivate window to test if caching is the problem causing DPP Online access issues. This feature will ignore all browser settings, add-ons, cache, temp files, etc.

To open an InPrivate window via short cut, hit CTRL-SHIFT-N at the same time within Edge.

You may also click the ellipsis and select "New InPrivate Window":



2. Ensure that the new window is set to InPrivate. You should see it indicated as this:



3. In the new InPrivate window log back in to DPP Online.

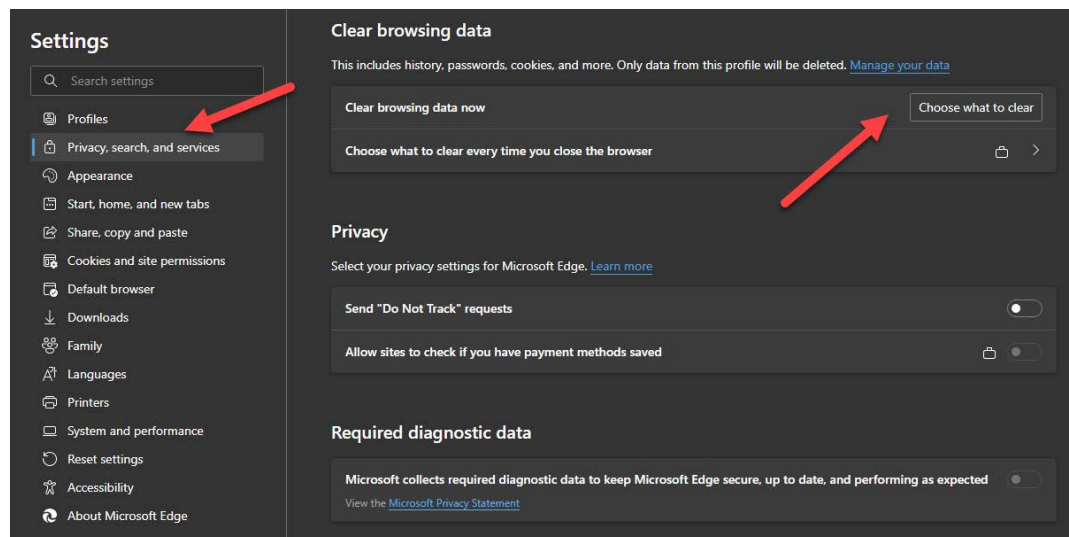
If the InPrivate browsing feature fixes the issue, continue on to clear your cache.

If the InPrivate browsing features does not fix the issue:

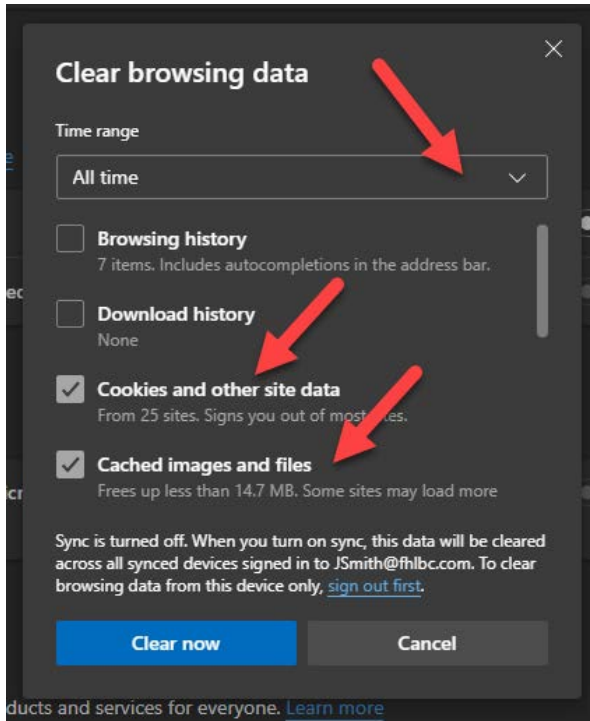
Clearing Your Browser Cache

Follow these steps to clear out the internet cache:

1. Click on the ellipsis menu icon, then Settings > Privacy, search and services > scroll to Clear browsing data > click "Choose what to clear".



2. Select All time from the Time range drop-down menu. Check only the following: "Cookies and other site data" and "Cached images and files" and click Clear now.



When this is complete log back in to DPP Online. If the issues persist try accessing the site on another computer or contact us at DPP@fhlbc.com