

# 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.

Settings	
Q Search settings	Here is an example of the About screen to view the version:
Profiles	
Privacy, search, and services	About
Appearance	Microsoft Edge
Start, home, and new tabs	Version 105.0.1343.53 (Official build) (64-bit)
🖄 Share, copy and paste	
Cookies and site permissions	ロ Updates are managed by your organization.
Default browser	
<u>↓</u> Downloads	Download Updates over metered connections
勞 Family	Automatically download updates over metered networks (for example, cellular network) and apply them on browser restart. Charges may apply.
각 Languages	This browser is made possible by the <u>Chromium</u> open source project and other open source software.
Printers	Microsoft Edge
System and performance	© 2022 Microsoft Corporation. All rights reserved.
🔿 Reset settings	
🕆 Accessibility	
About Microsoft Edge	

### 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".

Settings	Clear browsing data	
Q Search settings	This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage y	
Profiles	Clear browsing data now	Choose what to clear
Privacy, search, and services	Choose what to clear every time you close the browser	ن ک
Appearance		
Start, home, and new tabs		
🖻 Share, copy and paste	Privacy	
Cookies and site permissions	Select your privacy settings for Microsoft Edge. Learn more	
Default browser		
↓ Downloads	Send "Do Not Track" requests	$\bullet$
😤 Family	Allow sites to check if you have payment methods saved	ð 💽
A <sup>7†</sup> Languages		
Printers		
System and performance	Required diagnostic data	
⑦ Reset settings		
🛣 Accessibility	Microsoft collects required diagnostic data to keep Microsoft Edge secure, up to date, and perform	ing as expected
About Microsoft Edge	View the Microsoft Privacy Statement	

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.

Time range			
All time 🔨 🗸			
	Browsing history		
	7 items. Includes autocompletions in the address bar.		
	Download history		
	None		
2	Cookies and other site data		
~	From 25 sites. Signs you out of most res.		
$\checkmark$	Cached images and files		
	Frees up less than 14.7 MB. Some sites may load more		
iync	is turned off. When you turn on sync, this data will be cleared		
	ss all synced devices signed in to JSmith@fhlbc.com. To clear		
orov	rsing data from this device only, sign out first.		
	Clear now Cancel		

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