

Community HealthPathways

Troubleshooting Technical Problems When Registering a Personal Community HealthPathways Account

If you experience difficulties accessing [Hunter New England Community](#) or [Central Coast](#) HealthPathways when registering your personal account, it may be due to a technical issue where your internet browser is not refreshing. Please try the following actions to resolve it.


- Clear your browser history, cookies and cache to refresh the browser. Please follow the instructions below to do this.
- Do a full shutdown of your computer and then when you open the browser that should have refreshed it and it should allow sign-in.
- Try logging in using a different browser e.g. Microsoft Edge, Google Chrome, Firefox.
- On the sign-in page reset your password by clicking on the 'Forgot password?' link and resetting it and then login using the new password and save (or update) the username and password to your browser password manager.

Clearing Browser History, Cookies and Cache

Browser: Google Chrome

Source: [Clear cache & cookies - Computer - Google Account Help](#)

"In Chrome

1. On your computer, open Chrome.
2. At the top right, click More  > Delete browsing data.
3. Choose a time range, like Last hour or All time.
4. Select the types of information you want to remove.
5. Click Delete data.
 - If you delete cookies while signed in to Chrome, you won't be signed out of your Google Account."

Close the browser and then reopen it. This should have refreshed the browser and should then allow sign-in to Community HealthPathways.

Browser: Microsoft Edge

Deleting Browser History:

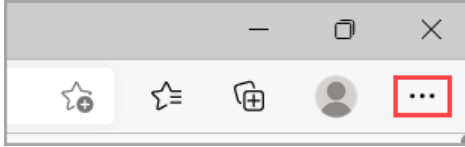
Source: [View and delete browser history in Microsoft Edge - Microsoft Support](#)

"Clear browsing data stored on your device

To clear your Microsoft Edge browsing data, first decide if you want to delete the data only on the device you're currently using, or across all synced devices. To clear browsing data just on the device you're currently using, make sure sync is turned off. If you want to clear browsing data on all synced devices, make sure you are signed in and sync is turned on. Items that are synced will be cleared across all synced devices.

To turn off sync:

1. Select Settings and more.



2. Go to Settings > Profiles > Sync and select Turn off sync.

To clear your browsing data in Microsoft Edge:

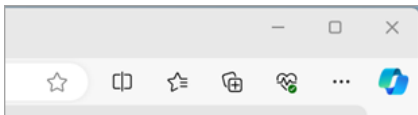
1. Select Settings and more > Settings > Privacy, search, and services.
2. Under Delete browsing data > Clear browsing data now, select Choose what to clear.
3. Under Time range, choose a time range from the drop-down menu.
4. Choose the types of browsing data you want to clear.
For example, you may want to remove browsing history and cookies but keep passwords and form fill data.
5. Select Clear now."

Deleting Cookies:

Source: [Manage cookies in Microsoft Edge: View, allow, block, delete and use - Microsoft Support](#)

"Delete all cookies

1. Open Edge browser, select Settings and more in the upper right corner of your browser window.



2. Select Settings > Privacy, search, and services.
3. Navigate to Clear browsing data section and select Choose what to clear located next to Clear browsing data now.
4. Under Time range, choose a time range from the list.
5. Select Cookies and other site data, and then select Clear now.

All your cookies and other site data will now be deleted for the time range you selected. This signs you out of most sites."

Close the browser and then reopen it. This should have refreshed the browser and should then allow sign-in to Community HealthPathways.