

I can't get back to the first page of the SUPRT-A or SUPRT-C survey— what do I do?

This most often occurs when a SUPRT-A or SUPRT-C survey was in progress and not completed. The entire SUPRT-A or SUPRT-C survey should be entered at one time.

To start from the beginning of the SUPRT-A or SUPRT-C survey, you need to clear the 'cookies' in your internet browser. The procedure depends on the type of internet browser you are using.

Clearing 'Cookies'



Firefox

1. Open the SUPRT-A or SUPRT-C submission link
2. Select the padlock next to the web address
3. At the bottom of the pop-up window, select 'Clear Cookies and Site Data'
4. Select 'Remove'
5. Exit out of ALL open internet tabs and restart Firefox



Google Chrome

1. Select the column of 3 dots on the top right corner of the browser
2. Select 'Settings'
3. Under 'Privacy and security' (in the middle) select 'Clear browsing data'
4. On the 'Clear browsing data tab' select 'Cookies and other site data'
5. Select the blue 'Clear data'
6. Exit out of ALL open internet tabs and restart Google Chrome



Microsoft Edge

1. Select the row of 3 dots on the top right corner of the browser
2. Select 'Settings'
3. On the left side, select 'Privacy & Security'
4. Under 'Clear browsing data' select 'Choose what to clear'
5. Make sure only 'Cookies and saved website data' are selected
6. Select 'Clear'

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7. Exit out of ALL open internet tabs and restart Microsoft Edge



Safari

1. Select 'Safari' on the top left corner of your screen
2. Select 'Preferences'
3. Select the 'Privacy' tab
4. Under 'Cookies and website data' select 'Remove All Website Data...'
5. Select 'Remove Now'
6. Exit out of ALL open internet tabs and restart Safari

If you tried to enter a SUPRT-A/C and did not complete the entry or made an error, email SUPRT@wayne.edu as soon as possible to address the issue.

If you are using a different browser than the browsers listed here, contact SUPRT@wayne.edu for further instructions.