


**“Chat With Us”  
Technical Issues****Purpose of this communication:**

- To inform providers who are using the “Chat with Us” feature on the Provider Portal: HomeBridge<sup>SM</sup> that the chat box may close unexpectedly due to the browser cache being full.
- Providers can resolve this issue by ensuring users clear their browser caches.
- CareCentrix is working on resolving the issue as well.

**What do I need to do?**

- Providers need to inform their HomeBridge users that they need to clear their browser cache prior to initiating a chat to avoid issues with “Chat with Us”. These steps should only need to be completed by the users once, as this will fix the issue for future chat sessions.
- Chrome Users - to clear your browser cache:
  1. On your computer, open Chrome.
  2. At the top right, click the more icon: .
  3. Click More tools>Clear browsing data.
  4. At the top, choose a time range. To delete everything, select “all time”.
  5. Next to "Cached images and files," check the box.
  6. Click Clear data.
- Internet Explorer Users - to clear your browser cache:
  1. On your computer, open Internet Explorer.
  2. Select Tools>Developer Tools.
  3. In the “Developer Tools” window click on “Cache” and select “Clear Browser Cache”
  4. Click “Yes” to confirm clearing browser cache.
- If you are using a different internet browser, please visit their support page for directions on how to clear the browser cache.

**Thank you in advance for your cooperation and continued partnership.**