


ICPI Hardscape Institute



Step 6: Troubleshooting and Technical Questions

1. ICPI Recommends using the following browsers for the Online ICPI Hardscape Institute: [Google Chrome](#) version 60 or higher, and [Mozilla Firefox](#) version 50 or higher. **Internet Explorer is NOT recommended, as it does not run HTML5 and is not supported.**
 - Apple Safari and Microsoft Edge are supported but not recommended.
2. If you complete a “Part” of a module and it is not allowing you to move forward onto the next “Part”, you will need to reset your “Cache” and your “Cookies”. Below we have linked tutorials for each supported browser
 - Chrome: please go here: https://support.google.com/accounts/answer/9098093?co=GENIE.Platform=Desktop&hl=en&visit_id=636834277152620112-2084021616&rd=1
 - Firefox: please go here: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
 - Safari: please go here: <https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>
 - Edge: please go here: <https://www.thewindowsclub.com/delete-browsing-history-cookies-data-edge>
3. If clearing your Cookies and Cache does not work, you may need to clear your Web Data, to do this please go to the following link to walkthrough on how to clear the Web Data: <https://www.ghacks.net/2015/02/05/how-to-clear-web-storage-in-your-browser-of-choice/>
4. If you have any issues trying to hear the audio on the slides, you may need to click the reload button  to restart that slide so you are able to hear the audio.

Should you have any technical issues accessing any portion of the ICPI Hardscape Institute website, please contact Michael Wright: educate@icpi.org, or 703-657-6886 (M-F 8:30am-5:00pm Eastern)