

Trouble loading page?

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Similar to any web-based platform, a browser refresh or computer restart may fix the problem

Here are some things you could try if you are having trouble loading a page, or are experiencing strange behaviour on the website:


1. Try logging out and logging back in - if you have been idle in your session for an extended period of time, this can help restart your session
2. Close and re-open your browser and try again
3. Try opening an incognito/private browsing window or clearing cached files in your browser's settings
4. Try using a different browser – our web-based app works best with Google Chrome. Please note that Internet Explorer will no longer be supported starting August 17, 2021. More information about this and recommended web browsers can be found [in this article](#).
5. Try restarting your computer

What if these suggestions don't work?

If a problem is persisting, or if you find something that looks incorrect, please let us know! We work hard to find any bugs ahead of time, but one may occasionally slip through the cracks so we appreciate your help in fixing them. [Feedback from scientists](#) is what drives improvements to our platform and enhances our database!

Please feel free to reach out if you are still having trouble!

Feel free to reach out to our *Scientific Support team* through one of these methods. Someone will be in touch within 1 business day!

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