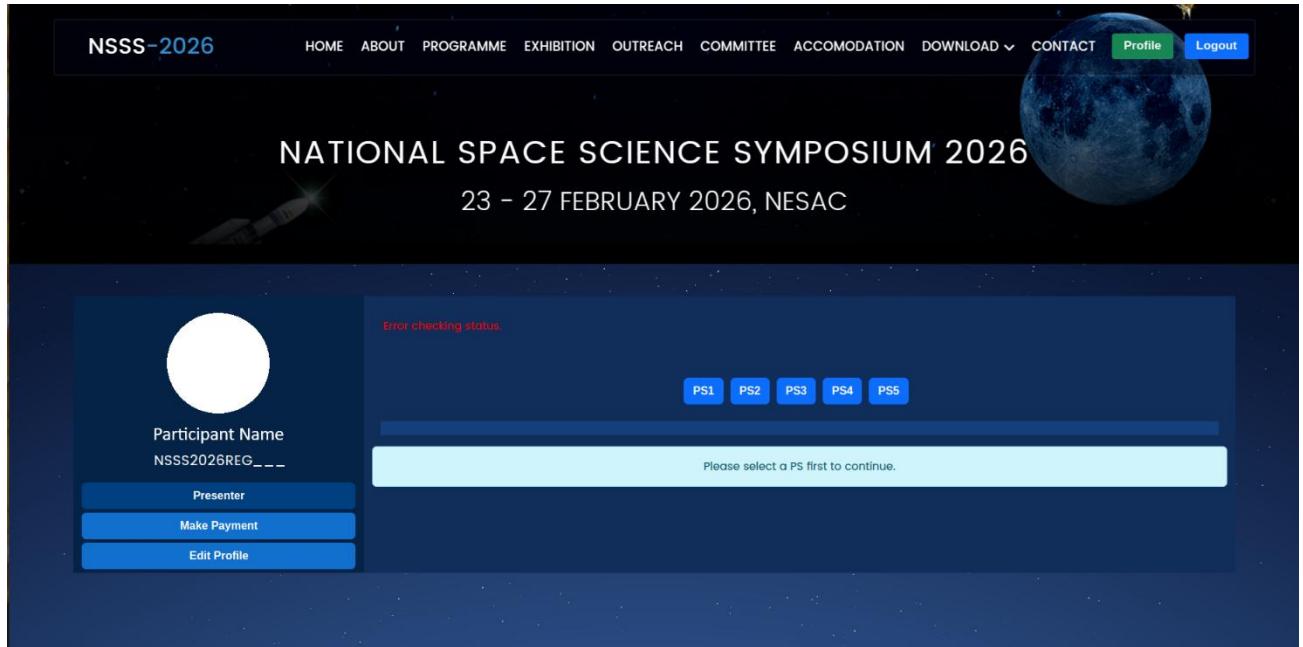


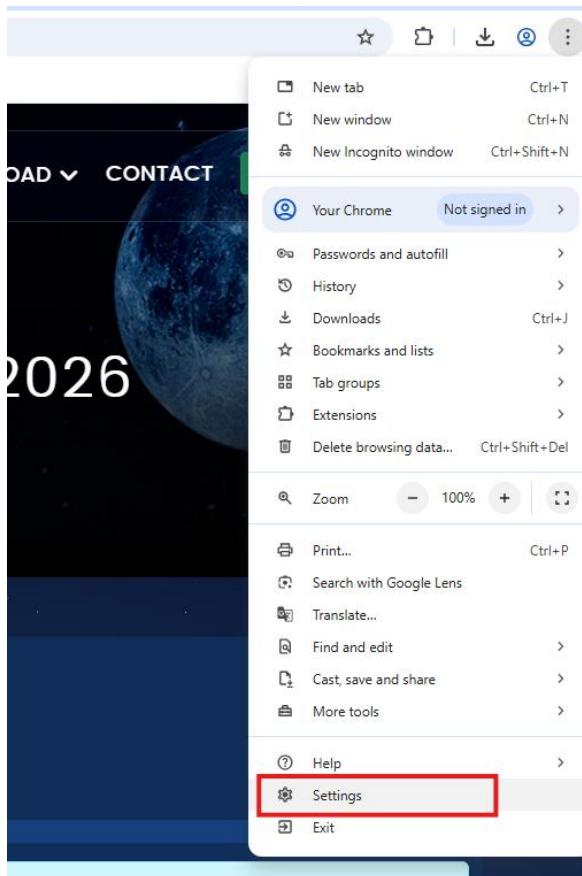
# Commonly Faced Issues and Solutions/Workarounds

## 1. Error Checking Status

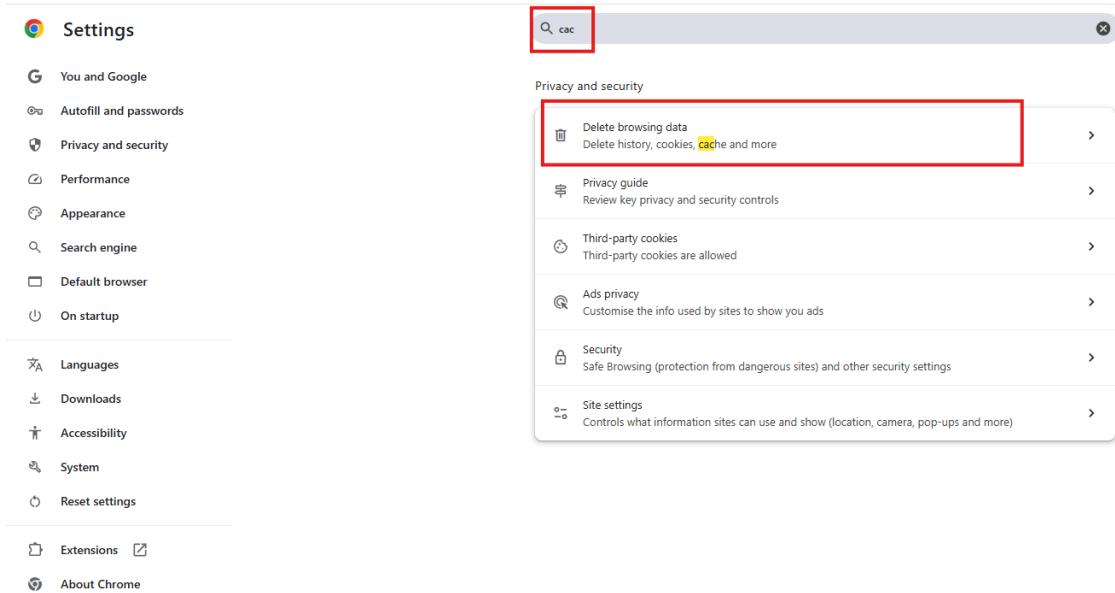


Some browsers – notably Chrome – have been displaying this error screen. This is a problem related to the browser cache. The steps to resolve this are as follows:

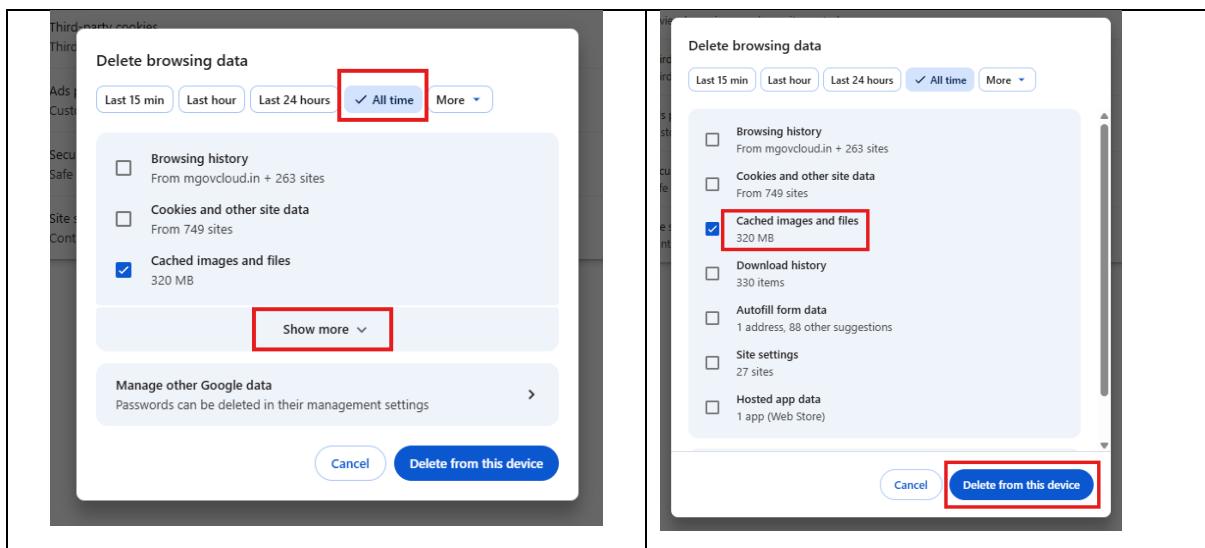
- Click on the symbol at the top right corner of the browser and click on the *Settings* option



- b) This will open up the chrome settings. Type the phrase *cac* in the search box and then click on the option *Delete browsing data*



- c) In the window that opens up, select *All time* and click on the *Show more* option so that all options are visible. Please ensure that only the *Cached images and files* option is selected. Then click *Delete from this device*. Wait till the operation completes



- d) Now go back to the profile screen in the other browser tab (the screen visible after logging in). Here, click **Ctrl + Shift +R** to reload the page. Now the error should be gone and payment options and screen should become visible