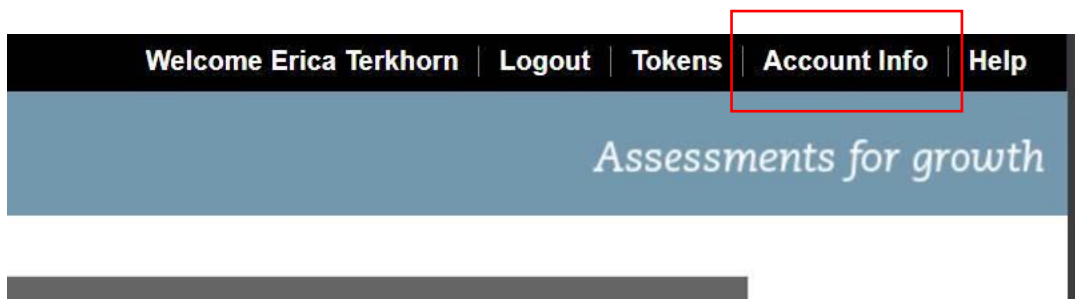


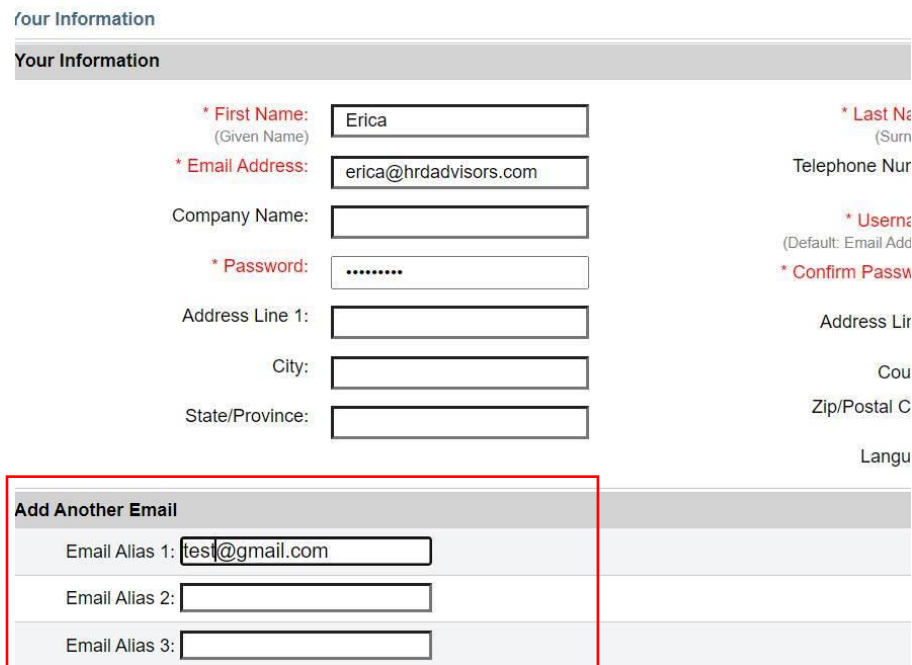
If you receive an email to complete an assessment and cannot view the assessment when logged in, please try and take the following steps **(there are 3 different options below)**:

1. **Ensure that you are using a supported browser.** We recommend Google Chrome.
2. **Please try the below steps to add 'Another Email (alias email)' to the system.** It is possible you were added into the system with a different email address than the one you are utilizing to login.

a. Click on Account Info



b. Add "Another Email" below your information and then SAVE.



The screenshot shows a form titled 'Your Information' with various input fields. The 'Add Another Email' section at the bottom is highlighted with a red rectangular box. This section contains three rows, each with a label 'Email Alias 1:', 'Email Alias 2:', and 'Email Alias 3:' followed by an input field. The first input field contains the text 'test@gmail.com'.

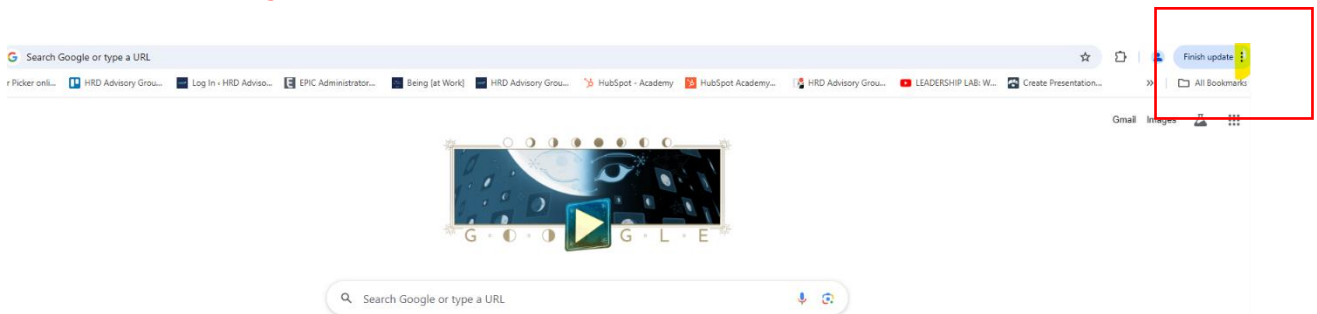
c. Log out and then log back in with the email you added.

3. **Please take the below to clear your cookies.** *It is possible that after many attempts or times logging into the LPI system, the assessments aren't viewable (but are there). Once the cookies are cleared, the assessments will appear.*

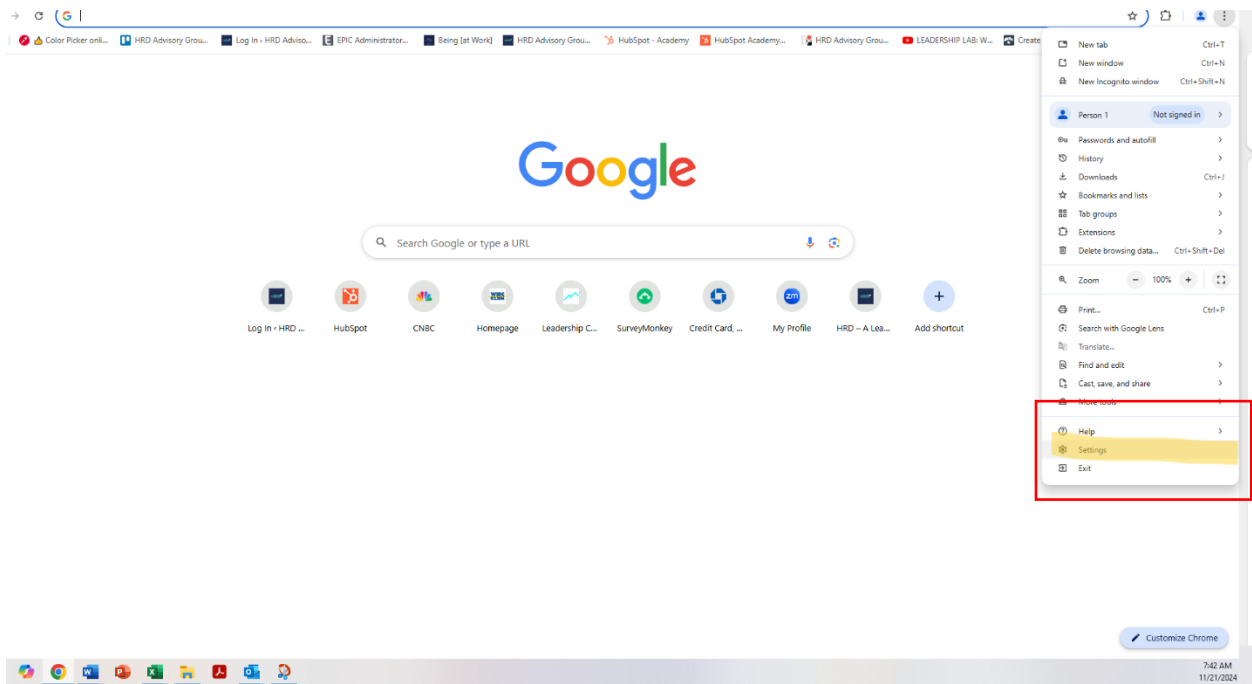
- Log out of the LPI system.
- Go to Google Chrome (or the browser you are using).
- Find the three dots and select "Settings."
- Select "Security and settings."
- Select "Browsing history."
- Select "All time" in the time range drop-down box.
- Select "All 3 boxes" for browsing history, cookies, and cached images.
- Select "Clear data."
- Log back into the LPI system.

****Visuals for Google browser below**

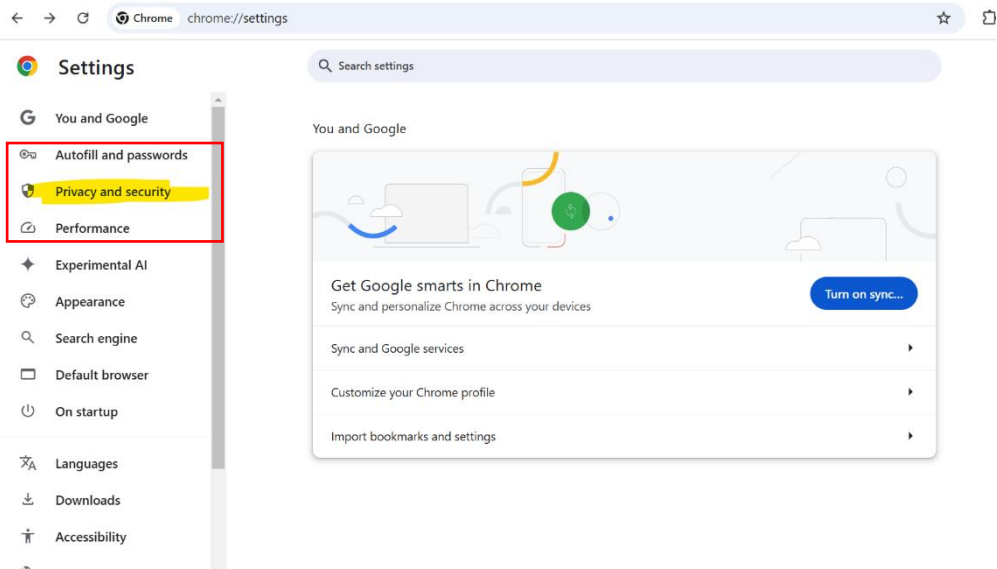
a. In your Google browser, click the 3 dots at the far right of this image



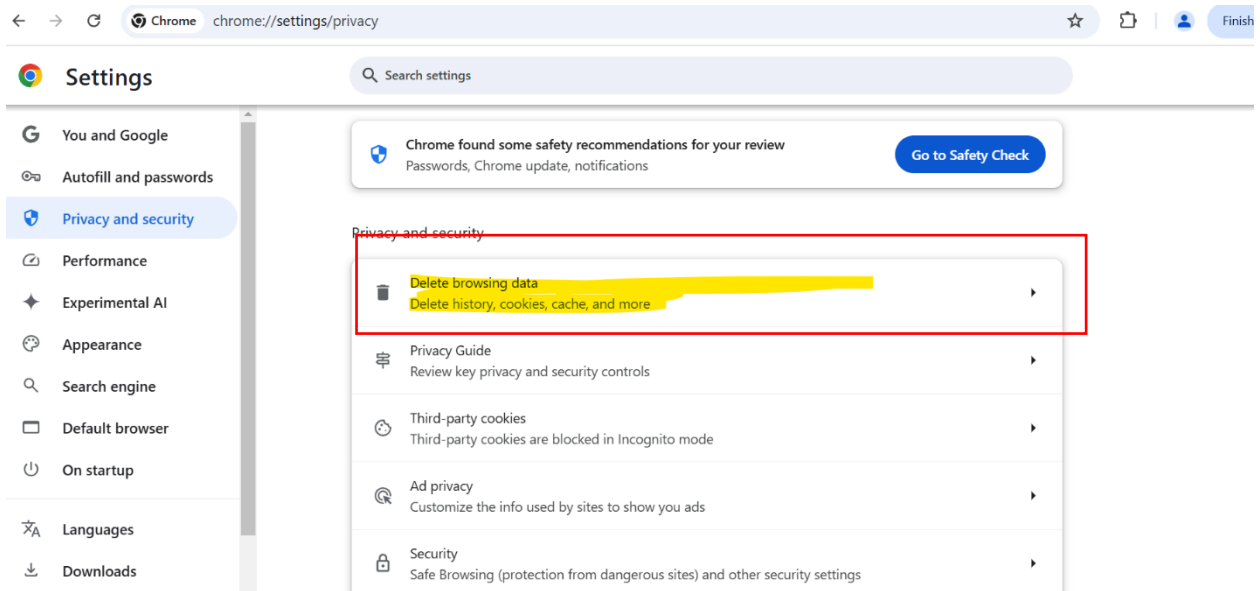
b. Choose Settings



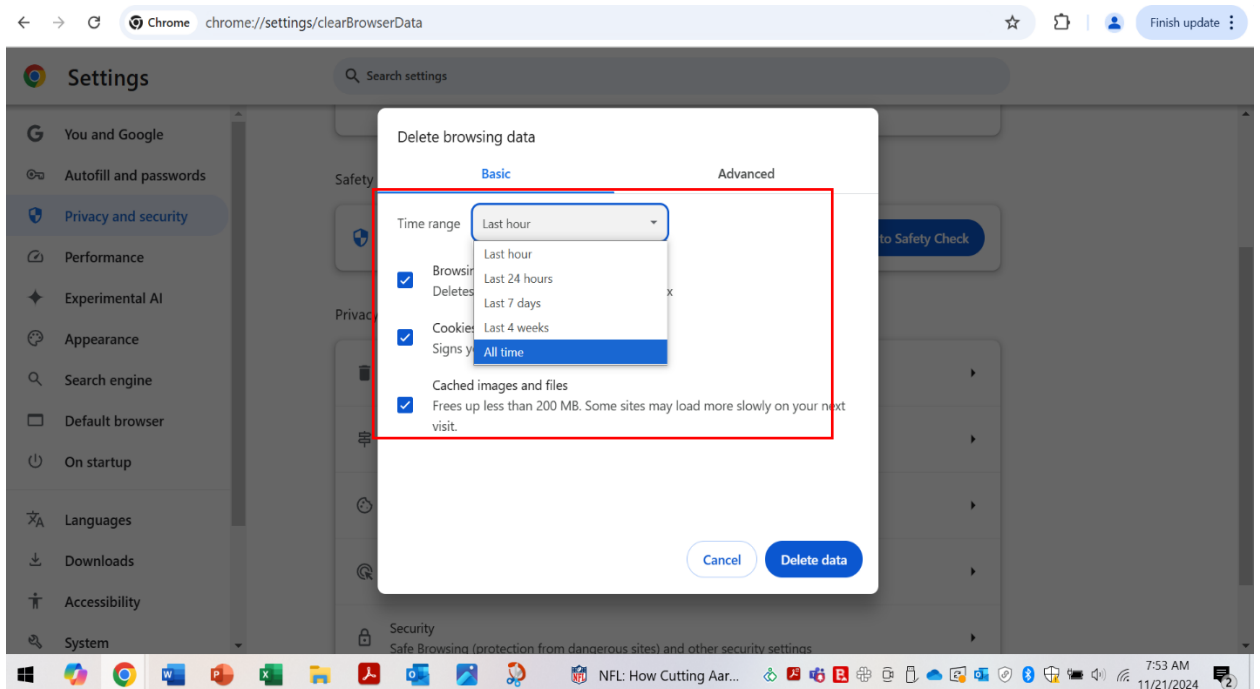
c. Click Privacy and Security



d. Click Delete Browsing Data



e. Choose basic and then all time; Click delete data to clear cookies



f. Ensure you are logged out of the LPI system and then log back in to the LPI system