

Troubleshooting FAQs

DIFFICULTY LOGGING IN

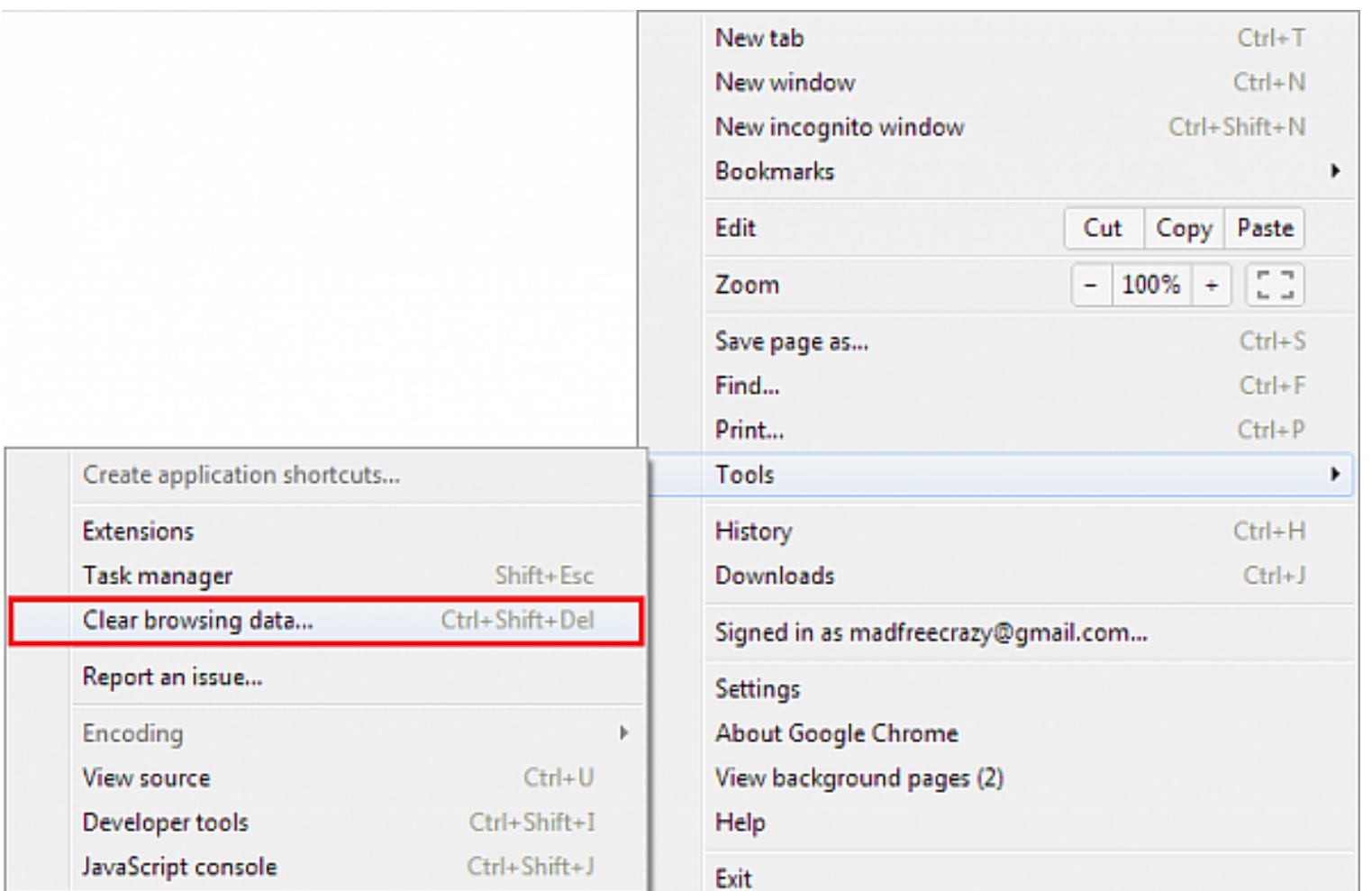
1. clear cache

For Google Chrome

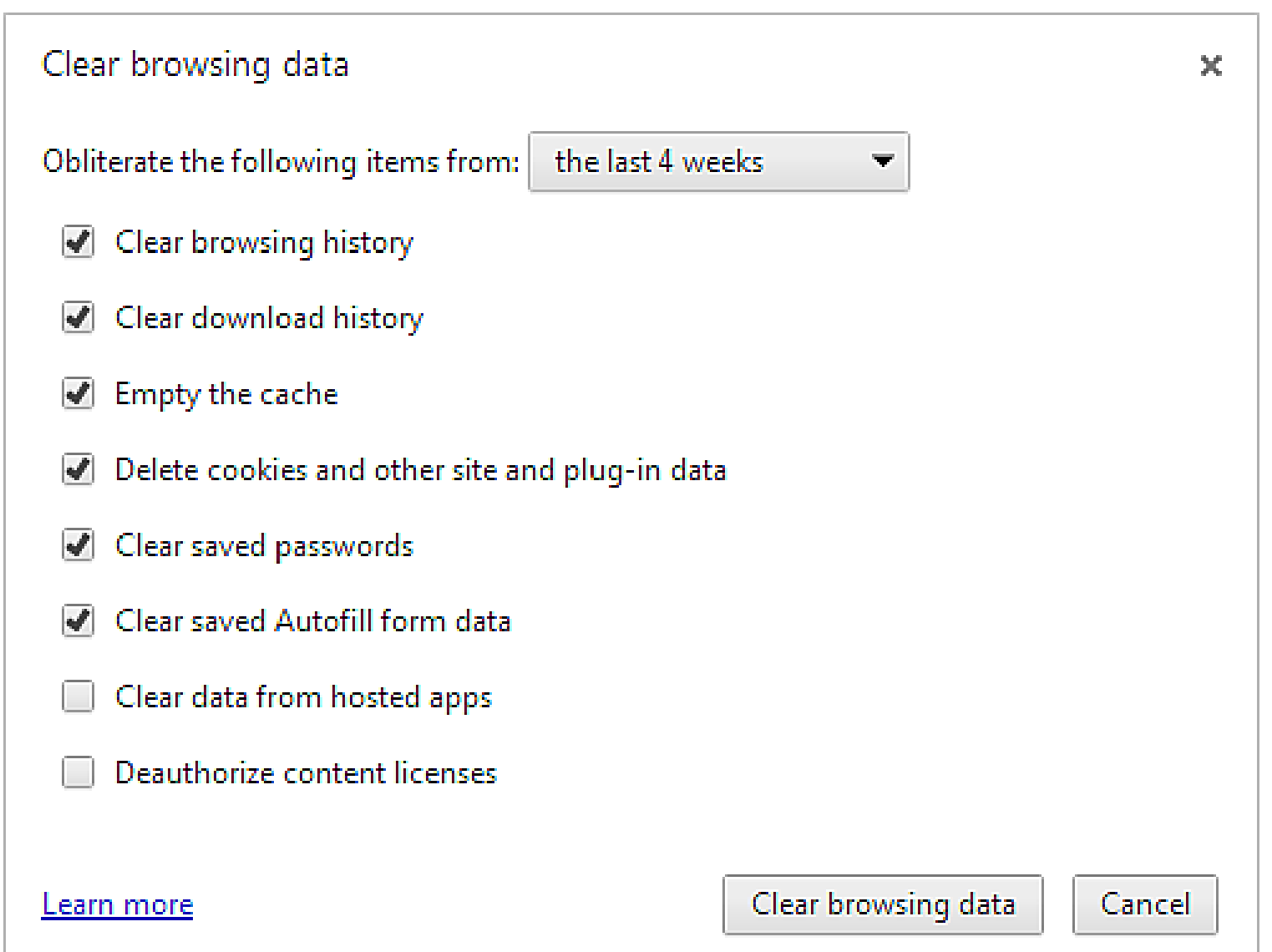
Click on the Chrome menu icon seated towards the right end, besides the address bar.



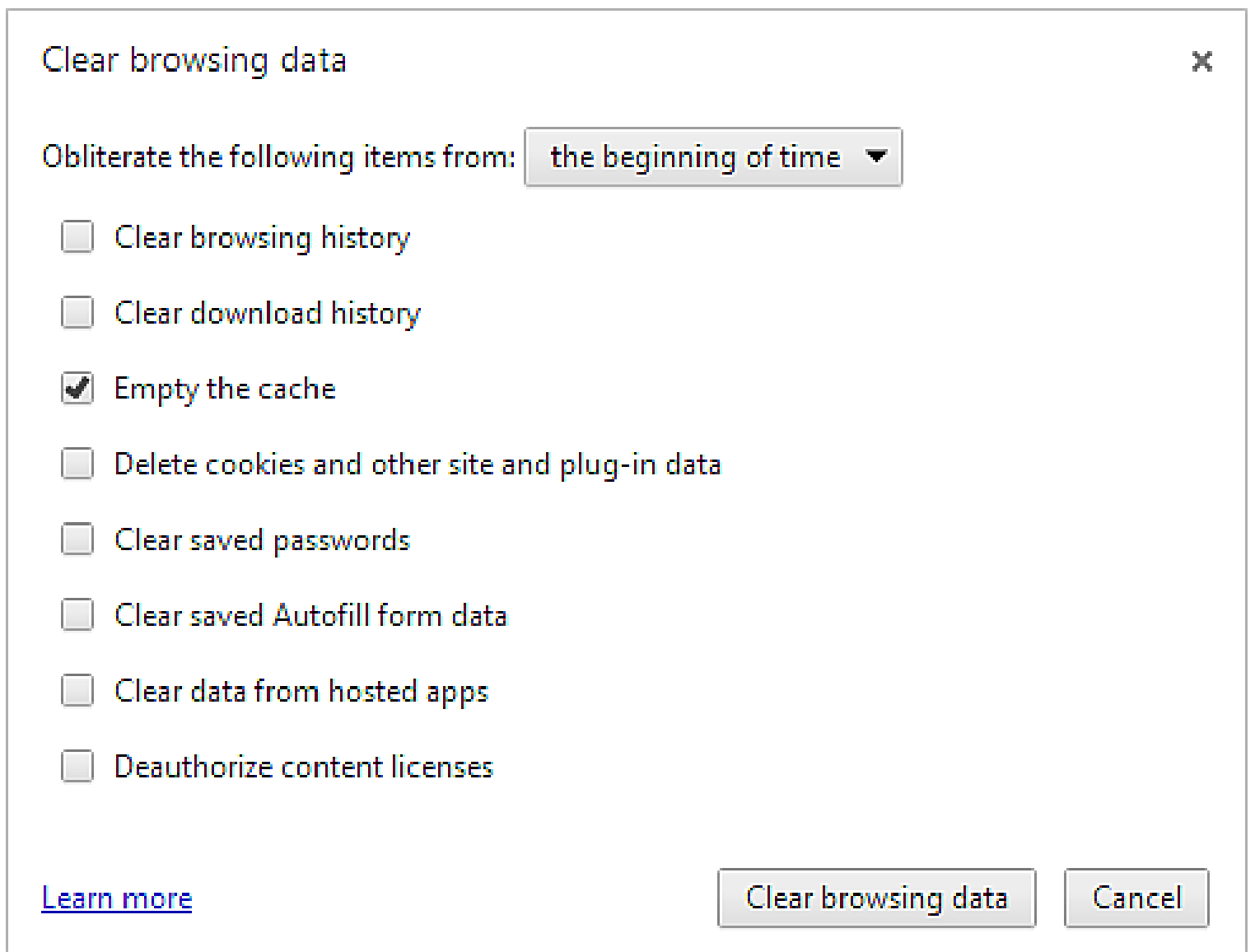
Navigate to Tools -> Clear browsing data. If you love keyboard shortcuts you can use the Ctrl + Shift + Delete combination and ignore Step 1 and Step 2.



A pop up (as shown below) will appear on your screen. Here, you can select, not just cache, but any browsing data that you wish to delete.



Since we are concerned with browse cache, tick mark the option reading Empty the cache and uncheck all others. In order to clear cache completely we suggest that you select beginning of time from the drop down. Click on Clear browsing data when done.



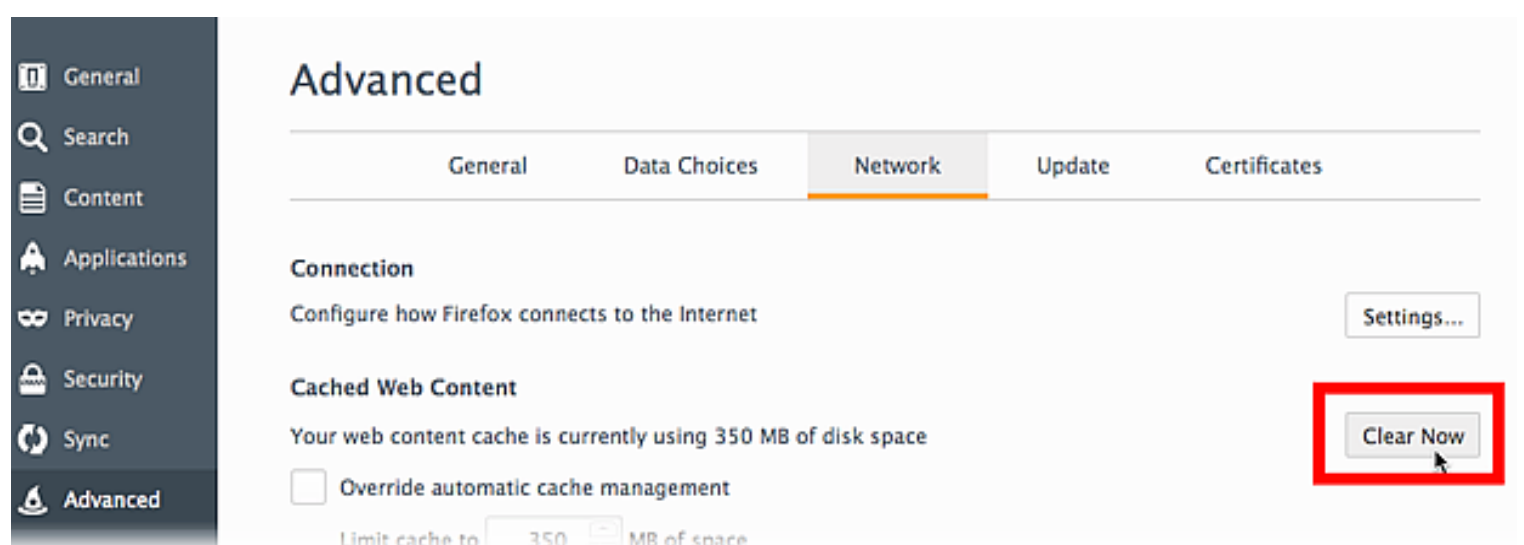
For Firefox

Click the menu button and choose options

Select the Advanced panel.

Click on the Network tab.

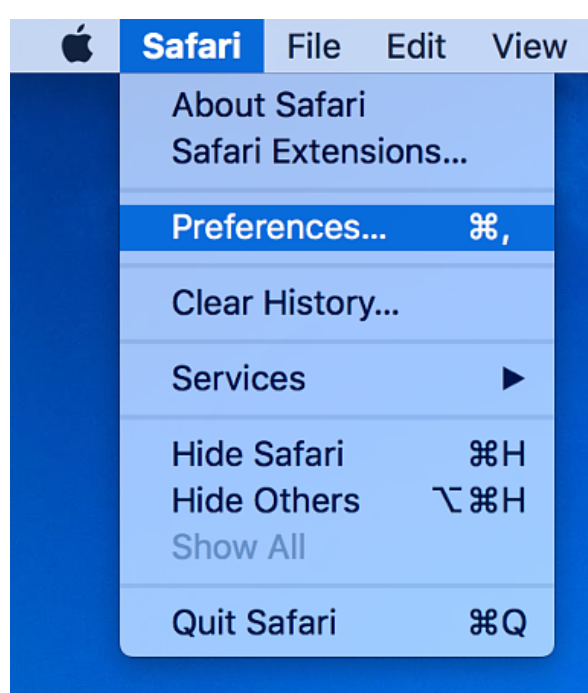
In the Cached Web Content section, click Clear Now.



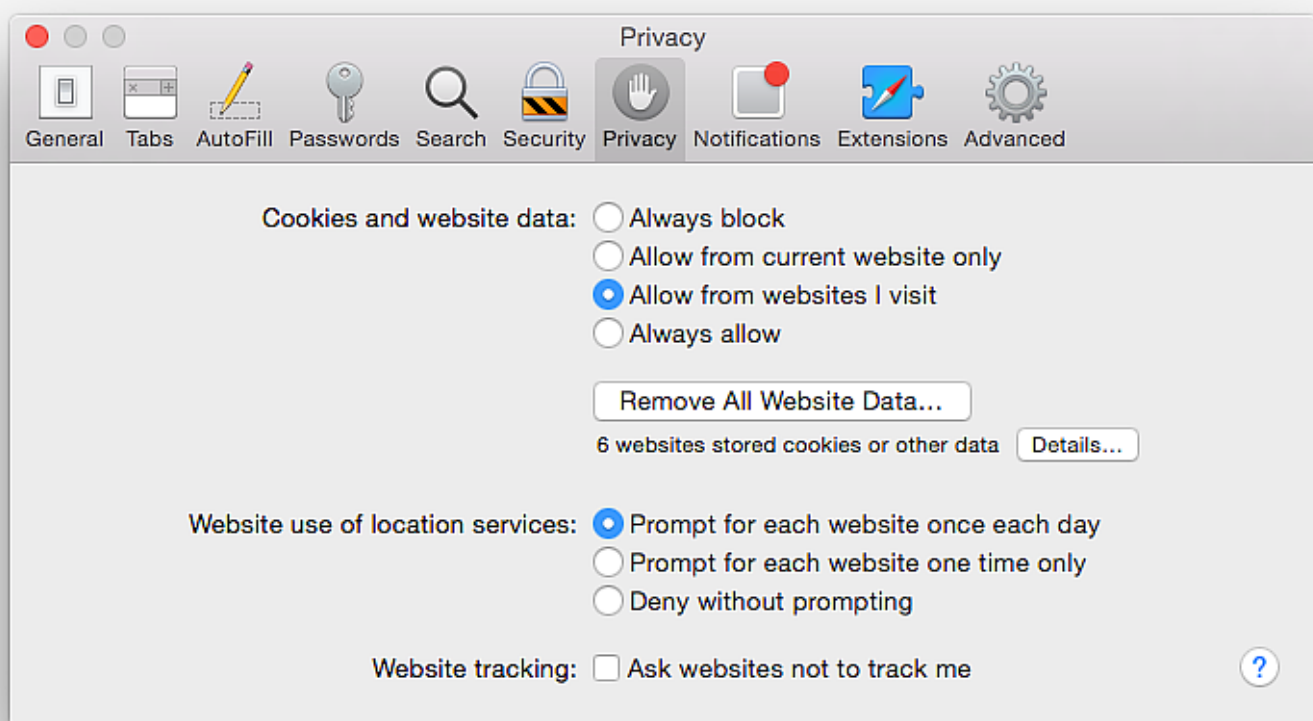
Close the about:preferences page. Any changes you've made will automatically be saved.

For Safari

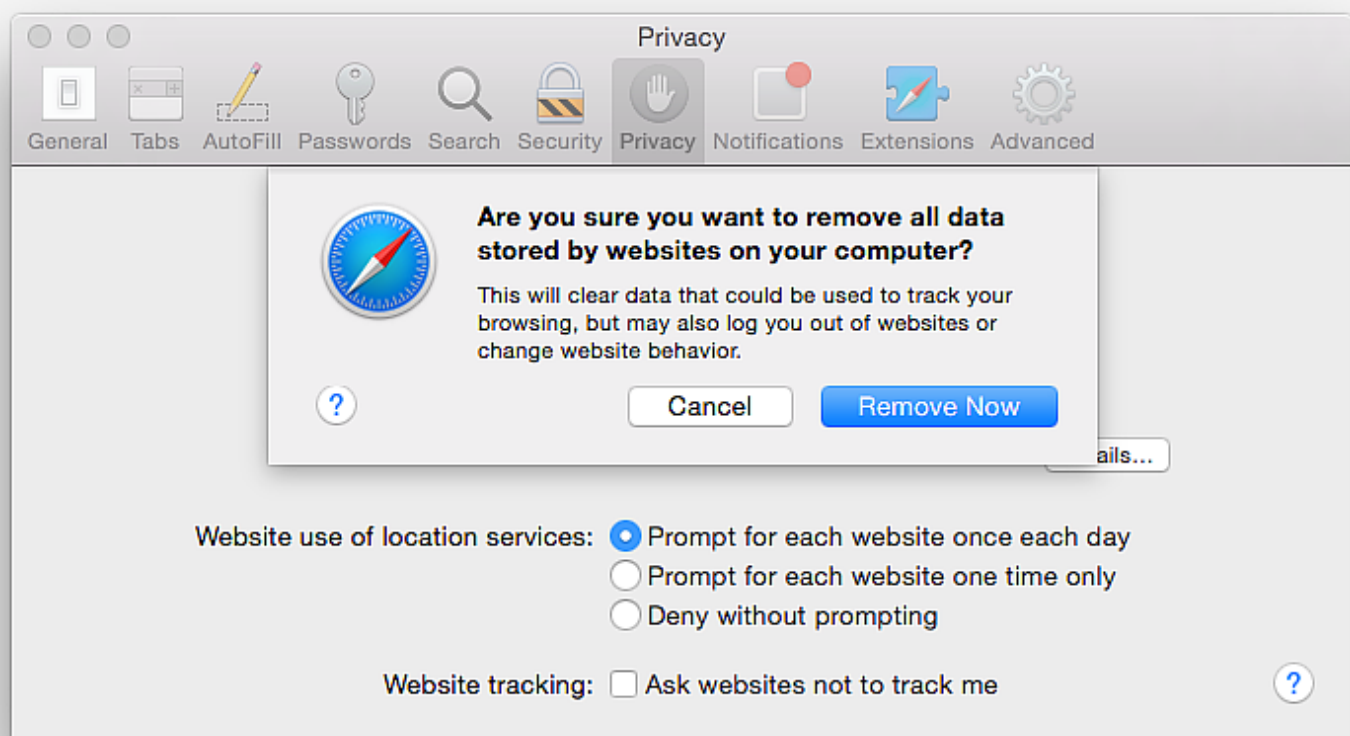
Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences.



In the window that appears, click the Privacy tab. Click the button Remove All Website Data....

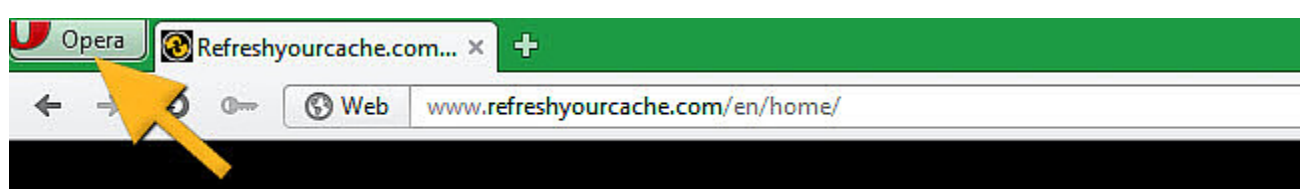


Click Remove Now in the pop up window that appears.



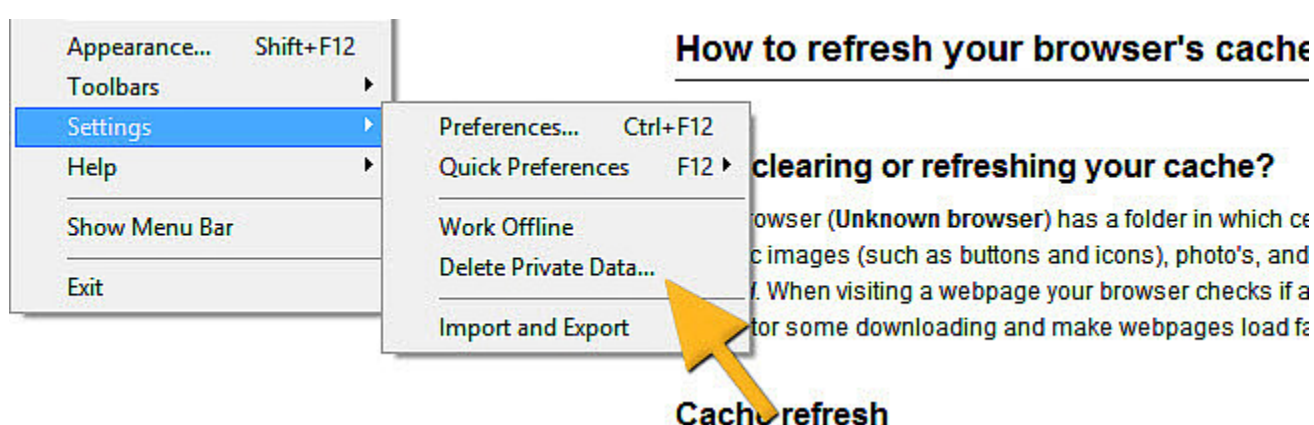
For Opera(pc)

Click on Opera in the top left corner

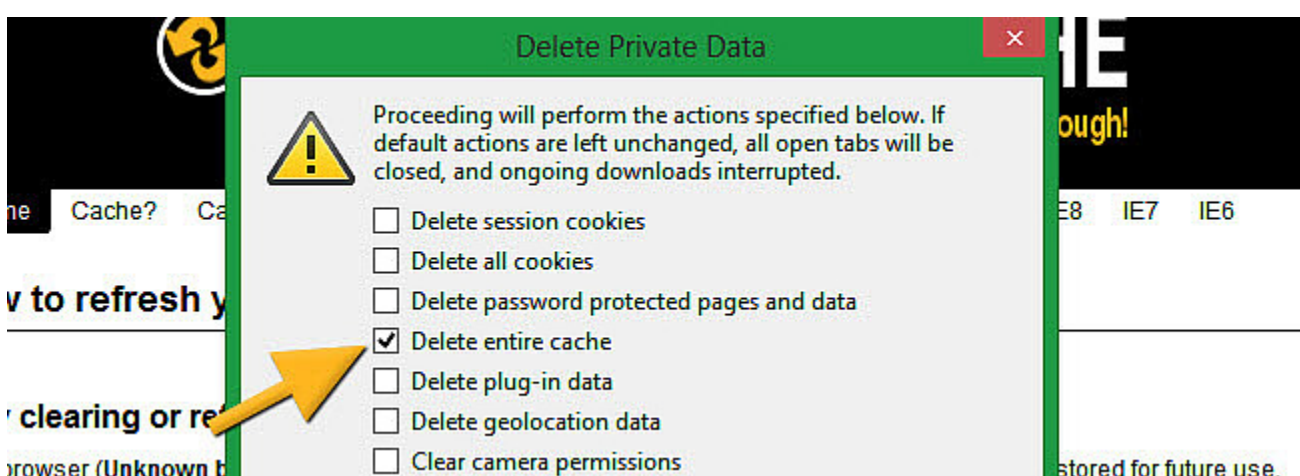


Move the mouse to Settings

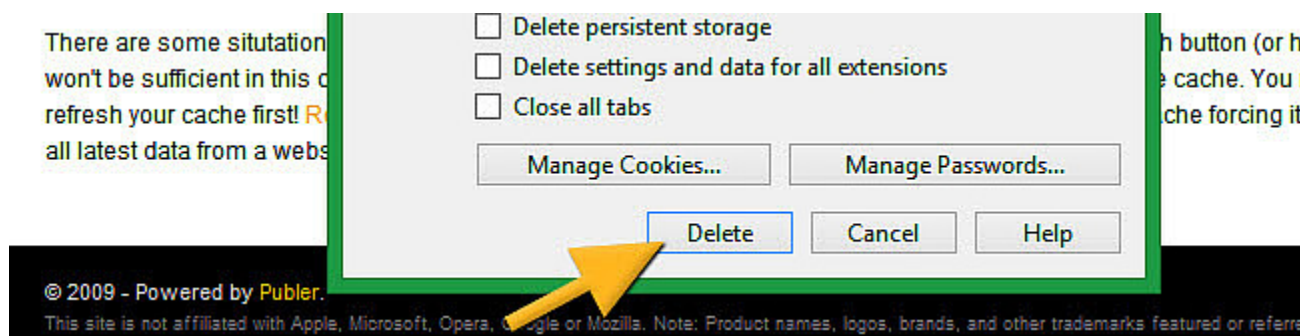
And Click Delete Private Data



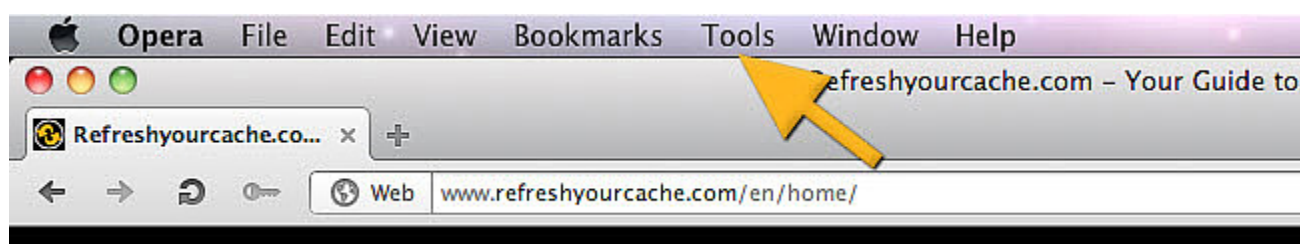
Select Delete entire cache from the list.



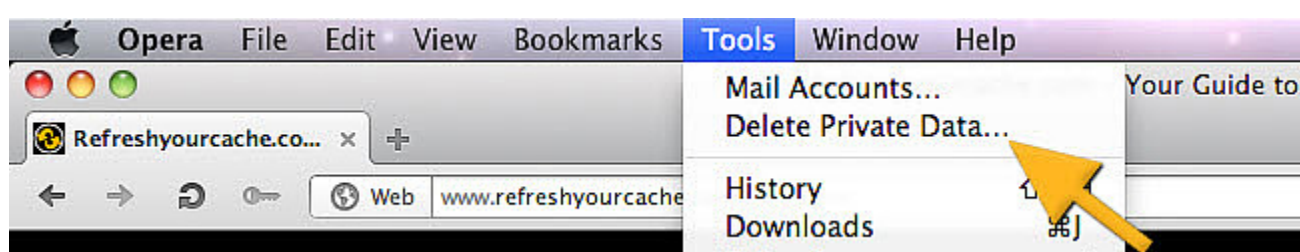
Click on Delete



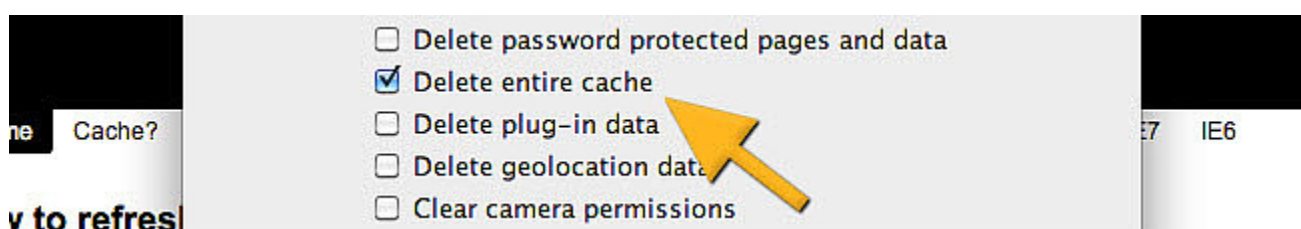
For Opera (mac)
Select Tools from the menu.



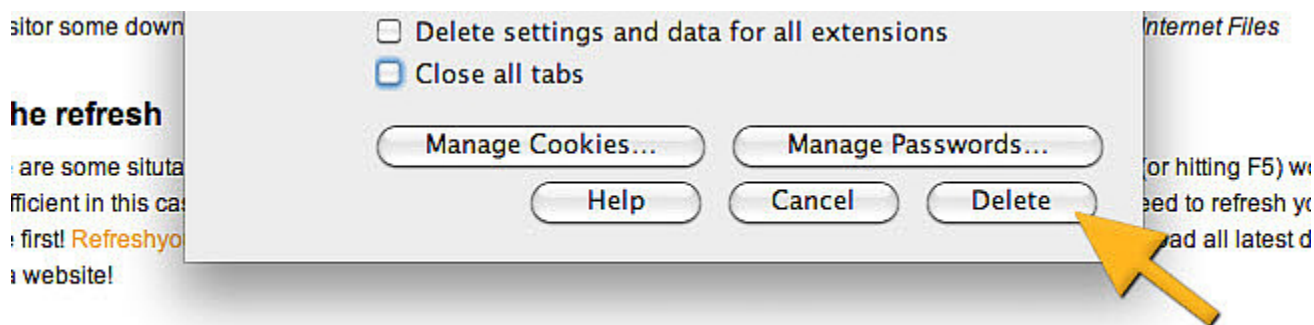
Click on Delete private data.



Select Delete entire cache from the list.



Click on Delete



Please do not use Internet Explorer to view the website, It may cause some of the plugins to behave differently as intended or not to work entirely.

If you still experience the same issues after clearing cache email us at Support@winthediets.com

VIDEOS NOT LOADING

Refresh page

Update browser you are using, check <http://whatbrowser.org/> if you are using the current version of your choice of browser

You may be using a browser not suited for html5 video players try another browser

BROKEN LINK OR ERROR MESSAGES

We may be updating the page and we can only ask for your patience and understanding

IF YOU EXPERIENCE OTHER ISSUES THAT MAY ARISE SEND US AN EMAIL AT

[**SUPPORT@WINTHEDIETWAR.COM**](mailto:SUPPORT@WINTHEDIETWAR.COM)