



VMIA Portal

Why am I seeing an error when I try to access the VMIA portal?

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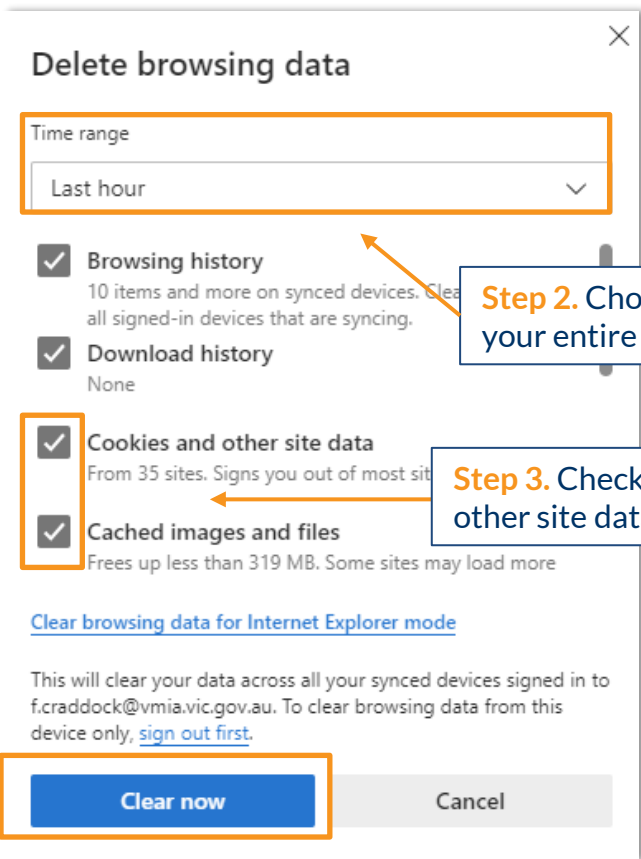
You may receive the following PEGA error message if you click on a link to the VMIA portal that you have bookmarked on your computer. You may need to clear your browser cache in order to access the VMIA portal. The below slides outline steps to clear the cache on your browser if you are using either Microsoft Edge or Google Chrome as your browser. Once you have done so, navigate to the VMIA portal login page via the VMIA website.

A screenshot of the PEGA login page. At the top center is the PEGA logo, which consists of a stylized white horse head profile next to the word "PEGA" in white. Below the logo are two white input fields: the first is labeled "User name" and the second is labeled "Password". Below these fields is a teal "Log in" button. Underneath the button is the text "Trouble logging in?". Below this is a horizontal line with the word "or" centered. At the bottom are three teal buttons, each with a white user icon on the left and text on the right: "Login with External", "Login with Internal", and "Login with okta2".

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Follow the below steps to clear the cache on your browser if you are using **Microsoft Edge**. Once you have done so, navigate to the VMIA portal login page via the VMIA website.

Step 1. Select at the same time on your keyboard, **Ctrl + Shift + Delete**.



Step 2. Choose a time range. To clear your entire cache, select 'All Time'.

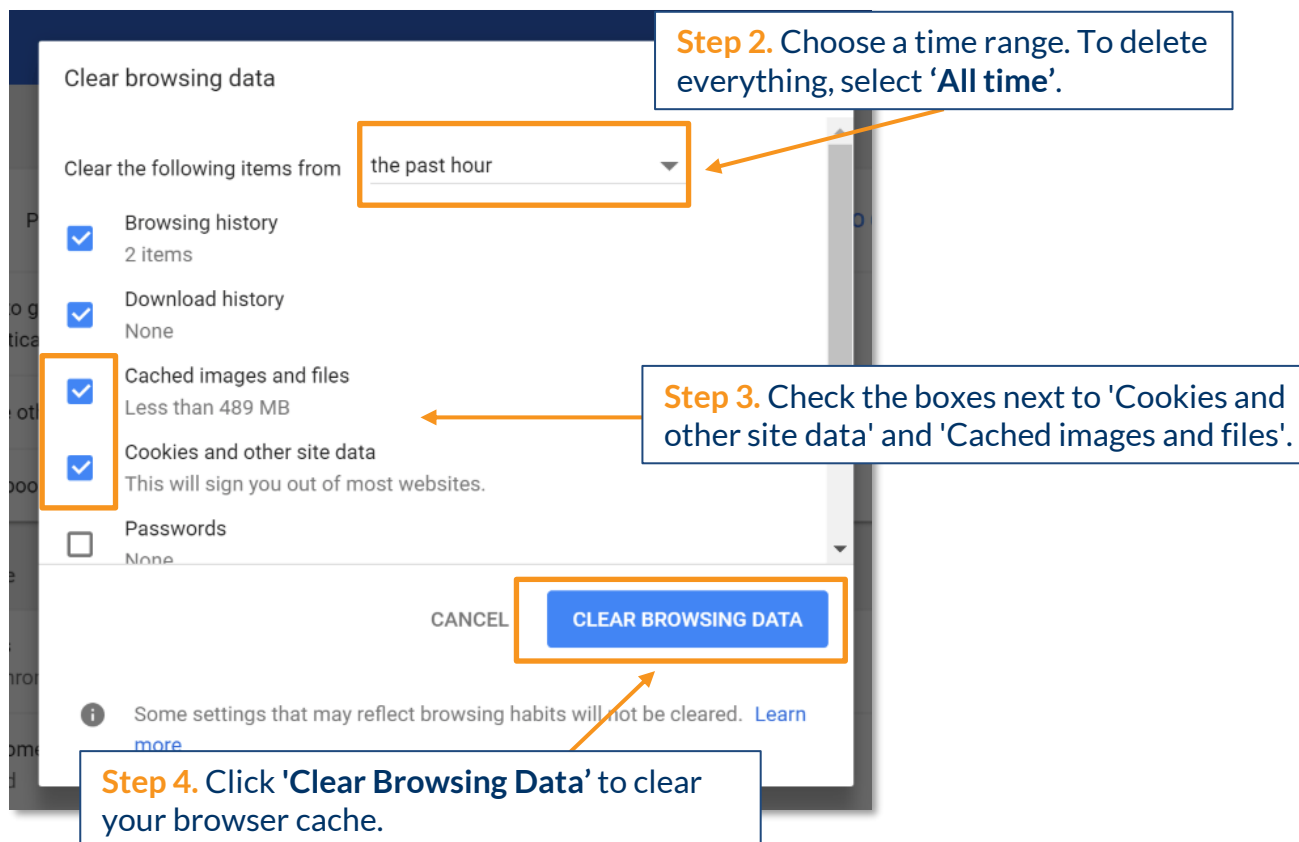
Step 3. Check the boxes next to 'Cookies and other site data' and 'Cached images and files'.

Step 4. Click 'Clear now' to clear your browser cache.

Why am I seeing an error when I try to access the VMIA portal?

Follow the below steps to clear the cache on your browser if you are using **Google Chrome**. Once you have done so, navigate to the VMIA portal login page via the VMIA website.

Step 1. Select at the same time on your keyboard, **Ctrl + Shift + Delete**.



The screenshot shows the 'Clear browsing data' dialog in Google Chrome. The dialog is titled 'Clear browsing data' and has a dropdown menu for 'Clear the following items from' set to 'the past hour'. Below this, there are several items with checkboxes: 'Browsing history' (checked), 'Download history' (checked), 'Cached images and files' (checked), 'Cookies and other site data' (checked), 'Passwords' (unchecked), and 'None'. At the bottom, there are 'CANCEL' and 'CLEAR BROWSING DATA' buttons. A blue information icon and text at the bottom state: 'Some settings that may reflect browsing habits will not be cleared. [Learn more](#)'.

Step 2. Choose a time range. To delete everything, select '**All time**'.

Step 3. Check the boxes next to 'Cookies and other site data' and 'Cached images and files'.

Step 4. Click '**Clear Browsing Data**' to clear your browser cache.