

If you are encountering an error in loading or using Collisions on your laptop, desktop, or Chromebook, please follow the steps below to troubleshoot the issue.

1. Clear your browsing cache and then reopen Collisions.

Chrome	<ol style="list-style-type: none">1. Start Chrome.2. Click the icon in the top right corner of the screen.3. Click More tools > Clear browsing data4. Ensure the Cached images and files checkbox is selected, then click CLEAR DATA.5. When the pop-up disappears, your cache has been cleared.
Firefox	<ol style="list-style-type: none">1. Open Firefox.2. Click on the menu icon (the icon with three horizontal lines) on the top right corner.3. Click on Options.4. Select Privacy & Security in the upper-left corner.5. Scroll down to Cookies and Site Data and select Clear Data.6. Check 'Cached Web Content' and click Clear.
Safari	<ol style="list-style-type: none">1. Open Safari.2. Click Safari in the top navigation menu.3. Select Preferences.4. Click on the Manage Website Data button.5. Click on the Remove All button on the bottom-left.6. When the text in the middle of the window reads, "No Saved Website Data...", you have successfully cleared your cache.

2. Open Collisions in 'Incognito' or 'Private' mode.

Chrome	<ol style="list-style-type: none">1. Start Chrome.2. Click the icon in the top right corner of the screen.3. Click New Incognito Window and start browsing. <i>Alternatively, you can press Ctrl+ Shift + N.</i>
Firefox	<ol style="list-style-type: none">1. Open Firefox.2. Click on the menu icon (the icon with three horizontal lines) on the top right corner.3. In the menu, click on the 'New Private Window' tab and start browsing in Private Mode.
Safari	<ol style="list-style-type: none">1. Open Safari.2. Select File in the menu.3. Select New Private Window (Shift + Cmd + N) and start browsing.

3. Ensure your browser is up to date. If it is not, update your browser and then reopen Collisions.

Chrome	<ol style="list-style-type: none">1. Open Chrome.2. Click the icon in the top right corner of the screen.3. Select Help > About Google Chrome.4. Update Chrome if prompted..
Firefox	<ol style="list-style-type: none">1. Open Firefox.2. Click on the menu icon (the icon with three horizontal lines) on the top right corner.3. Select Help > About Firefox.4. Update Firefox if prompted.
Safari	<ol style="list-style-type: none">1. Click the Apple Menu icon on the top left.2. Open System Preferences.3. Select Software Updates and ensure Safari is up to date.

4. Still not working? Please email Lindsay Plavchak at lindsayp@playmadagames.com.