

Table of Contents

[How do I clear my browser data?](#)

[What do I do if I receive a "Failed to Fetch" error in Microsoft Edge?](#)

[Do I need to have JavaScript installed on my computer to view HSI Blue Ocean Brain content?](#)

How do I clear my browser data?

When having trouble accessing the HSI Blue Ocean Brain (BOB) platform, it can be helpful to clear your browser cache and cookies.

First, we recommend [using this link to clear the Blue Ocean Brain site cache.](#)

If you need to further troubleshoot, we recommend using the respective link for browser-specific steps to clear your browser cache:

- [How to clear browser data using Google Chrome.](#)
- [How to clear browser data using Mozilla Firefox.](#)
- [How to clear browser data using Safari.](#)
- [How to clear browser data using Microsoft Edge.](#)

Note: Internet Explorer 11 is no longer supported as of 03/31/2022. On 06/15/2022, Microsoft began auto-removing it from devices.

What do I do if I receive a "Failed to Fetch" error in Microsoft Edge?

If you're accessing HSI Blue Ocean Brain from the Microsoft Edge browser and you receive a "Failed to Fetch" error on your screen or items on the HSI Blue Ocean Brain site (e.g. the top navigation bar) disappear, you will need to reset your browser settings. To do so:

- In your Edge browser, click the three dots on the top right corner and select Settings.
- Click the Reset Settings tab on the left.
- Click Restore settings to their default values and then click Reset.
- Close your browser. Reopen the browser and then navigate to HSI Blue Ocean Brain.

The HSI Blue Ocean Brain site should now populate normally. If you continue to experience errors, please [email support@blueoceanbrain.com with your name, organization, and a brief description of your issue.](mailto:support@blueoceanbrain.com)

Do I need to have JavaScript installed on my computer to view HSI Blue Ocean Brain content?

Yes, JavaScript is required to view HSI Blue Ocean Brain content.

JavaScript is installed on almost all computers by default, so unless you see an error, you do not need to do anything. If you do not currently have JavaScript installed, please follow the steps in [this article](#), depending on which browser you use.

Note: Internet Explorer 11 is no longer supported as of 03/31/2022. On 06/15/2022, Microsoft began auto-removing it from devices.