

Firefox – Clear Offline Web Content

Description

The Firefox cache temporarily stores images, scripts, and other parts of websites you visit in order to speed up your browsing experience.

Resolution

To resolve this issue, please do the following:

1. In Firefox, click the menu button and choose Options – see Figure 1

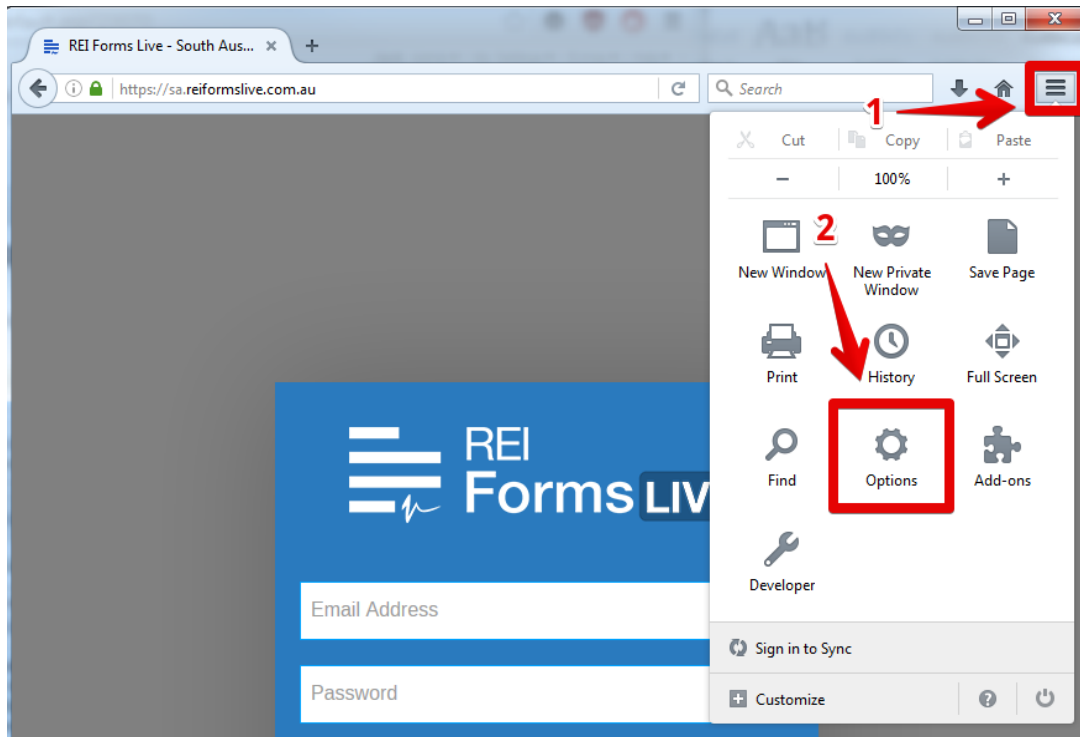


Figure 1 - Firefox Menu

2. Select Advanced – see Figure 2
3. Click the “Network” tab
4. From the list that appears under “Offline Web Content and User Data” select a site name that matches any of the following:
 - *.reiformslive.com.au
 - *.reiformsnow.com.au
 - *.realform.net.au
 - *.dynamicforms.com.au

NB: The asterisk (*) is a placeholder, any text is valid. See Figure 2 for examples.

5. Click the “Remove” Button
6. Click “Remove offline data” – see Figure 3
7. Repeat for any other matching site
8. Close all open Firefox windows

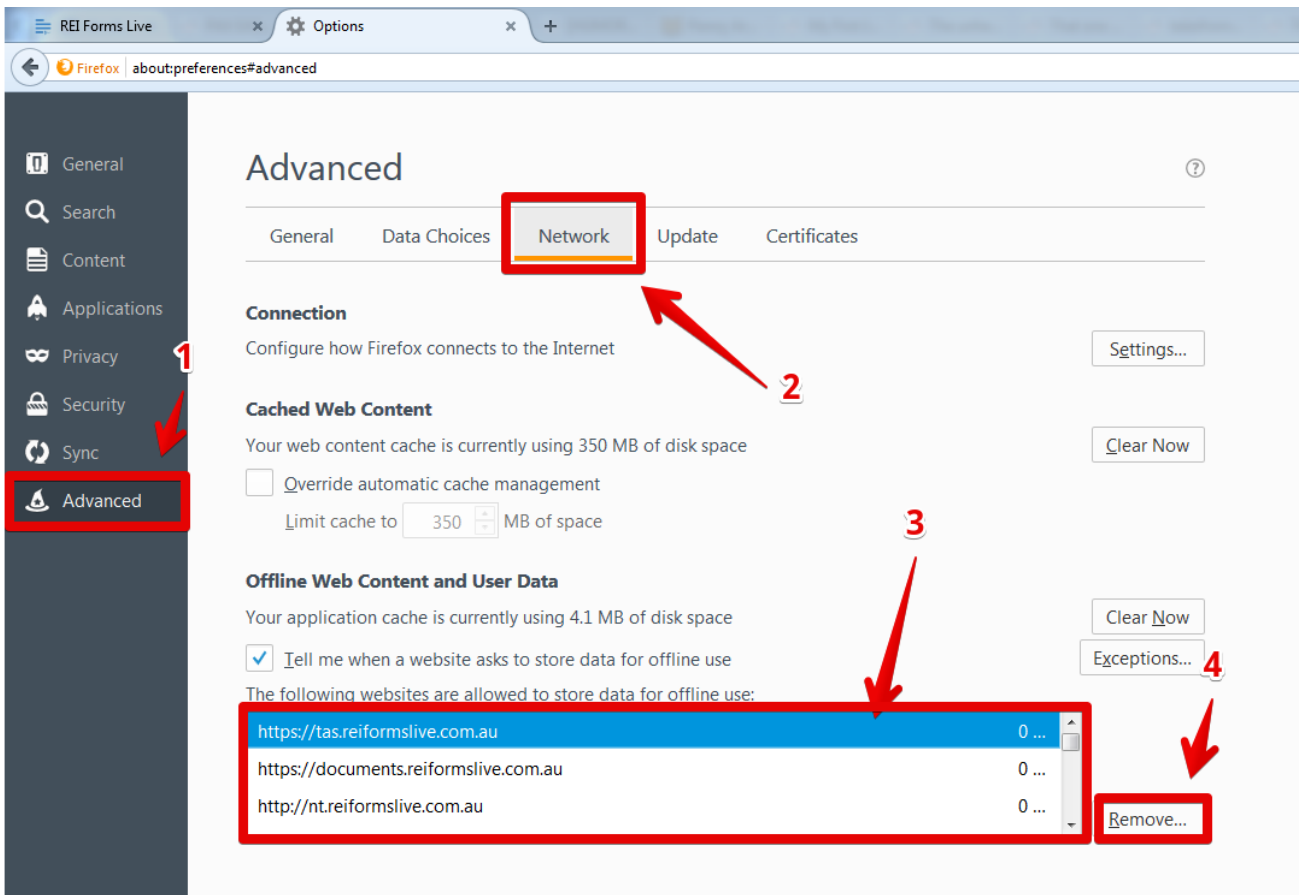


Figure 2 - Firefox Advanced Options

NB: In this example, all three sites should be removed.

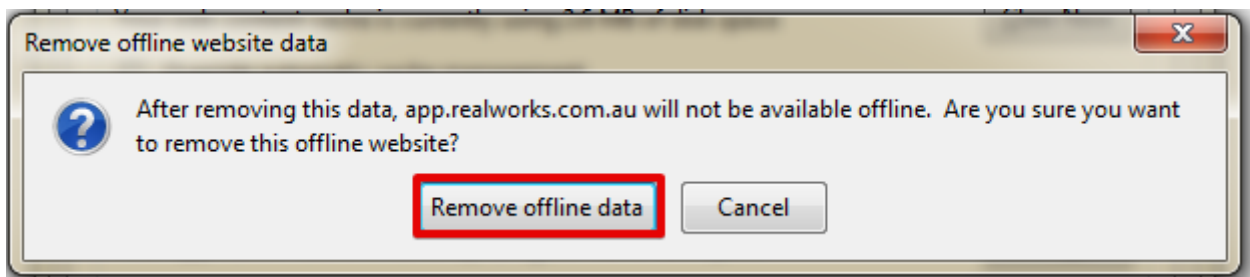


Figure 3 - Remove offline data

You can now reopen Firefox and open your usual REI Forms Live site.

If issues persist, please contact the support team for your state, listed at <https://help.reiformslive.com.au/#support>