

## TRICARE Dental Program (TDP) - My Account Access Issues

Some TDP enrollees have experienced difficulty in accessing the My Account area of the TDP website. To gain access, please follow the steps below, based on your browser type.

Chrome
1. Select the following: Browsing history. Download history. Cookies and other site and plug-in data. Cached images and files
2. Click Clear browsing data
3. Exit/quit all browser windows and re-open the browser

Internet Explorer
1. Select Tools (via the Gear Icon) > Safety > Delete browsing history
2. Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies, then select Delete

Firefox
1. From the History menu, select Clear Recent History
2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything
3. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items

Safari
1. Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences.
2. In the window that appears, click the Privacy tab. Click the button Remove All Website Data
3. Click Remove Now in the pop up window that appears