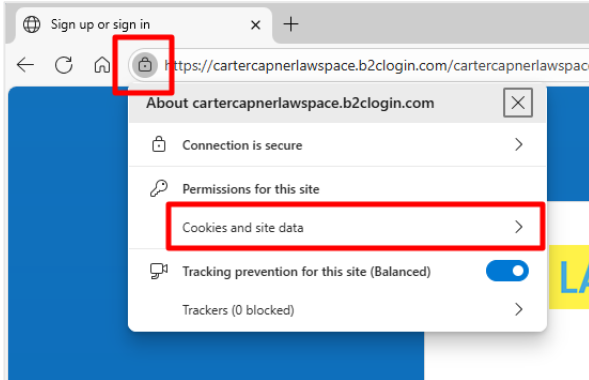


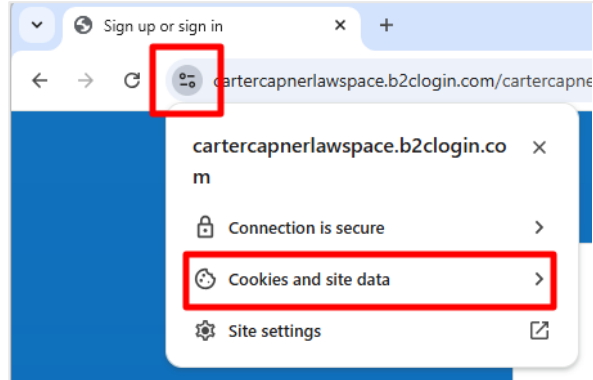
Part 1 – Clearing LawSpace Cookies

1. On the LawSpace login screen (<https://lawspace3.cartercapner.com.au/>), click the Site Information icon in the Address bar, then “Cookies and site data”:

Microsoft Edge:

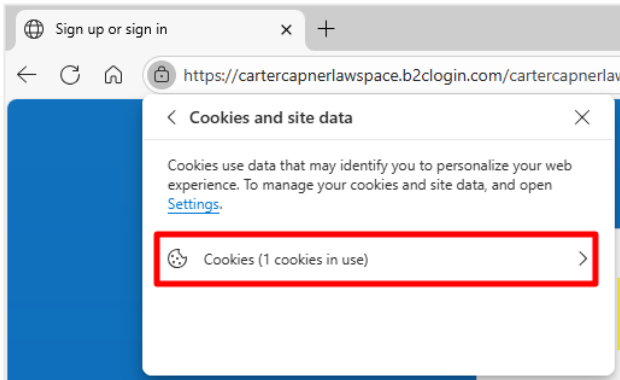


Google Chrome:

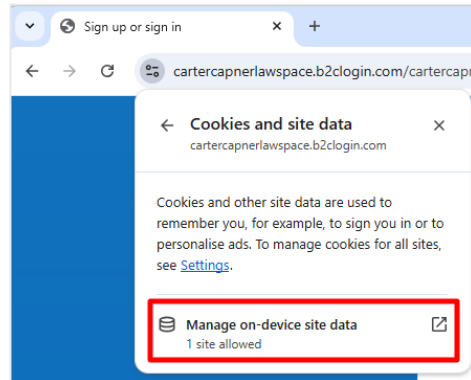


2. Click “Cookies” or “Manage on-device site data”:

Microsoft Edge:



Google Chrome:




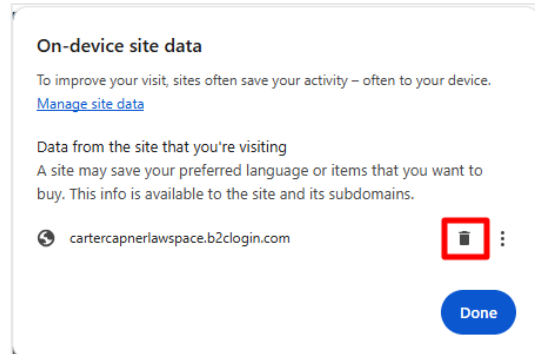
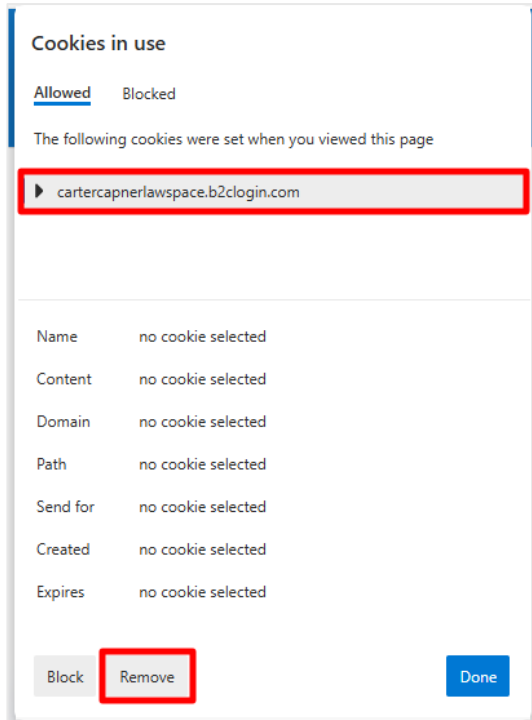
3.

Microsoft Edge:

Select the main cookie heading (e.g. “cartercapnerlawspace.b2clogin.com”) and click “Remove” and “Done”:

Google Chrome:

Click the bin icon  and “Done”:



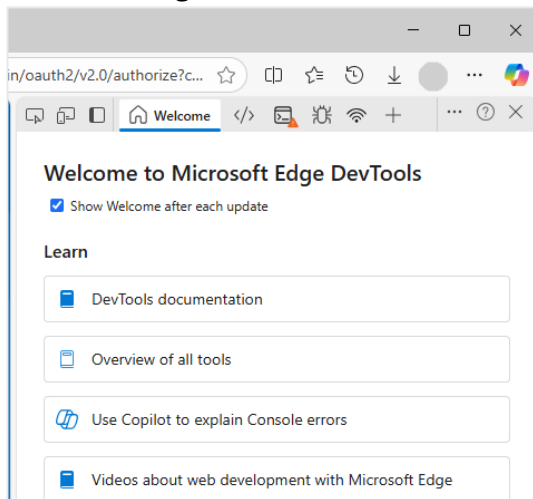
4. Press CTRL + F5 to refresh the webpage and the login boxes should appear.

If you are still encountering a grey/blank screen after completing the steps in Part 1, continue to Part 2 on the next page.

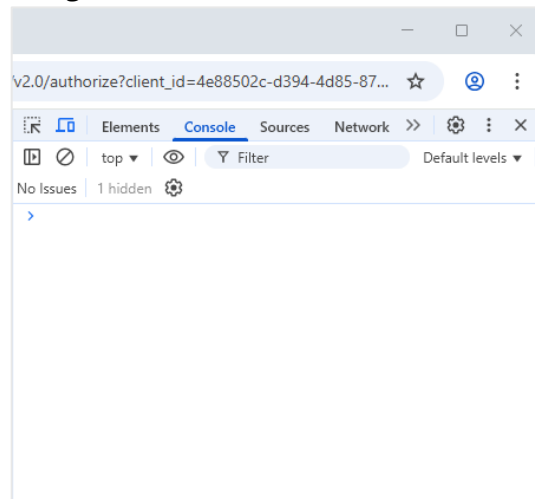
Part 2 – Resetting Application Data

1. Press CTRL + SHIFT + i to open the Developer Tools panel (usually appears on the left side):

Microsoft Edge:

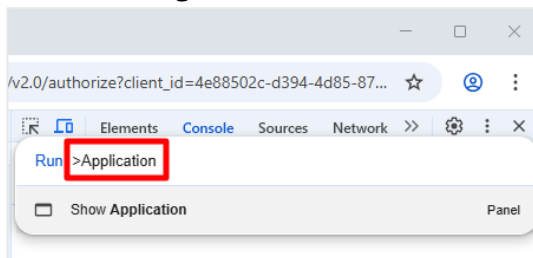


Google Chrome:

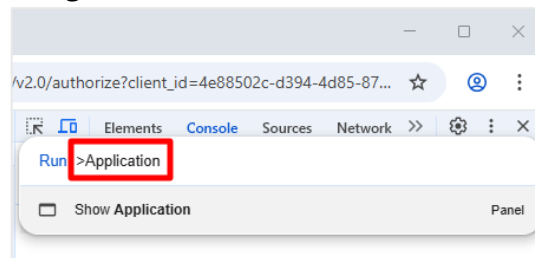


2. Press CTRL + SHIFT + P, type the word "Application" next to the Run command and press Enter:

Microsoft Edge:

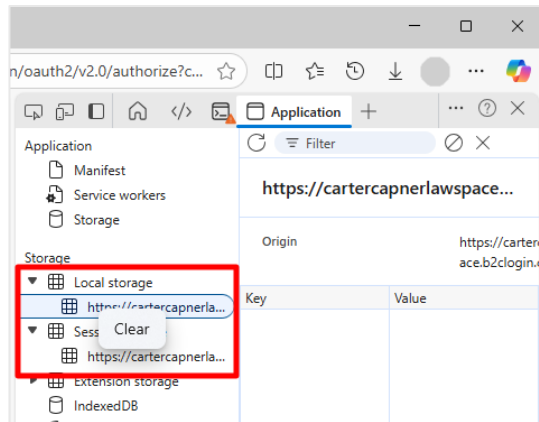


Google Chrome:

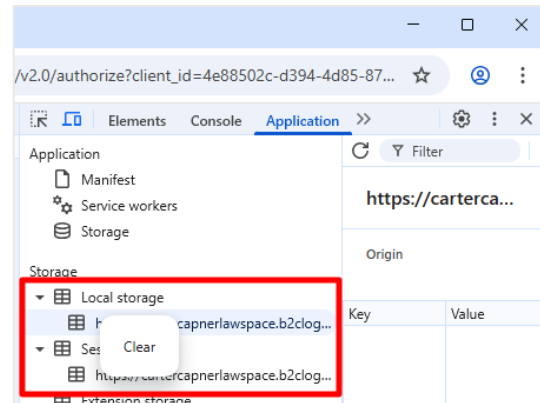


- Expand “Local Storage”, right-click the entry that appears and press Clear.
Expand “Session Storage”, right-click the entry that appears and press Clear.

Microsoft Edge:



Google Chrome:



- Press CTRL + SHIFT + i to close the Developer Tools panel.
- Press CTRL + F5 to refresh the webpage and the login pages should appear.

If you are still encountering a grey/blank screen after completing the steps in Part 2, please contact the LawSpace helpdesk on support@cartercapner.com.au.