

## Topic: theSource Troubleshooting

Have you ever experienced an issue when using theSource and were unsure what to do? Perhaps you previously had access to theSource, but now you are getting an error message. Or, maybe you’ve received another type of error you don’t recognize, or are just experiencing general latency or slowness.

1. The web browser you use makes a big difference. theSource is optimized for **Google Chrome**, so use Google Chrome instead of Internet Explorer.

* Be on the alert when clicking hyperlinks within emails and from other places. Most colleagues have Internet Explorer set as the default browser, so if the link is to a document in theSource, remember to copy and paste the link into Chrome to open it there.

1. Another step in resolving your issue would be to try **clearing your cache** (also known as clearing browsing data).

* For instructions on how to clear your cache, follow the steps outlined in [Clearing Your Cache](file:///C:\Users\NChristian\Downloads\TSRC-PROD-008655).

1. If you are unable to resolve the issue with these steps, you can also refer to [theSource FAQs & Access Log In Troubleshooting Tips](file:///C:\Users\NChristian\Downloads\TSRC-PROD-000829) for additional troubleshooting tips.

* If the issue persists, it may be time to contact your supervisor or the [IT Service Center](https://heartbeat.cvshealth.com/sites/services-support/SitePageModern/386350/contact-it-support-for-help) for additional help.

**** Your next challenge on the quest to becoming a Certified theSource Wizard is to try following the steps to clear your cache and troubleshoot the next time you experience an issue in theSource.

Additional resources:

* [Become a Certified theSource Wizard: Index](file:///C:\Users\NChristian\Downloads\TSRC-PROD-012793).

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