FAQ – After Supplier Portal revamp since August 2023

1. **If you cannot login the Supplier Portal, are you using an old bookmark URL to login?**
   For answer: Yes,
   1) Please stop using the old bookmarked URL;
   2) Clear your browser's cache (Please following the procedure "*Clear browser cache*" in this FAQ according to respective browser)
   3) In future, please access the Supplier Porta via the URL: https://supplierportal.hkjc.com
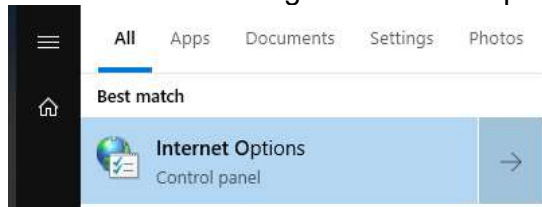
   For answer: No,
   1) Clear your browser's cache (Please following the procedure "*Clear browser cache*" in this FAQ according to respective browser)
   2) In future, please access the Supplier Porta via the URL: https://supplierportal.hkjc.com

2. **If supplier can login to the supplier portal, but it freezes after it.**
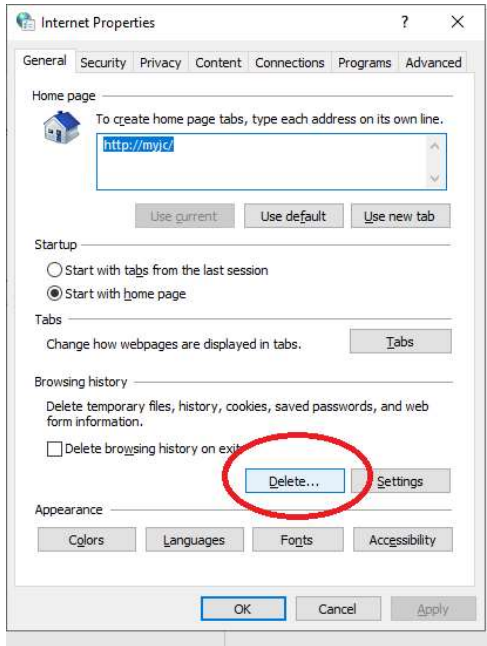   Clear your browser's cache. Please following the procedure – "*Clear browser cache*".

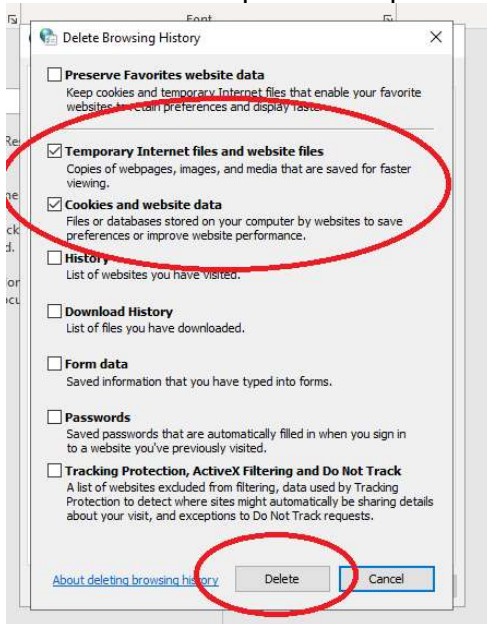**Procedure: Clear Browser Cache**

A) **In Internet Explorer 11**
   1) Open **Internet Explorer 11**, then open it. Follow the following procedure to clear browser cache.
   2) Use Start Menu and go to "Internet Option"

3) Press "Delete" button

4) Choose those 2 options and press "Delete"

5) Close all browser and go to https://supplierportal.hkjc.com

B) In Microsoft Edge

Edge can be set to automatically delete cookies every time the Edge browser is closed:
1) Open Microsoft Edge.
2) In the upper-right corner of the browser, select Settings and more (Alt+F):
3) Select **Settings**, then click on **Privacy & services**.
4) Under *Clear Browsing Data*, select **Choose what to clear every time you close the browser**.

Enable the data that would like to be deleted every time the browser is closed

C) In Chrome

1) On your computer, open Chrome.
2) At the top right, click More ⋮ .
3) Click **More tools** ＞ **Clear browsing data**.
4) At the top, choose a time range. To delete everything, select **All time**.
5) Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6) Click **Clear data**.

D) In Firefox
1) Click the menu button ≡ and select Settings.
2) Select the Privacy & Security panel.
3) In the **Cookies and Site Data** section, click **Clear Data…**.
4) Remove the check mark in front of **Cookies and Site Data**.
5) Close Firefox