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;
- 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,

- 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
- 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

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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 \equiv 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