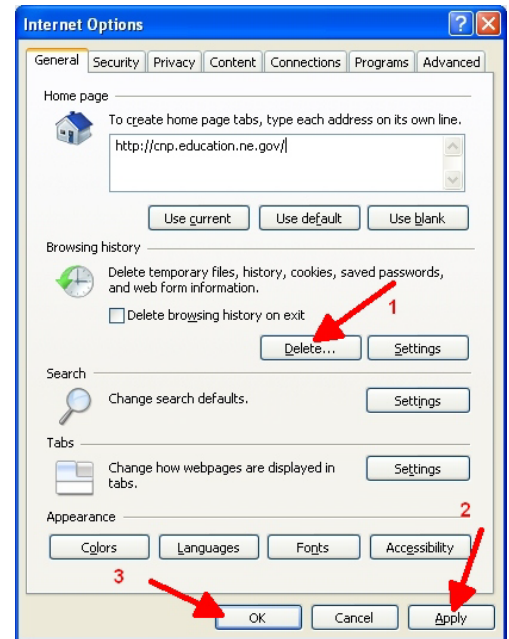
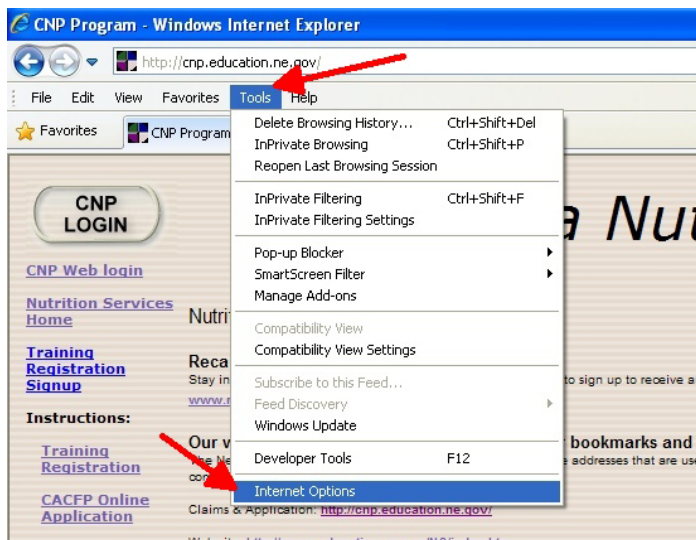


If you encounter an error page when trying to access part of the Nutrition Services site, here are a few steps you can try before calling for help:

1. Please try a "hard refresh." Go to <http://cnp.education.ne.gov/> and when you get the error page either press the **Ctrl and F5** keys at the same time, or hold down the **Ctrl Key** and click the **refresh button** on your internet browser.
2. If Control-Refresh (Ctrl-F5) doesn't work, the next step is to exit your browser, close all browser windows, and then restart the browser. Then retry what you were doing when the error occurred.
3. Check the URL in the address bar. If the URL indicates you are looking at an error page, then it doesn't matter how many times you refresh the page, you're still going to get the error page. However, if the URL is normal, then refreshing the page should help.



4. If you continue to experience errors, please try clearing your Internet cache and then access the CNP site again.
  - a. On the Browser Menu Bar (Second Row down from top) click on **TOOLS | OPTIONS or TOOLS | INTERNET OPTIONS.**
  - b. Find the tab that has **CLEAR HISTORY, CLEAR COOKIES, and CLEAR INTERNET FILES** or words to that effect.
  - c. Clear your entire internet. In Internet Explorer 8 you should get the above window after choosing **TOOLS | INTERNET OPTIONS.**
5. If the error continues to exist - try closing ALL programs and do a **COLD BOOT** (Turn off you machine - wait ONE (1) full minute and then restart your machine and then open your browser and see if the error is gone.
6. If all else fails - try using a different machine and see if the error continues from someone elses computer.
7. Email: [Howard.Camp@Nebraska.gov](mailto:Howard.Camp@Nebraska.gov) and describe what is happening.
8. Last resort: Call **Howard - 402-471-3655.**