

Steps to take if you're having trouble logging into mdrao.ca

MDRAO.ca works best on Chrome, Firefox and Safari. We recommend using one of these browsers for an optimal user experience. If you are still having issues, please see below.

Force Refresh

A force refresh or reload will cause the browser to re-check with the web server to make sure it has the latest copy of the web page you are viewing. Here are keyboard shortcuts for force refreshing your browser:

- **Windows:** Ctrl + F5
- **Mac/Apple:** Apple + R or Cmd + R
- **Linux:** F5

Clearing Your Browser Cache

If you are experiencing problems displaying pages, clearing the browser cache is a good first step to try to resolve the issue.

Each time you access a web page, your web browser stores a temporary copy of the files needed to display the web page to you. Those temporary files are called the browser cache. If your cache is not updating properly or if it's stuck, you could be viewing an older version of the site. If you clear the cache, this will force your browser to fetch all of the files for a website again, so you will see the most recent version of the page.

Instructions for clearing your browser cache will be different for each browser and version.

- [Firefox](#)
- [Chrome](#)
- [Internet Explorer](#)
- [Edge](#)
- [Safari](#)
- [Opera](#)

Clearing Cookies

WordPress requires the use of [browser cookies](#) in order to work properly. If you have trouble with some sections of your site, you may wish to check to make sure you have [cookies enabled](#).

If you can't clear out your username/password from showing up in the browser when you try to log in, you may need to clear your mdrao.ca-specific cookies. Generally, unless you have privacy concerns, we would *not* recommend that you clear all browser cookies, as that will affect your experience using other websites.

- [Firefox](#)
- [Chrome](#)
- [Internet Explorer](#)
- [Safari](#)
- [Opera](#)

Reset Your Password

Click the “Lost Password” link under the login box and follow the instructions to change your password. You will receive a password reset email. If you don't see the email, check your junk mail folder.

Contact Us

If you still need assistance, please contact the MDRAO Office at admin@mdrao.ca.