Due to the high amount of data entered/updated in our Portal on a daily basis, you may have issues sometimes viewing your samples or fleet online. We suggest clearing your cache/cookies/internet history.
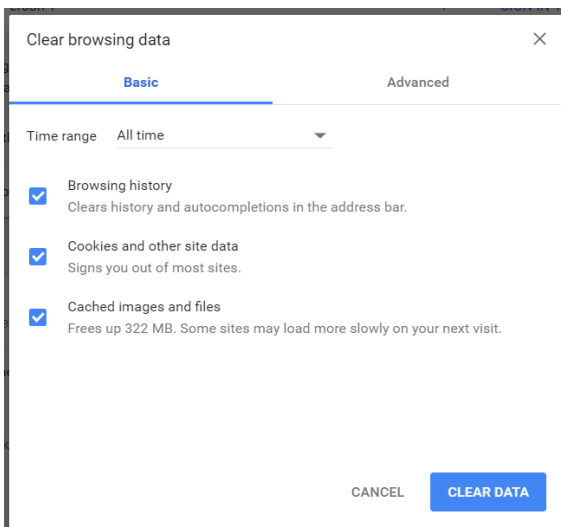
If you are using Internet Explorer:

- Hit CTRL+SHIFT+DELETE and this window should display.
- Uncheck favorites or passwords if you do not want these deleted.
- Hit 'Delete', close the window, reopen and login again
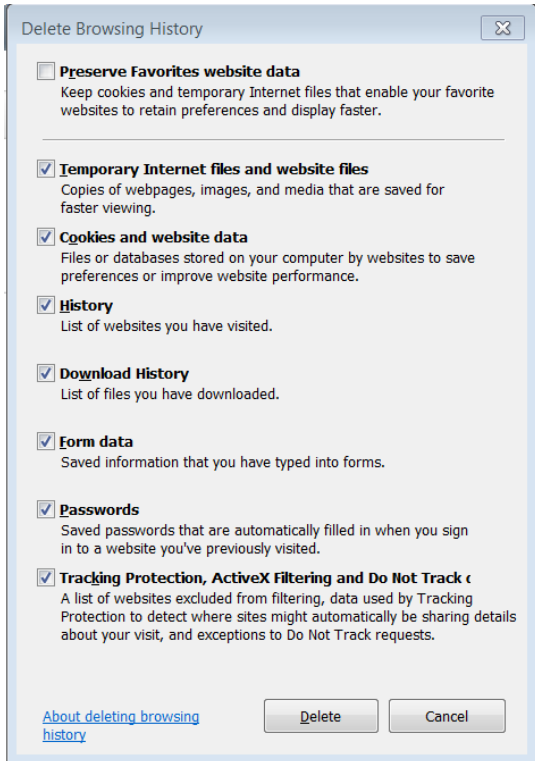

If you are using Google Chrome:

- Hit CTRL+SHIFT+DELETE and this window should display.
- Uncheck favorites or passwords if you do not want these deleted.
- Ensure Time Range is set to "All time"
- Hit 'Clear Data', close the window, reopen and login again

If you are using Mozilla Firefox:

- Hit CTRL+SHIFT+DELETE and this window should display.

- Uncheck favorites or passwords if you do not want these deleted.

- Ensure Time range to clear is set to "Everything"

- Hit 'Clear Now', close the window, reopen and login again
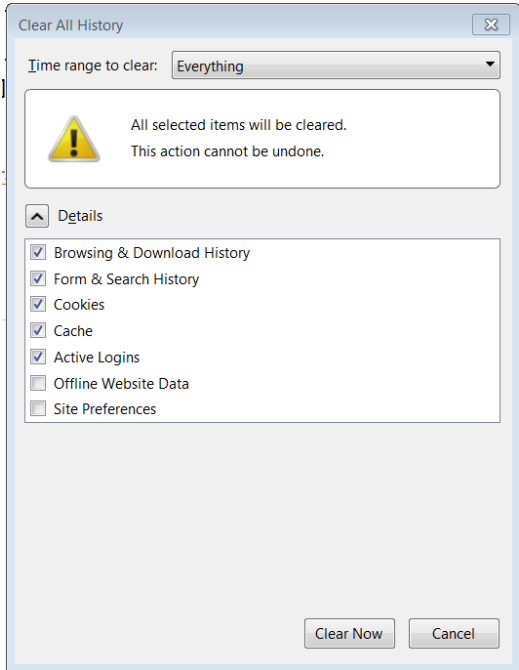
If none of these processes work for you, please contact oilsupport@finning.com