

Page stuck on "Initializing the application..."

If the page remains stuck on *Initializing the application...* and the loading indicator doesn't move after one or two minutes, try to clear the cache of your web browser with the instructions below. Alternatively, you may try from another web browser or from a private window.

Please reach out to it-support@cigp.com if the issue persists after clearing the cache.

Microsoft Edge:

1. Open Edge and click on the three dots (menu) in the top-right corner.
2. Select Settings.
3. Go to Cookies and site permissions.
4. Click on Manage and delete cookies and site data.
5. Select See all cookies and site data.
6. Use the search bar to find **cigp.com**.
7. Click on the arrow next to the site name to expand the details.
8. Click the trash bin icon to delete the data for that site.

Google Chrome:

1. Open Chrome and click on the three dots (menu) in the top-right corner.
2. Select Settings.
3. Go to Privacy and security.
4. Click on Cookies and other site data.
5. Scroll down and click on See all site data and permissions.
6. Use the search bar to find **cigp.com**.
7. Click on the trash bin icon next to the site name to delete its data

Safari (iOS):

1. Open the Settings app.
2. Scroll down and tap on Safari.
3. Tap on Advanced at the bottom.
4. Tap on Website Data.
5. Use the search bar to find cigp.com
6. Swipe left on the site name and tap Delete to clear the cache for that site.

Safari (Mac):

1. Open Safari and click on Safari in the top menu bar.

2. Select Preferences.
 3. Go to the Privacy tab.
 4. Click on Manage Website Data.
 5. Use the search bar to find cign.com
 6. Select the site and click Remove to clear the cache for that site
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