

First Steps

Contractors Using the MyLCM System Seattle Housing Authority (SHA) projects

Step 1 – Registering in to the MyLCM System:

Go to: <https://app.mylcm.com>

If you have ever registered in MyLCM, regardless of the agency, you do NOT need to register again. Simply login using the same username/password as before and go to Company>Manage Company to 'Add Agency' of 'Seattle Housing Authority (SHA)'. Any problems doing so, please contact support @ lcm-support@hillintl.com.

All other users click the 'Register' button to continue.

A screenshot of the MyLCM login interface. It features a blue header with the word "Login" in white. Below the header are two input fields: "User Name:" and "Password:". The "User Name:" field is bolded. Below the input fields is a grey "Login" button. Underneath the button is a blue link that says "Forgot your password?". At the bottom of the form area are two more blue links: "Register" and "Help for New User".

Enter all mandatory fields (**in bold text**)

You will need to select 'Seattle Housing Authority (SHA)' as the Agency you will be working for.

Your company only should register once, regardless of the # of projects you will work on for SHA.

First Steps

Registration Form (please note that the field with bold label is required)

Agency: Seattle Housing Authority (SHA) Company Name/ Legal Entity Name: Test Company Address: 190 Seattle Drive Address Contd: Country: <input checked="" type="radio"/> USA <input type="radio"/> Canada State: WA City: Seattle Zip: 98109	Tax Payer ID: 12-3456789 Phone: 206-555-1212 (111)123-4567 / with ext. (111)123-4567-890 Alternate Phone: Fax: 206-615-3456 State Employer ID: State License Board No.: Workers Comp Carrier: Doing Business As:
Contact Information Last Name: Doe First Name: John Title: President	Direct Phone: 206-615-3472 Call Phone: Email Address: JDoe@test.com
Company Information Business Structure: <input checked="" type="radio"/> Corporation <input type="radio"/> Limited Liability Company <input type="radio"/> Partnership <input type="radio"/> Limited Liability Partnership <input type="radio"/> Joint Venture <input type="radio"/> Individual <input type="radio"/> Other Business Type: <input type="radio"/> Consultant <input checked="" type="radio"/> Contractor <input type="radio"/> Trucker <input type="radio"/> Supplier <input type="radio"/> Manufacturer <input type="radio"/> Other business Type	
Certified Information Is Your Company DBE, MBE or WBE Certified? <input checked="" type="radio"/> Yes <input type="radio"/> No Ownership Code: <input type="radio"/> DBE <input type="radio"/> MBE <input type="radio"/> WBE	
Your User Name and Password User Name: JDoe@test.com Password: ***** Confirm Password: ***** Security Question: Dog's Name Security Answer: Spot	

When first registering in MyLCM, all highlighted fields need to be added. (See Above)

Make sure your **email address** is spelled correctly; it will be your username.

Password should contain at least 8 characters, with one of those being a special character (i.e. ! @ * , etc.).

Example: contractor!

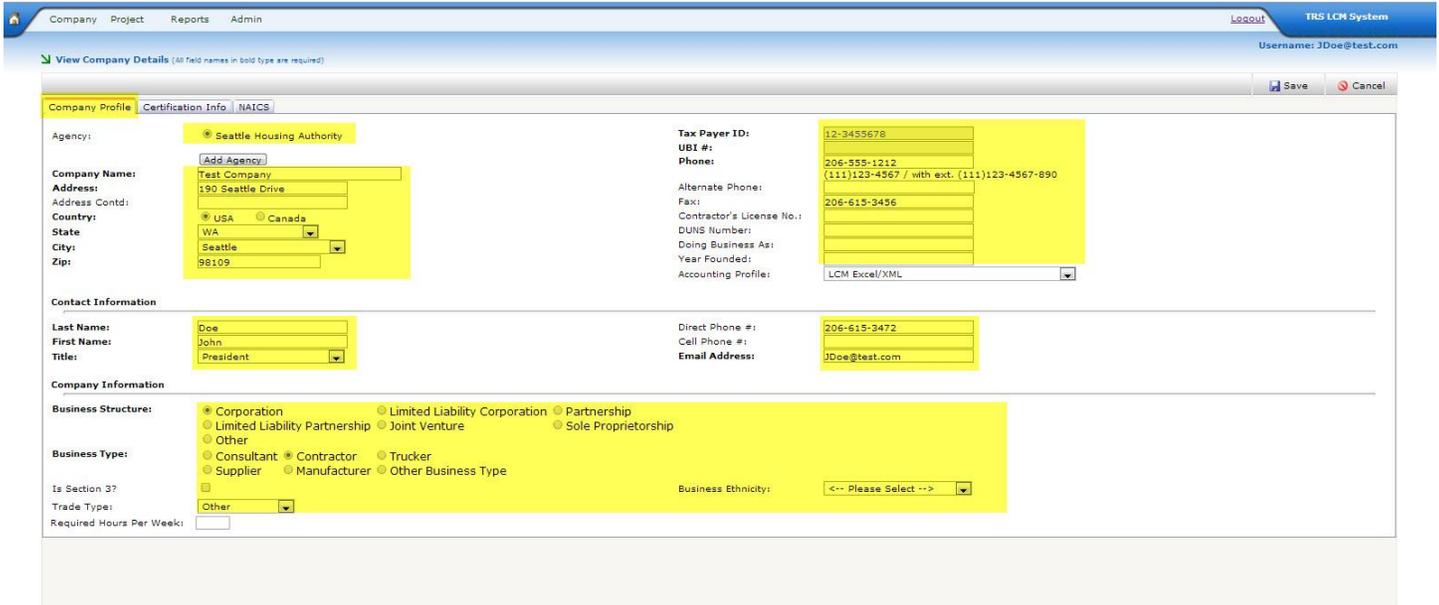
Once you register, you will not see projects until you have contacted whomever your contract is with to let them know you have registered and can be assigned to the project. If you are the Prime contractor, SHA will assign you. If you have subcontractors of your own, you will assign them (discussed in Step 7).

Note: Once you have been assigned to a project, the 'Help' menu will appear and you may view the Contractor's user manual.

Once registered in MyLCM go into project and update company information. You can update this information by going to Company>Manage Company.

First Steps

**** All highlighted fields are required as a Seattle Housing Authority contractor.**



Company Profile

Agency: Seattle Housing Authority

Company Name:

Address:

Address Contd:

Country: USA Canada

State:

City:

Zip:

Contact Information

Last Name:

First Name:

Title:

Direct Phone #:

Cell Phone #:

Email Address:

Company Information

Business Structure: Corporation Limited Liability Corporation Partnership Limited Liability Partnership Joint Venture Sole Proprietorship Other

Business Type: Contractor Trucker Consultant Supplier Manufacturer Other Business Type

Is Section 37:

Trade Type:

Business Ethnicity:

Required Hours Per Week:



View Company Details

Company Profile **Certification Info** NAICS

Is Your Company?

MBE Certified

WBE Certified

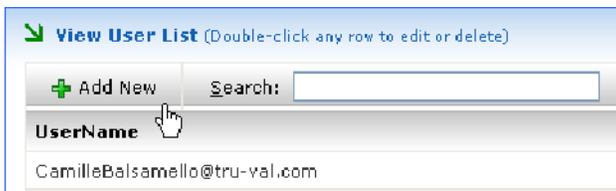
DBE Certified

Small Business

While waiting to be assigned to the project there are setup steps that can be completed for your company:

Step 2 - Adding additional Users:

To add any additional users necessary for your company, from the 'Admin' menu, select 'Manage Users'. On the User List screen, click the 'Add New' button.



View User List (Double-click any row to edit or delete)

Search:

UserName
CamilleBalsamello@tru-val.com

First Steps

Select the applicable role for the user – Data Entry, Submitter, or Company Admin.

*Note: Anyone submitting CPR's will need to upload a cropped .jpg of their signature
See Appendix 1 of the User Manual for further information.*

Supply a user ID (enter email address), password, security question/answer, and user's full name/title. These fields are mandatory for all users.

The user can then login and go back to 'Admin'>'Manage Users' to update their password and security information.

Step 3 - Manage Company Classes and Crafts:

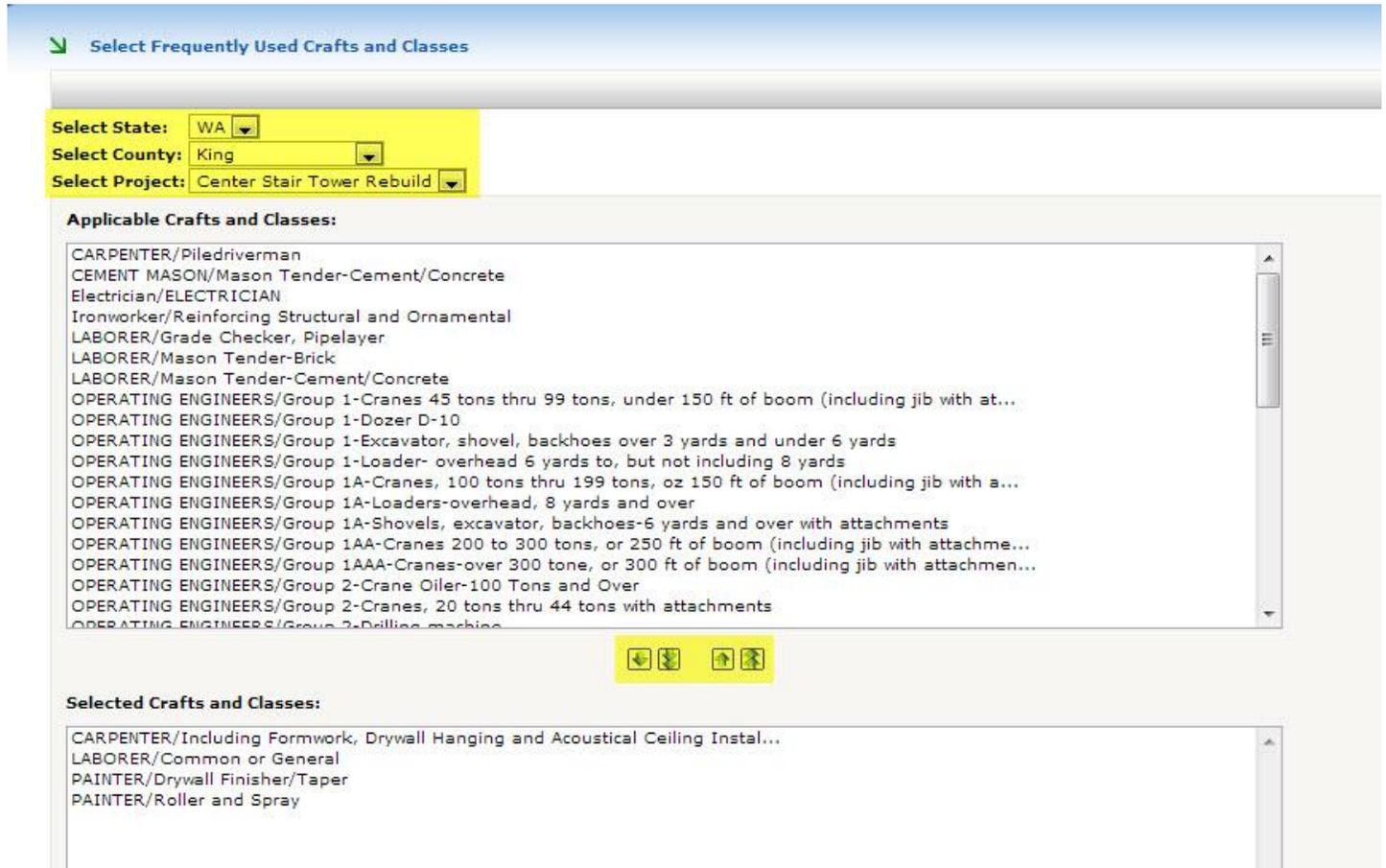
Note: If you are not yet assigned to a project, proceed to step 4 and come back to this step once you are assigned.

From the 'Company' menu select the 'Manage Company Classes and Crafts' option.



First Steps

Select the State, County, and Project:

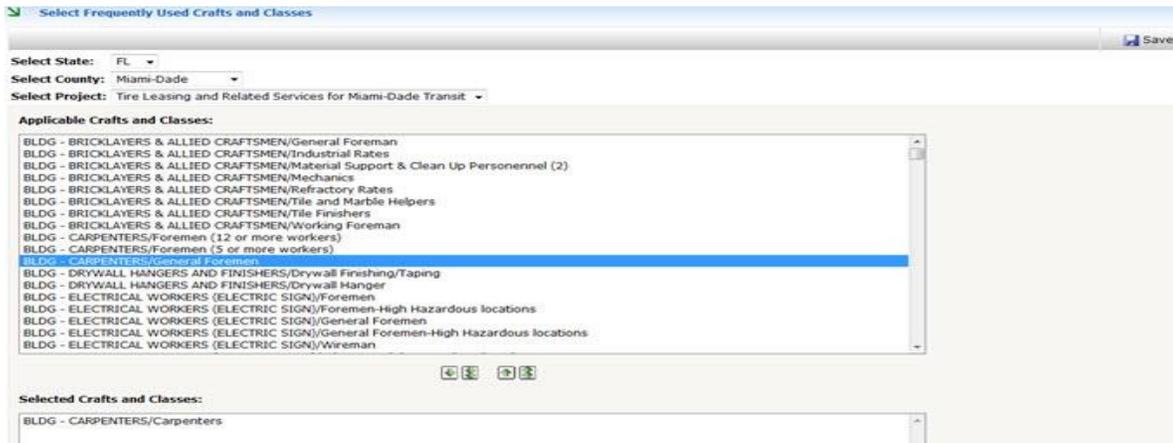


This will list all of the applicable crafts and classes for the specified project.

From the “Available Crafts and Classes” table above, highlight only the applicable craft(s)/class(es) that pertain to your employee(s) and click the “

Note: To select multiple crafts, hold the “Ctrl’ key and select the crafts and classes.

First Steps



Once all the crafts needed are selected, Click 'Save' in the top right hand corner.

Step 4 - Manage Employees:

From the 'Company' menu, select 'Manage Employees' to enter all of the employees working on the project.



Click on 'Add New' to add an employee, or double click an existing employees name to edit.



First Steps

A new screen with multiple tabs will appear.

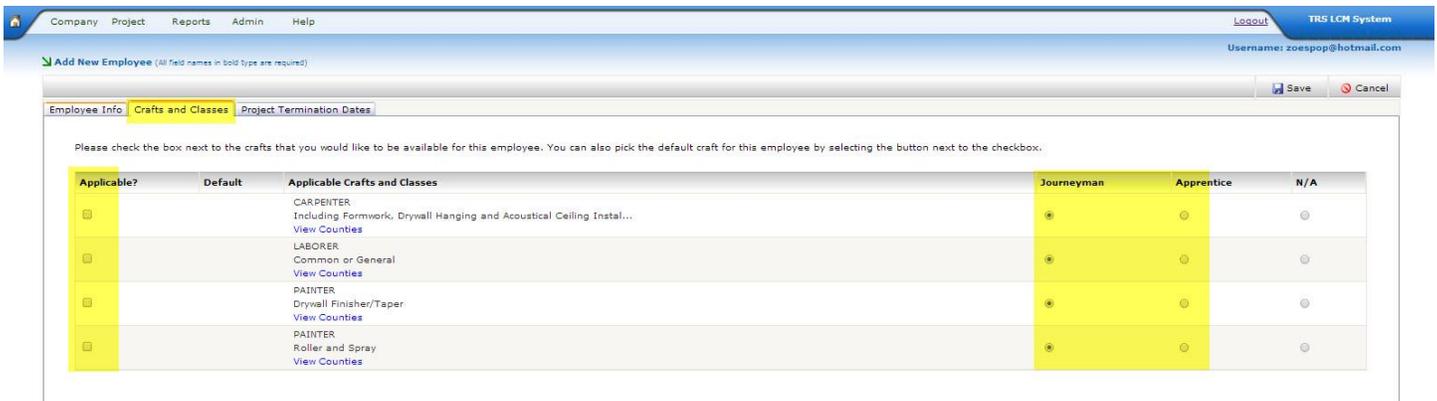
- Employee Information
- Craft and Classes
- Project Determination Dates
- Documents (For existing employee profiles)



Note: All highlighted fields are mandatory fields per SHA.

Complete the 'Employee Info' tabs required fields. If you have done Step 3, click on the 'Crafts and Classes' tab to select the job class(es) that this individual works.

*If you have not done Step 3, click 'Save' to save employee data now. Once the crafts and classes are selected in Step 3 you can then return to the 'Crafts and Classes' tab for your employees to select.



Applicable?	Default	Applicable Crafts and Classes	Journeyman	Apprentice	N/A
<input type="checkbox"/>		CARPENTER Including Formwork, Drywall Hanging and Acoustical Ceiling Instal... View Counties	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>		LABORER Common or General View Counties	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>		PAINTER Drywall Finisher/Taper View Counties	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/>		PAINTER Roller and Spray View Counties	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Note: Each employee can have several applicable crafts, but only one default chosen.

First Steps

After completing the employee information and crafts and classes information, click 'Save'.

Repeat these steps for each employee that needs to be added to the system. Additional employees may be added at any time during the project.

Note: Employees cannot be deleted from the system, but their status can be changed to disabled in their employee profile when necessary.

The Project Termination tab is used for the End Date of the project the employee is working on. This option will allow you to set the date that the employee will no longer be working on a project. This can be set for each project the employee works on. Once the date has been entered and that date has been reached, that employee will no longer be an option in the data entry screen for your certified payrolls for that specific project.



The screenshot shows the 'Add New Employee' form in the MyLCM system. The 'Project Termination Dates' tab is selected. The form has two columns: 'Project' and 'Termination Date'. The 'Project' column contains the text 'Center Stair Tower Rebuild'. The 'Termination Date' column contains a date input field with a calendar icon to its right.

Step 5 - Adding Fringe Benefit Packages:

In addition to the basic hourly rate, contractors are generally required to pay fringe benefits either to an employee directly (in cash) or to funds on the employee's behalf. The application has a set of standard fringe benefit categories (such as health & welfare, training, and vacation) as well as fields for other benefit types.

Fringe Benefit Packages – these are project specific compensation packages for a particular group of employees on the project.

First, from the 'Company' menu click 'Manage Fringe Benefit Plan/Fund Programs'. These are the plans or funds you pay to on behalf of your employees.

Click 'Add New', and enter the plan/fund name and click 'Save'. Repeat as necessary.

First Steps

Next, from the 'Company' menu click 'Manage Fringe Benefit Package'. This will open the Manage Fringe Benefit Package screen.



The Benefit Package Summary screen will open.



Click the 'Add New' button to create a new Fringe Benefit Package for this project.

Note: You can create as many Fringe Benefit Packages that are needed, based on how you pay your employees.

Provide a name to describe the Fringe Benefit Package. This is named so that you know who the package is for i.e. Carpenters.

You can enter the hourly rate. If you have a group of employees who receive the same fringes but different hourly rates, you can choose to leave the hourly rate blank and enter it during the Certified Payroll data entry.

If you pay cash in lieu of fringes enter that amount in the 'Cash in lieu of Fringe Benefits' field (this amount will be added to the Basic Hourly Rate on the data entry screen). Provide the hourly fringe benefit amounts for each applicable plan/fund for this package.

For each benefit type where an amount is entered you must choose the fund it is paid to from the Fringe Benefit Plan dropdown menu.

Review to ensure that all the information is complete/correct and then click 'Save'.

First Steps

Step 6 - Defining Fringe Benefit Package Associations:

For the Fringe Benefit Packages that have been created, you will need to define Fringe Benefit Package associations. This allows users to link Fringe Benefit Packages to particular crafts and/or employees for defaulting purposes (saving time on data entry).

To define Fringe Benefit Package associations go to the 'Company' menu and select 'Manage Fringe Benefit Packages' (if you are not there already from the previous step). This will open the Manage Fringe Benefit Package screen.



Locate the Fringe Benefit Package for which you want to define associations and click the 'Define Association' link to the right.

Package Name	Effective Date	Expiration Date	
Brick Package 1	10/1/2008 12:00:00 AM	9/30/2009 12:00:00 AM	Define Association
Brick Package 2	10/1/2008 12:00:00 AM	9/30/2009 12:00:00 AM	Define Association

This will direct your web browser to the Define Associations screen.

The Define Associations screen is divided into two columns. The column on the left lists all of the company identified crafts and classifications. The column on the right lists all of the employees stored in the application. Select all employees and/or crafts that will default to this Fringe Benefit Package by checking the box next to the name and click 'Save'.

Note: Individuals can belong to multiple packages if they work multiple classifications.



First Steps

Step 7 - Assigning Subcontractors (If Applicable):

Each tier of contractors is assigned by whomever their contract is with.

If you have subcontractors, you will be the one to assign them to the project. If they have subcontractors of their own they would be the one to assign them, etc.

Select the project you need to assign subcontractor(s) to via 'Project>Select Project'.

Then from the 'Project' menu select 'Assign Subcontractor'.

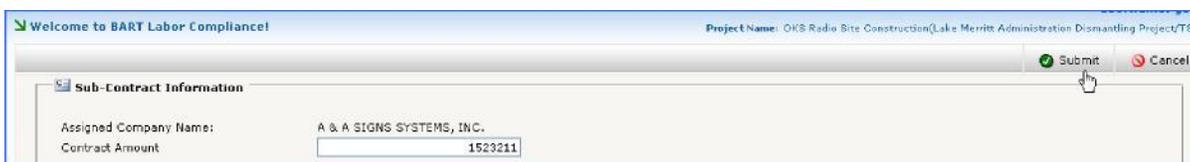


A new screen will appear showing a list of available subcontractors and a list of assigned contractors.



Note: If a subcontractor does not appear on the left, and they are not already assigned on the right, that means either they have not yet registered in the MyLCM system or have not added SHA as the agency (See Step 1).

To assign, click the 'Assign' link next to their name. Enter the contract value into contract amount box and click 'Submit'.

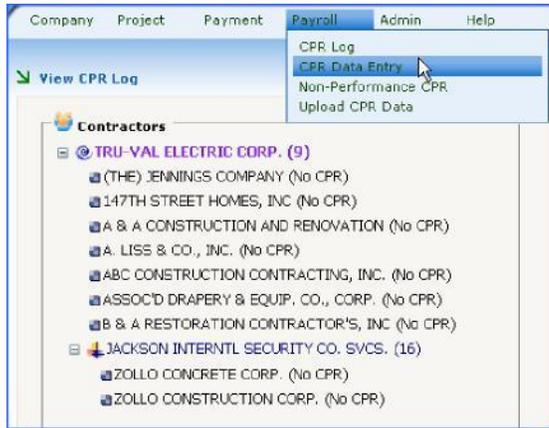


The contractor will be able to see the project as soon as they are assigned.

Step 8 - CPR Submittal Process: Contractors must submit weekly (See Step 9 for weeks no work is performed).

First Steps

Select a project via 'Project>Select Project', then from the 'Payroll' menu scroll down and select 'CPR Data Entry'.



Select the weekending date of the CPR.

Note: Once the initial CPR report weekending date is selected, the system will go weekly consecutively from that date.

Select the employees that worked on the project this week by clicking on the box to the left of their name.

CPR Week Ending Date:

Employee Name	No. of Classifications
<input checked="" type="checkbox"/> Bloor, Steven SB	<input type="text"/>
<input checked="" type="checkbox"/> Cunningham, Alan	<input type="text"/>
<input type="checkbox"/> Daniels, Ryan	<input type="text"/>
<input type="checkbox"/> Heller, Frederick	<input type="text"/>
<input checked="" type="checkbox"/> KANE, JOHN J	<input type="text"/>
<input type="checkbox"/> LACAVAL, JAMES	<input type="text"/>
<input checked="" type="checkbox"/> Llanos, Abraham	<input type="text"/>
<input type="checkbox"/> Mahoney, Ryan	<input type="text"/>
<input type="checkbox"/> Ott, Jeff	<input type="text"/>

Check if this is the last CPR

Note: If any employee performed multiple classifications during the week, please indicate the number of classifications in the box to the right of the employee's name. This will create an additional record for this employee on the CPR. Leaving this box blank assumes that the employee only performed a single craft during the week.

First Steps

Once the above steps are completed, click 'Save'. This will direct your web browser to the CPR Employees Screen:

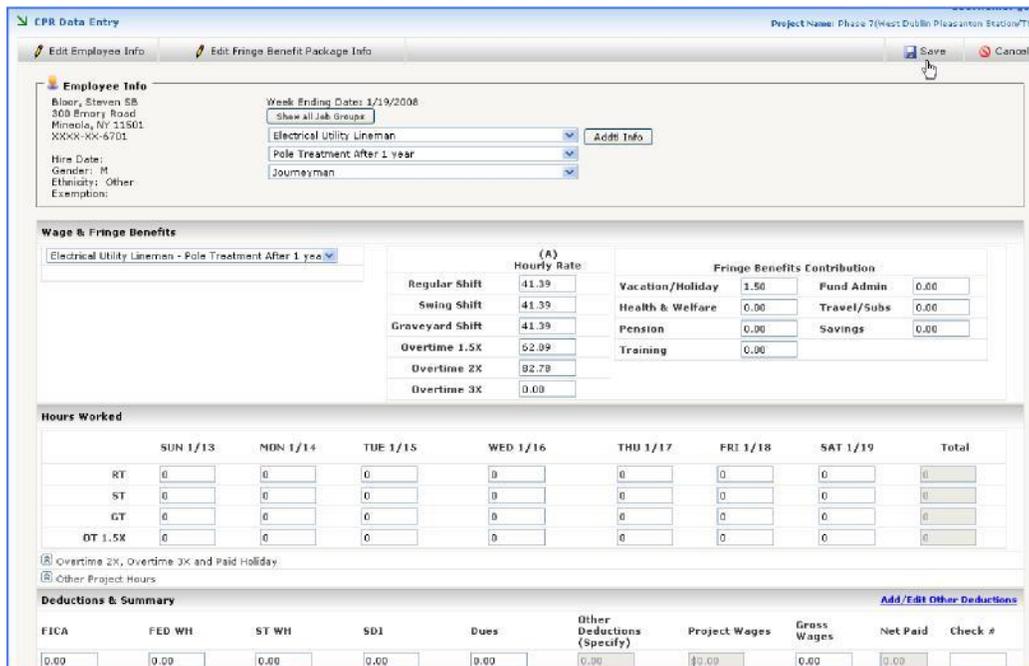
Status	Employee Name	Job Group Job Class Construction Trade	Project Wages Gross Wages Net Pay	RT Hours ST Hours GT Hours	OT 1.5X Hours OT 2X Hours OT 3X Hours PH Hours	
	Bloor, Steven SB	N/A N/A N/A	\$0.00 \$0.00 \$0.00	0.00 0.00 0.00	0.00 0.00 0.00	Delete
	Cunningham, Alan	N/A N/A N/A	\$0.00 \$0.00 \$0.00	0.00 0.00 0.00	0.00 0.00 0.00	Delete

Note: If at any time you realize that you need to add another employee record, you may do so by clicking the 'Add New' button on the CPR Employees Screen. Similarly, you may delete an employee record from the Certified Payroll by clicking the 'Delete' link to the right of the employee name.

Each of the employees who were selected on the previous screen will be listed. The red light indicator to the left of their name indicates that their record is incomplete.

To update the record, double-click on the red signal light.

This will direct your web browser to the Employee CPR Record Screen.



Employee Info
 Bloor, Steven SB
 300 Emory Road
 Mineola, NY 11501
 XXXX-XX-5701
 Hire Date:
 Gender: M
 Ethnicity: Other
 Exemption:

Week Ending Date: 1/19/2008
 Show all Job Groups
 Electrical Utility Lineman
 Pole Treatment after 1 year
 Journeyman

Wage & Fringe Benefits
 Electrical Utility Lineman - Pole Treatment After 1 year

	(A) Hourly Rate	Fringe Benefits Contribution	
Regular Shift	41.39	Vacation/Holiday	1.50
Swing Shift	41.39	Health & Welfare	0.00
Groveyard Shift	41.39	Pension	0.00
Overtime 1.5X	62.09	Training	0.00
Overtime 2X	82.79	Fund Admin	0.00
Overtime 3X	0.00	Travel/Subs	0.00
		Savings	0.00

Hours Worked

	SUN 1/13	MON 1/14	TUE 1/15	WED 1/16	THU 1/17	FRI 1/18	SAT 1/19	Total
RT	0	0	0	0	0	0	0	0
ST	0	0	0	0	0	0	0	0
GT	0	0	0	0	0	0	0	0
OT 1.5X	0	0	0	0	0	0	0	0

Overtime 2X, Overtime 3X and Paid Holiday.
 Other Project Hours

Deductions & Summary

FICA	FED WH	ST WH	SD1	Dues	Other Deductions (Specify)	Project Wages	Gross Wages	Net Paid	Check #
0.00	0.00	0.00	0.00	0.00	0.00	\$0.00	0.00	0.00	

If your default information is entered the system should populate the craft/classification as well as the Fringe Benefit contribution amounts.



First Steps

You will then enter the hours the employee worked each day that week.

Lastly, you will enter the deductions, gross wages, any additional deductions/payments (using the links above 'Net paid' field), gross wages, and check #.

Note: If your company pays bi-weekly, you will report the hours worked for the first week along with the check information. When reporting the next week, simply report the hours for that week and the check information will be the same for both weeks.

Once all information for that employee has been entered, click 'Save' and the stoplight should change from red to green, indicating information has been entered.

You may make any necessary changes to the CPR until it is submitted to the agency.

Once all employee lights are green, click 'Submit'. This will bring you to the statement of Compliance. Check box 4 (a) and/or 4 (b), depending on how your fringes are paid.

Then click the 'Sign' link at the bottom of the page to sign with your electronic signature:

Note: In order to sign the statement, submitters will need to upload a cropped .jpg of their signature. Please see instructions at end of this First Steps documentation.

4) That:

(a) WHERE FRINGE BENEFITS ARE PAID TO APPROVED PLANS, FUNDS, OR PROGRAMS

In addition to the basic hourly wage rates paid to each laborer or mechanic listed in the above referenced payroll, payments of fringe benefits as listed in the contract have been or will be made to appropriate programs for the benefit of such employees, except as noted in Section 4(c) below.

(b) WHERE FRINGE BENEFITS ARE PAID IN CASH

Each laborer or mechanic listed in the above referenced payroll has been paid, as indicated on the payroll, an amount not less than the sum of the applicable basic hourly wage rate plus the amount of the required fringe benefits as listed in the contract, except as noted in Section 4(c) below.

(c) EXCEPTIONS

EXCEPTION (CRAFT)	EXPLANATION

Remarks

Name and Title
Mike Richards
OTHR

Signature
[Sign](#)

First Steps

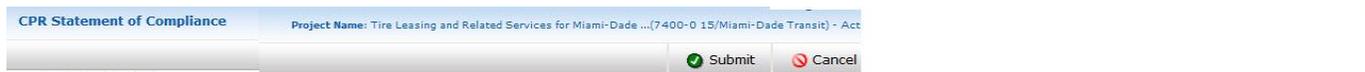
Once your signature password is entered you should see your actual signature on the statement of compliance:

Name and Title John Doe OTHR	Signature 
------------------------------------	-------------------------------------------------------------------------------------------------

If you do not see your actual signature, your electronic signature is not uploaded correctly. You should not proceed until your signature is corrected, as this is cause for your CPR to be rejected.

To upload your signature and set your signature password, please see instructions at end of First Steps documentation.

Once your Statement of Compliance is signed successfully, hit 'Submit' again to submit the CPR to the agency:



Once submitted the system will bring you to the CPR Log where all of your CPR's/Non-Performances can be seen, printed, exported, etc. See Chapter 5 of the Contractor's User Manual for additional information.

Reminder: Once you have been assigned to a project, the 'Help' menu will appear and you may view the Contractor's user manual.

Completing a "Work in Progress" CPR

From the time that you start the certified payroll report until you submit it, it is considered a work in progress. If you are unable to finish a work in progress in a single log-in session, you may return to it at any time. Unfinished work will not appear on the CPR Log until submitted.

To continue working on a work-in-progress payroll:

Select the project for which the CPR needs to be completed via 'Project>Select Project'. From the 'Payroll' menu, scroll down and select 'CPR Data Entry'.



First Steps

This will direct your web browser to the “Work In Progress” screen:

Week Ending Date	Created By	Date Created	Modified By	Date Modified	
04/15/2008	Jay Alford	9/3/2008 6:03:14 PM			Delete

Double click on the ‘Weekending Date’ payroll shown to proceed with data entry.
Complete each of the CPR records for any remaining employees and submit (shown previously in Step 8).

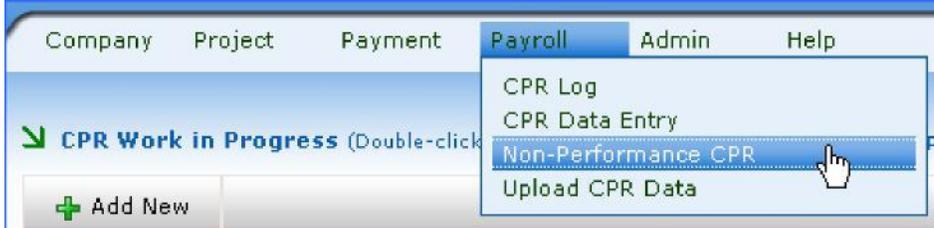
Step 9 - Submittal of a Non-Performance report:

Contractors must account for each week of the project from the time they start work until they have completed the project. For those weeks when they are not performing work on the project, they must submit a Non-Performance Report. This report merely indicates that for a particular week, the contractor did not have any prevailing wage employees performing work on the project.

To submit a Non-Performance Report:

Select the project via ‘Project>Select Project’.

From the ‘Payroll’ menu, scroll down and select ‘Non-Performance CPR’.



This will direct your web browser to the Statement of Non-Performance screen. The weekending date will auto populate, click ‘Submit’ to submit the Non-Performance.



The screenshot shows the 'Non-Performance Report' form. At the top right, the username is 'gc01'. The project name is 'OKS Radio Site Construction(Lake Merritt Administration Dismantling Project/TSDD)'. There are 'Submit' and 'Cancel' buttons. The form contains a dropdown menu for 'Certified Payroll Report for the Week Ending:' with '04/15/2008' selected. Below this is a checkbox labeled 'Check if this is the last CPR' which is currently unchecked.

First Steps

To sign the report electronically, click the 'Sign' link.

Note: All passwords are case sensitive.



The screenshot shows a web browser window with a navigation menu at the top containing 'Company', 'Project', 'Payment', 'Payroll', 'Reports', 'Admin', and 'Help'. Below the menu, the page title is 'Non-Performance Report'. The main content area displays the following information:

Tina's Test Company
190 Queen Anne Avenue North
Seattle, WA 98109

STATEMENT OF NON-PERFORMANCE

Date: 12/20/2013

Name of Contractor: **Tina's Test Company**
I, **Tina Wyciskala**, do hereby state that no persons were employed on the construction of the
Project: **Center Stair Tower Rebuild**, Job #: **9999**
during the payroll period commencing on **11/24/2012**,
and ending **11/30/2012**

Officer's Signature: [Sign](#)
Name & Title: **Tina Wyciskala, PRES**

A new window will appear asking for the signature password. Enter the password and click 'Sign'.



The dialog box has a yellow background and contains the following text and elements:

Put the instruction here:

Enter Signature Password:

••••••••

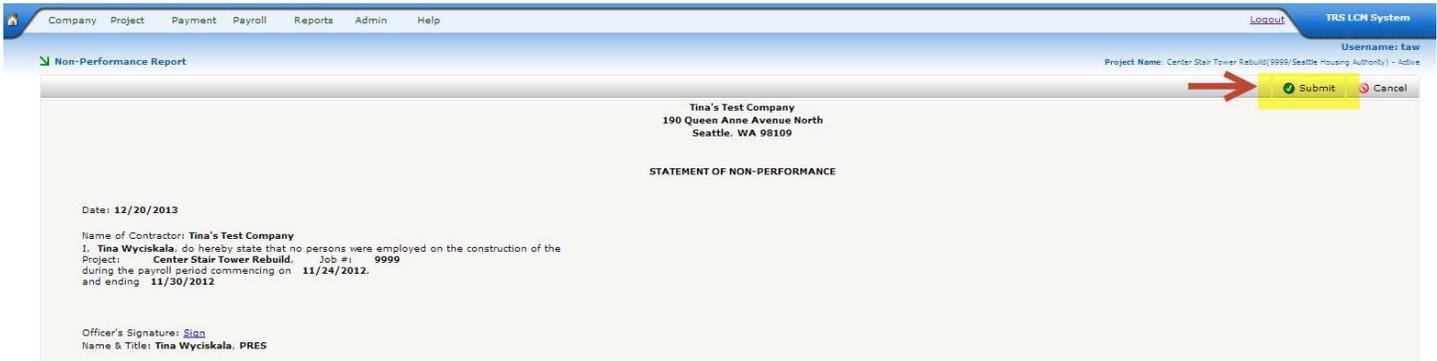
Sign Cancel

A mouse cursor is pointing at the 'Sign' button.

This window will close, and an image of the signature will appear on the Statement of Non-Performance. Click 'Submit' to complete this process and submit the report to the agency.

Note: Non-performance reports do not require the agencies approval.

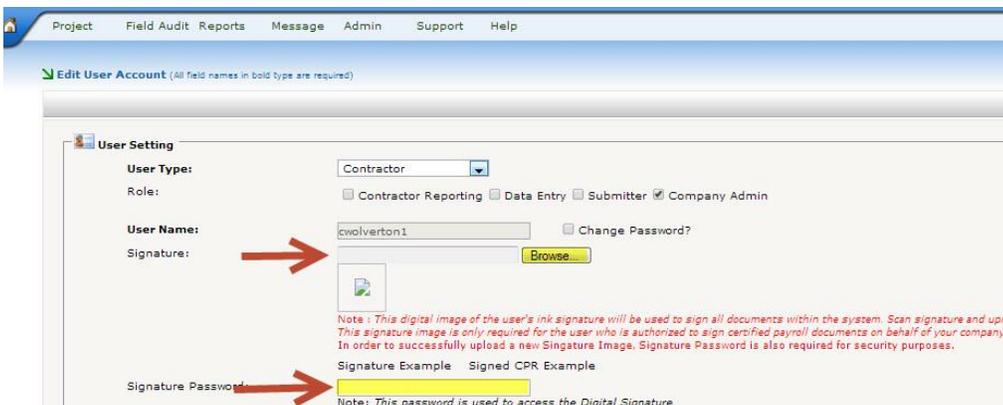
First Steps



Once submitted, the system will automatically bring you to the CPR Log.
(See Chapter 5 of the Contractor's User Manual for additional information on the CPR Log)

To Upload Signature and Assign Signature Password

While logged into the MyLCM system, go to the 'Admin' menu and select 'Manage Users'. Double click on your username. This will bring you to the "User Setting" screen below:



Click on "Browse" and locate the signature file you wish to load as your signature. Click Open. Enter your signature password into the "Signature Password" field (this password can be anything you wish) Click 'Save'. To verify your signature was uploaded correctly, double click on your username again and you should clearly see the signature image you uploaded.

Note: Your signature file MUST be legible and be in file format of .jpeg or .png.

First Steps

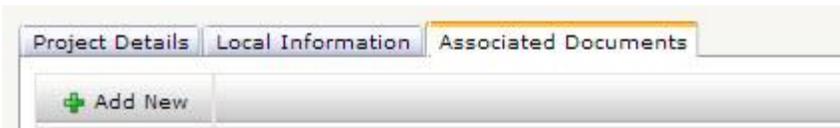
If you need assistance formatting your signature please feel to send your signature file to lcm-support@hillintl.com

Uploading Associated Documents



Project Name:	Baldwin Apartments Renovation
Contract Number:	4407
Award Amount:	\$2,947,332.00
Project Description:	Complete Renovation of the Baldwin Apartments
Contract Execution Date:	9/25/2013
NTP Date:	9/30/2013
Close Out Date:	
Comments/Close Out Note:	<input type="text"/>
CM/Contractor :	
D.B.E.	0 %
Project Type:	
Project Archived Date:	
Substantial Complete Date:	
Federal Grant Number:	
Advertising Date:	1/25/2013
Bid Opening Date:	3/19/2013
Federal/State:	Both State and Federal

To upload associated documents, you will need to be logged into the MyLCM system and have the particular project selected. From the Project Selection screen, on the right hand side you will be able to click on the third tab over called the “Associated Documents” tab. (See illustration above)

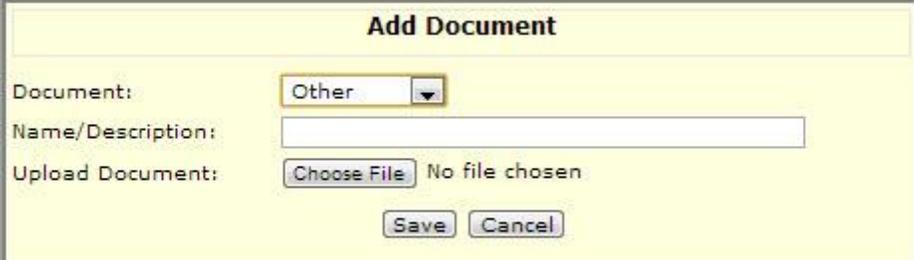


Project Details Local Information **Associated Documents**

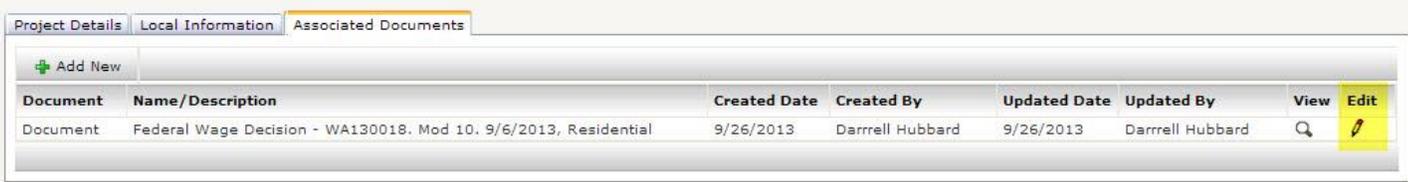
[+ Add New](#)

Click on Add New to add a new associated document. The Associated documents tab is where you will upload any required documentation such as Proof of Apprenticeship, proof of correction for underpayment, etc.

First Steps



Choose document type 'Other' in order to enter a description i.e. Proof of underpayment- Contractor 'X' Employee 'Y' Weekending date 'Z'
 Click 'Browse' to find the document you wish to upload and click 'Save'



Document	Name/Description	Created Date	Created By	Updated Date	Updated By	View	Edit
Document	Federal Wage Decision - WA130018. Mod 10. 9/6/2013, Residential	9/26/2013	Darrrell Hubbard	9/26/2013	Darrrell Hubbard	🔍	✎

To Edit the Name/Description of the document after having uploaded the document, you will need to go to the "Associated Docs" tab and double click on the pencil icon to the right of the document. (See illustration above) From the option, you can also delete the document if necessary. Once complete with edit, click Save.

First Steps

Clearing Cookies and Cached Files (All Browsers)

Delete temporary files in Internet Explorer 7

1. From the “Tools” menu in the upper right, select Internet Options
2. To delete your cache, click Temporary Internet Files - Delete files
To delete your cookies, click Delete cookies
To delete your history, click Delete history
3. Click Close, and then click OK to exit

Delete temporary files in Internet Explorer 8 and 9

1. From the “Tools” menu in the upper right, select Internet Options. If you do not see the “Tools” menu, hit the Alt button and they will appear temporarily.
2. Under the General tab, and then click Delete Browsing History.
3. Select the check box next to each category of information you want to delete. We recommend checking “Temporary Internet files”, “Cookies”, “History”, and “Download History”. If you have the browser set up to remember your passwords, **DO NOT** check the passwords check box.
4. Click Delete. This could take a while if you have a lot of files and history.

Delete temporary files in Chrome

1. In the browser bar, enter: `chrome://settings/clearBrowserData` or click on the ☰ icon in the top right hand corner. Hover over Tools and click on “clear browsing data”.
2. Select the items you want to clear. We recommend “Clear browsing history”, “Clear download history”, “Empty the cache”, “Delete cookies and other site and plug-in data”.
3. From the “Obliterate the following items from:” drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select “the beginning of time”.

First Steps

4. Click Clear browsing data.

Delete temporary files in Firefox

1. From the Tools or History menu, select Clear Recent History.
2. If the menu bar is hidden, press Alt to make it visible.
3. From the Time range to clear: drop-down menu, select the desired ranges; to clear your entire cache, select "Everything".
4. Click the down arrow next to "Details" to choose which elements of the history to clear.
5. We recommend that you select Browsing & Download History, Form & Search History, Cookies, and Cache.
6. Click Clear Now.

Fix some display problems with Internet Explorer's Compatibility View

To turn on/off Compatibility View

1. See if the Compatibility View button  appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)
2. Tap or click the Compatibility View button  to display the site in Compatibility View.
3. The  will turn blue  when compatibility view is on.

If you have any additional questions, please contact Lee Willeman at LWilleman@SeattleHousing.org. He will be able to assist you with any questions you may have.