WHEDA is aware of sporadic website errors with My Loan Online. We are working to resolve this issue. A current workaround for this issue is to access My Loan Online via Incognito Mode or Private Mode in your browser. Below are instructions for common browsers:
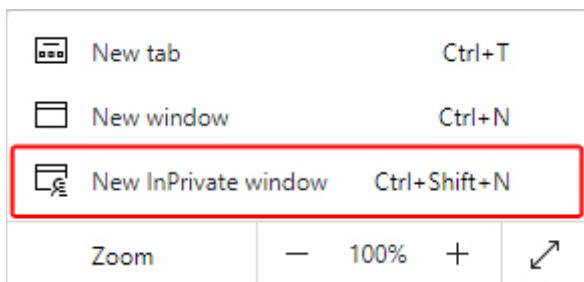
 Microsoft Edge

1. Open the Microsoft Edge browser.

2. Press the Ctrl+Shift+N keys at the same time.

or

1. Open the Microsoft Edge browser.

2. Click the **Settings and more** icon in the upper-right corner of the browser window.

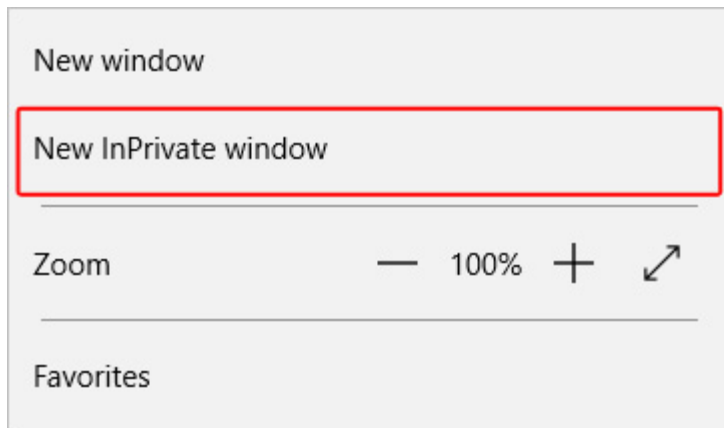3. In the drop-down menu that appears, near the bottom, select **New InPrivate window**.

Microsoft Edge Legacy

1. Open the Microsoft Edge Legacy browser.

2. Press the `Ctrl`+`Shift`+`P` keys at the same time.

or

1. Open the Microsoft Edge Legacy browser.

2. Click [···] in the upper-right corner.

3. Select **New InPrivate window** from the drop-down menu that appears.

To leave InPrivate Mode, close the private window.
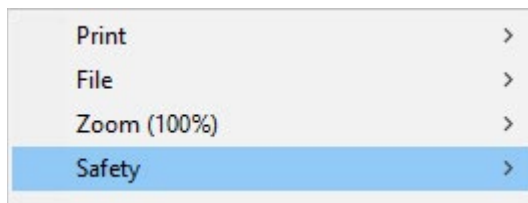

Internet Explorer

1. Open the Internet Explorer browser.

2. Press the Ctrl+Shift+P keys at the same time.

or

1. Open the Internet Explorer browser.

2. On the upper-right portion of the browser window, click the ⚙ icon.

3. Move the mouse pointer over the **Safety** drop-down menu.

4. Select **InPrivate Browsing**.

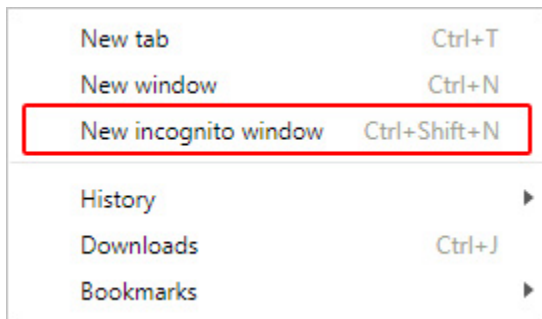|	
Delete browsing history...	Ctrl+Shift+Del
InPrivate Browsing	Ctrl+Shift+P
Turn on Tracking Protection	
Turn on Do Not Track requests	
ActiveX Filtering	
Webpage privacy report...	
Check this website	
Turn off Windows Defender SmartScreen...	
Report unsafe website	

Tip
To leave InPrivate Mode, close the private window.

Chrome

1. Open the Google Chrome browser.

2. Press the Ctrl+Shift+N keys at the same time.

or

1. Open the Google Chrome browser.

2. Click ⋮ in the upper-right corner of the browser window.

3. Select **New incognito window** from the drop-down menu that appears.

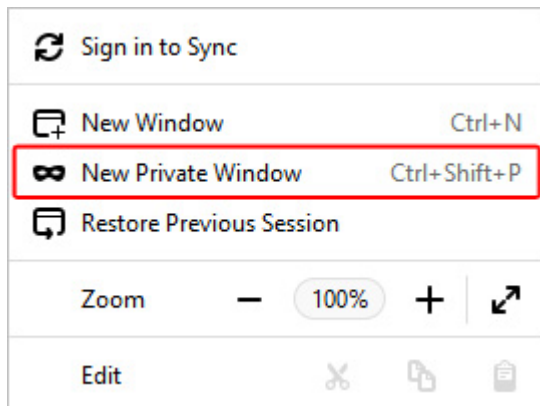**Tip**
To leave Incognito Mode, close the incognito window.

 Firefox

1. Open the [Firefox](#) browser.

2. Press the `Ctrl`+`Shift`+`P` keys at the same time.

or

1. Open the Firefox browser.

2. Click in the upper-right corner of the browser window.

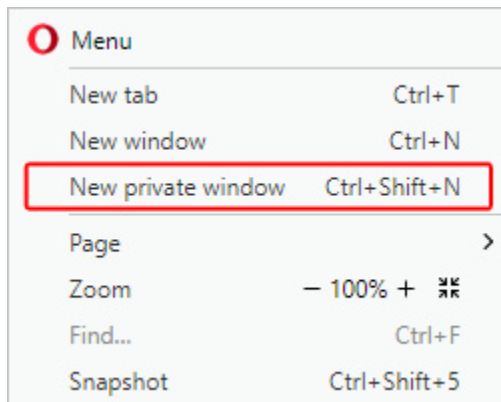3. Select **New Private Window** from the [drop-down menu](#) that appears.

Opera

1. Open the Opera browser.

2. Press the `Ctrl`+`Shift`+`N` keys at the same time.

or

1. Open the Opera browser.

2. Click the button in the upper-left corner of the window.

3. From the drop-down menu, select **New private window**.

Tip
To leave Private Mode, close the private window or re-open the Opera browser.
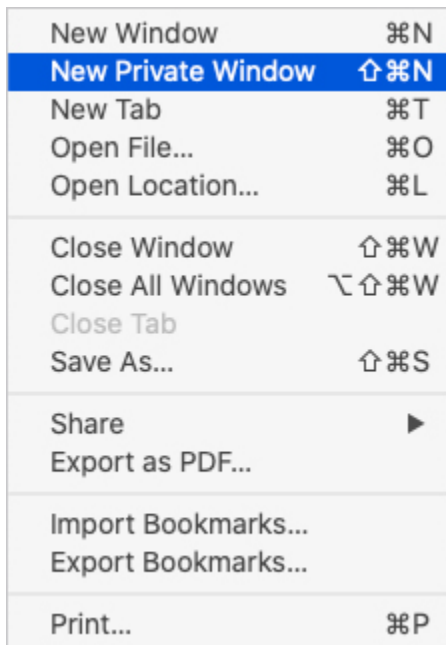
Safari (Apple/Mac computer)

1. Open the Safari browser.

2. Press the Command+Shift+N keys at the same time

or

1. Open the Safari browser.

2. Click the **File** menu at the top of the browser window.

3. In the file menu, select **New Private Window**

Safari (Windows computer)

1. Open the Safari browser.

2. Click located in the upper-right corner of the browser window.

3. Select **Private Browsing** from the drop-down menu.

4. Click **OK**.

Chrome (Android devices)

1. Open the Google Chrome browser.

2. Tap the icon.

3. Tap the **New Incognito tab** option in the drop-down menu that appears.

To leave Incognito mode, close the incognito tab.

Safari (iPad and iPhone)

1. Open the Safari browser.

2. Tap the **New tab** icon to open a new tab in the browser.

3. Tap the **Private** option.

iOS 7 or earlier

1. Open the Safari browser.

2. Tap the **New tab** icon to open a new tab in the browser.

3. Tap the **Private** option.