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:



- 1. Open the <u>Microsoft Edge</u> 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 \cdots in the upper-right corner of the browser window.
- 3. In the <u>drop-down menu</u> that appears, near the bottom, select **New InPrivate window**.

	New tab	Ctrl+T			
	New window	Ctrl+N			
L <u>e</u>	New InPrivate window		Ctrl+Shift+N		
	Zoom	_	100%	+	2



Microsoft Edge Legacy

- 1. Open the <u>Microsoft Edge Legacy</u> browser.
- 2. Press the Ctrl+Shift+P keys at the same time.

or

- 1. Open the Microsoft Edge Legacy browser.
- 2. Click \cdots in the upper-right corner.
- 3. Select **New InPrivate window** from the <u>drop-down</u> <u>menu</u> that appears.

New window			
New InPrivate window			
Zoom	 100%	+	2
Favorites			



To leave InPrivate Mode, close the private window.



Internet Explorer

- 1. Open the <u>Internet Explorer</u> 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 <u>mouse pointer</u> over the **Safety** <u>drop-down</u> <u>menu</u>.



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 <u>Google Chrome</u> 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 <u>drop-down</u> <u>menu</u> that appears.

New tab	Ctrl+T
New window	Ctrl+N
New incognito window	Ctrl+Shift+N
History	
History Downloads	Ctrl+J

<mark>Tip</mark>

To leave Incognito Mode, close the incognito window.



- 1. Open the <u>Firefox</u> browser.
- 2. Press the Ctrl+Shift+P keys at the same time.

or

- 1. Open the Firefox browser.
- 2. Click \blacksquare in the upper-right corner of the browser window.
- 3. Select **New Private Window** from the <u>drop-down</u> <u>menu</u> that appears.

C	Sign in to	Sync			
C7	New Wind	ow		C	trl+N
8	New Private Window Ctrl+Shift+P			nift+P	
Ģ	Restore Pr	evious Se	ssion		
	Zoom	_	100%	+	rs N
	Edit		Ж	C _b	Ê

Tip

To leave Private Mode, close the private window or re-open the Firefox browser.



- 1. Open the <u>Opera</u> browser.
- 2. Press the Ctrl+Shift+N keys at the same time.

or

- 1. Open the Opera browser.
- 2. Click the O button in the upper-left corner of the window.
- 3. From the <u>drop-down menu</u>, 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 <u>Safari</u> 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.

🗯 Safari File Edit View History Bookmarks Window Help

3. In the file menu, select New Private Window

New Window	ЖN		
New Private Window	<mark></mark> ት <mark>ස</mark> N		
New Tab	ЖT		
Open File	жo		
Open Location	ℋL		
Close Window	企業W		
Close All Windows Close Tab	W第公プ		
Save As	企業S		
Share	•		
Export as PDF			
Import Bookmarks			
Export Bookmarks			
Print	ЖР		

Tip

To leave Private Browsing, select **New Window** in step 3 above or close the private browser window and open a new Safari browser 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 <u>drop-down menu</u>.
- 4. Click **OK**.

Tip

To leave Private Browsing, repeat steps 2-4 listed above.



Chrome (Android devices)

- 1. Open the <u>Google Chrome</u> browser.
- 2. Tap the icon.
- 3. Tap the **New Incognito tab** option in the <u>drop-down</u> <u>menu</u> that appears.



To leave Incognito mode, close the incognito tab.



Safari (iPad and iPhone)

- 1. Open the <u>Safari</u> 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.