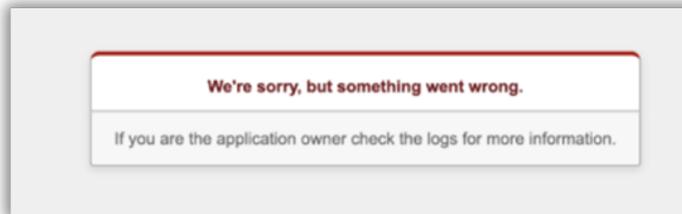# SmarterSelect Upgrade
Error Troubleshooting

The Sioux Falls Area Community Foundation received an email earlier this week from **SmarterSelect**, the platform we use for scholarship and grant administration, sharing that they've upgraded their platform and that some users may experience the following error message:

> **We're sorry, but something went wrong.**
>
> If you are the application owner check the logs for more information.

SmarterSelect's support team has offered the solution in the following message to access the platform for users experiencing this error:

One consequence of the upgrade is that all users may need to **clear their browser cache to access the system.**

 Please note, the site is 100% available, but may appear down if the cache is not cleared.

If you are not sure how to clear your cache with the browser you are using, we have some links below to help you.

Google Chrome (Choose windows or Mac using the tabs at the top):
http://www.refreshyourcache.com/en/chrome-27/

Chrome for android:
http://www.refreshyourcache.com/en/chrome-android/

Chrome for IOS:
http://www.refreshyourcache.com/en/chrome-ios/

Mozilla Firefox (Choose windows or Mac using the tabs at the top):
http://www.refreshyourcache.com/en/firefox-20/

Safari:
http://www.refreshyourcache.com/en/safari-5/

Safari for IOS:
http://www.refreshyourcache.com/en/safari-mobile/

Internet Explorer:
http://www.refreshyourcache.com/en/internet-explorer-11/

Opera (Choose windows or Mac using the tabs at the top:
http://www.refreshyourcache.com/en/opera-12/

Android Mobile Browser:
http://www.refreshyourcache.com/en/android-native/

Internet Edge:
https://www.microsoft.com/en-us/edge/learning-center/how-to-manage-and-clear-your-cache-and-cookies?form=MA13I2

Remember when you are done clearing your cache, close the browser and relaunch it. This should correct browser cache issues.

Please reach out to Jamie Weyh at **jweyh@sfacf.org** with any additional questions.