

TROUBLESHOOTING: DIGIT WON'T LOAD

If you are having issues loading d1g1t, please follow the steps below:

Step 1: Clear Cookies and Cache

- Click the three dots (top right).
- Go to Settings > Privacy and Security > Clear Browsing Data.
- Select Cookies and other site data and Cached images and files.
- Click Clear Data.

Step 2: Try a different browser

- Example: If you're using Chrome, switch to Firefox, Safari, or Edge.

Step 3: Use Incognito/Private Mode

- Open a new private window:
 - **Windows:** Press Ctrl + Shift + N
 - **Mac:** Press Command + Shift + N

Step 4: Test on a different device

- This will help identify if the issue is device specific.

Step 5: Use the d1g1t mobile app

- If the browser version still won't load, try logging in via the mobile app instead.
- You can download the app using the following link:
<https://apps.apple.com/ca/app/d1g1t/id1504501719>