Version: Firefox

Tools→ Clear Recent History

1. Choose **Cookies** and **Cache** → **Clear Now**

2. Click CTRL+F5 at the browser, the browser will blink once.
3. Go to https://advance.lexis.com and sign in again

If problem persists, please feel free to contact our customer service hotline at 1-800 88 8856 or *click here to chat with our support team* via webchat.