

PROBLEM:

When clicking into the navigation tree of myBPW, only an empty „white“ page is returned.

SOLUTION:

Enforce reload of page content (if you experience a “white screen” e.g. after menu clicks)

If there is a blank portal page within any page in the myBPW portal, just try CTRL + F5 (function key), this enforces the browser to reload the whole content (without using the local browser cache), then you should be fine to see the updates application pages etc.

Clear browser cache

If reloading of page contents just don't work out, then try clearing the local browser cache:
Hit CTRL + SHIFT + DEL within the browser (works fine in Chrome and Edge)



and you will directly be navigated to the browser cache settings, where you will be able to delete cookies & web page contents as shown below.

Note:

Please just only tick the last two options if you like to keep your browser history, but be sure to select the “full time period” in the drop down menu of the time range.

