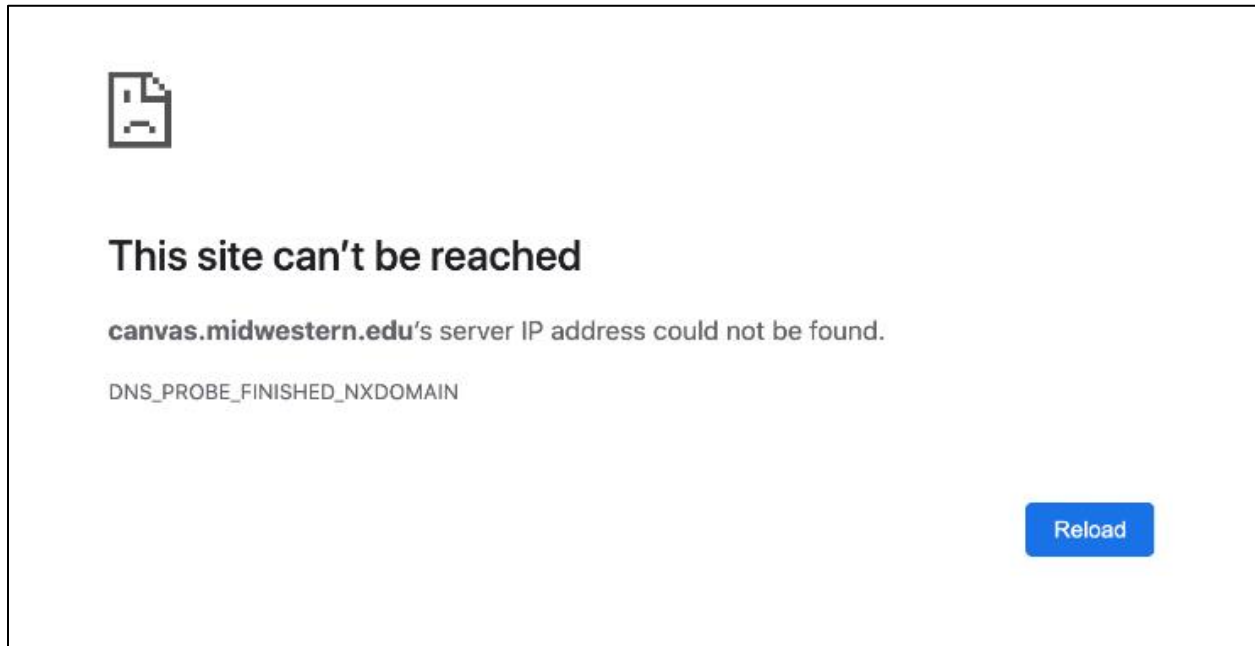




## UNABLE TO ACCESS CANVAS – THIS SITE CAN'T BE REACHED ERROR



### CLEAR CHROME CACHE

Follow these directions to access Canvas if you are getting the above error that the site cannot be reached within a **Chrome** browser(  ).

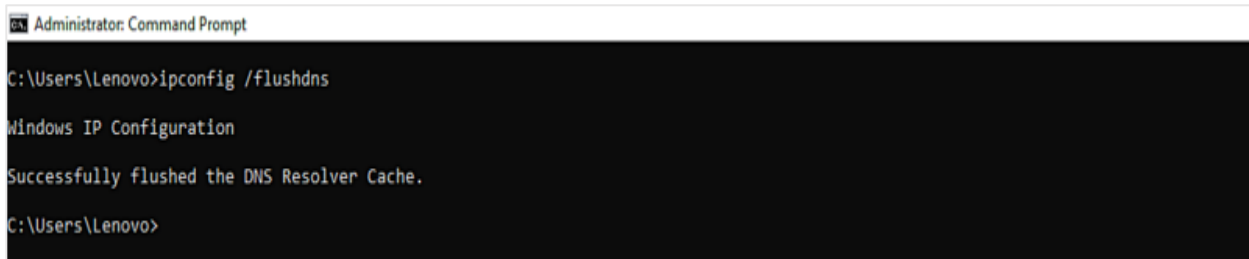
1. In the top right corner of the **Chrome** browser, click the **More** icon (  )
2. Click **More Tools** > **Clear Browsing Data**
3. At the top of the popup screen, make sure you are on the **BASIC** tab
4. From the **Date Range** drop-down menu, select **ALL TIME**
5. Make sure **all boxes are checked** on this screen
6. Click **Clear Data**
7. Allow the browser to clear all cached information
8. Once done, **close and reopen Chrome** and check if you can access Canvas.

**IMPORTANT** If clearing your Chrome browser's cache **does not work**, please follow instructions below for a more advanced method. Follow the directions in accordance to your computer's operating system.

## USE CMD/TERMINAL TO FLUSH DNS CACHE

### WINDOWS 7, Vista, 8 and 10

1. Press **Windows+R** keys together to open **Windows command prompt console**, then enter **cmd**.
2. Type the following command to clear DNS cache files on your computer:  
| • ipconfig /flushdns
3. If the process is successful, you'll see the confirmation message as follow:



```
Administrator: Command Prompt
C:\Users\Lenovo>ipconfig /flushdns
Windows IP Configuration
Successfully flushed the DNS Resolver Cache.
C:\Users\Lenovo>
```

### MAC OSX

1. Press the **F4** key, then enter **terminal** in the Launchpad's search field to open the terminal window.
  - A. If you're using **macOS Big Sur** enter the following command:  
| sudo dscachetil -flushcache; sudo killall -HUP mDNSResponder
  - B. If you're using **Mac OS Sierra, X El Capitan, X Mavericks, X Mountain Lion, or X Lion**, enter the following command:  
| sudo killall -HUP mDNSResponder
  - C. To flush DNS cache on **Mac OS X Yosemite**, enter the statement:  
| sudo discoveryutil udnsflushcaches
  - D. If you're running on **Mac OS X Snow Leopard** and **MAC OS X Leopard** use the command:  
| sudo dscacheutil -flushcache
  - E. For **Mac OS X Tiger** and below, enter the following command to flush DNS cache:  
| lookupd -flushcache
2. Enter your **Mac's password** and then press **Enter** to clear the DNS cache.

## SUPPORT

If you need further assistance, please contact the Information Technology Support Center. Call 623-232-4357 or email [support@midwestern.edu](mailto:support@midwestern.edu).

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