



**BlueCross BlueShield
of New Mexico**

If you're having trouble accessing eSales, try these easy fixes.

- eSales works best in Internet Explorer or Google Chrome. There are some compatibility issues with other browsers like Firefox and Safari.
- Clear your browsing data before you open the eSales portal.

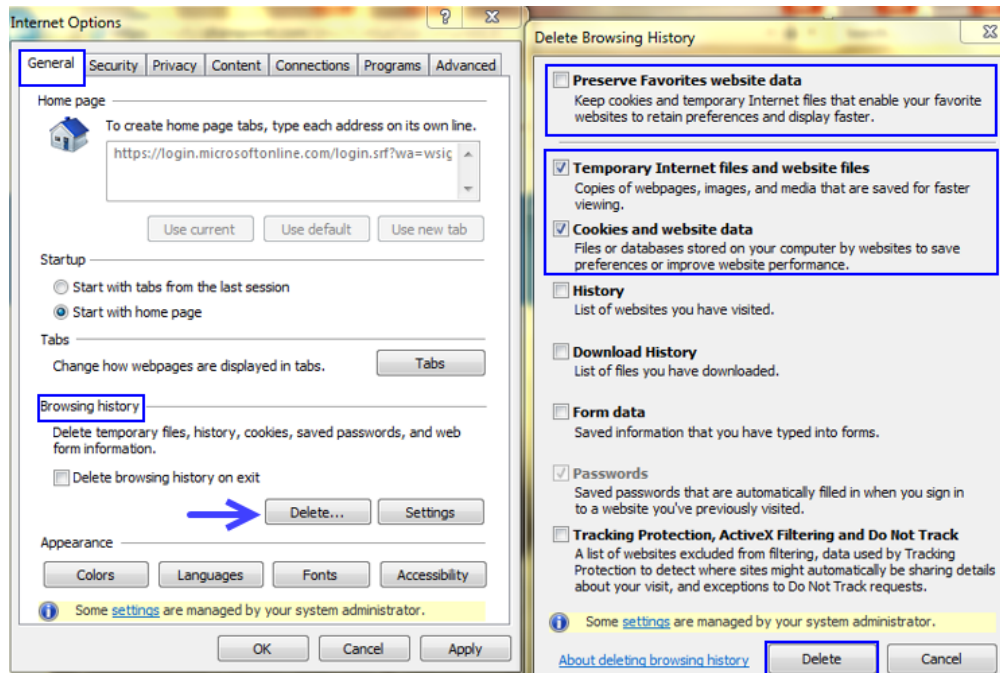
Clearing Your Cache and Cookies in Google Chrome.

1. At the top right of your browser, click the three dots (ellipsis).
2. Click **More tools**, then **Clear browsing data**.
3. At the top, choose **All time** as your time range.
4. Only check the boxes for:
 - Cookies and the other site data
 - Cached images and files
5. Click Clear Data.

A screenshot of the 'Clear browsing data' dialog box in Google Chrome. The dialog has two tabs: 'Basic' and 'Advanced'. The 'Advanced' tab is selected. At the top, there is a 'Time range' dropdown menu set to 'All time'. Below this, there is a list of data types with checkboxes: 'Browsing history' (None), 'Download history' (3 items), 'Cookies and other site data' (From 3 sites), 'Cached images and files' (Less than 1 MB), 'Passwords and other sign-in data' (None), and 'Autofill form data'. The checkboxes for 'Cookies and other site data' and 'Cached images and files' are checked. At the bottom right, there are two buttons: 'Cancel' and 'Clear data'.

Clearing Your Cache and Cookies in Internet Explorer

1. Select Tools > **Internet options**.
2. In the General tab, click Delete under Browsing history to display the second dialog box.
3. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet files** and **Cookies and website data** then click Delete.



Almost done! Finish up with these quick steps.

1. Restart your work station.
2. Now that your browser cache is clear, close your Google Chrome or Internet Explorer browser.
3. Reopen your browser and login back into the portal.

Still having trouble?

Check compatibility. There are some known compatibility issues with Apple / Mac computers.

For anything else, email ACASmallGroupEnrollmentSupport@bcbsil.com with questions or concerns about eSales, Quoting, Enrollment or DocuSign.