

WIB Direct Coporate Login Process



As part of the recent WIB Direct Corporate upgrade, **some users may experience difficulties accessing the platform for the first time after the update.**

If this occurs, a **browser cleanup may be required** before you can successfully log in.

The instructions below will guide you through the browser cleanup process and any additional steps that may be needed to access the platform.

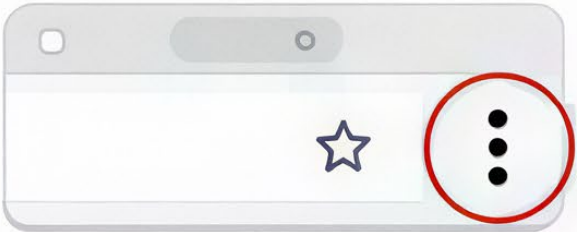
How to clear browser cache



Google Chrome

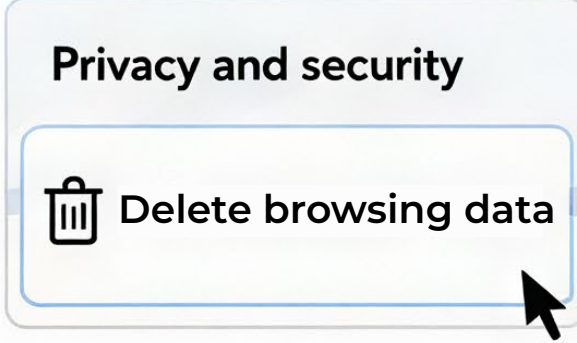
1

Click the **3 dots** (top right)



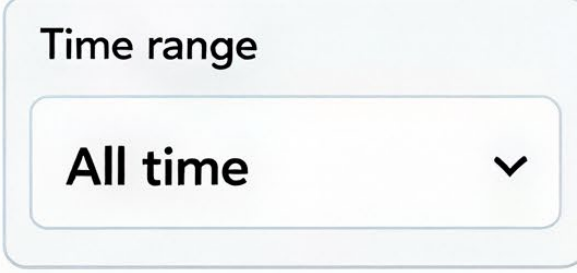
2

Go to **Settings** > **Privacy and security** > **Delete browsing data**



3

Choose time range (e.g., All time)



4

Select what to clear

☒ **Cached images and files**

☒ **Cookies and other site data**

☐ **Browsing history**

5

Click **Clear data**





Microsoft Edge

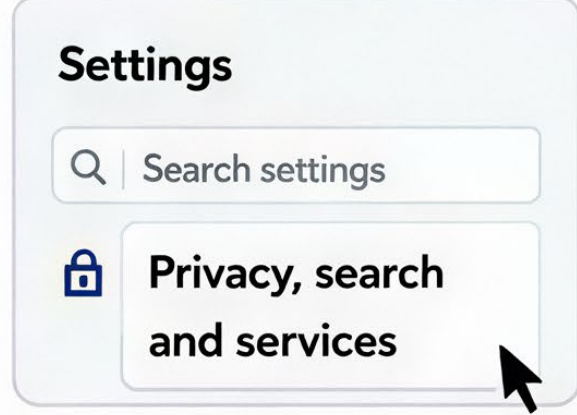
1

Click the **3 dots** (top right)



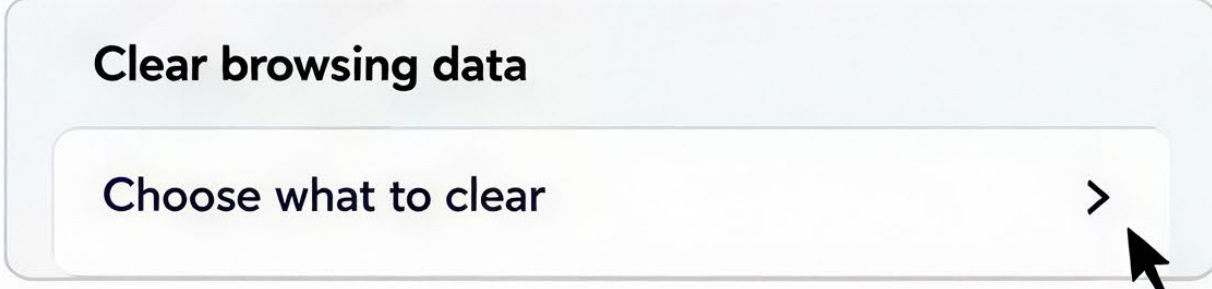
2

Go to **Settings** > **Privacy, search and services**



3

Under **Clear browsing data**, click **Choose what to clear**



4

Choose time range (e.g., All time)

Select what to clear

☒ **Cached images and files**

☒ **Cookies and other site data**

☐ **Browsing history**

5

Click **Clear now**





Mozilla Firefox

1

Click the menu (≡) top right



2

Select **Settings**



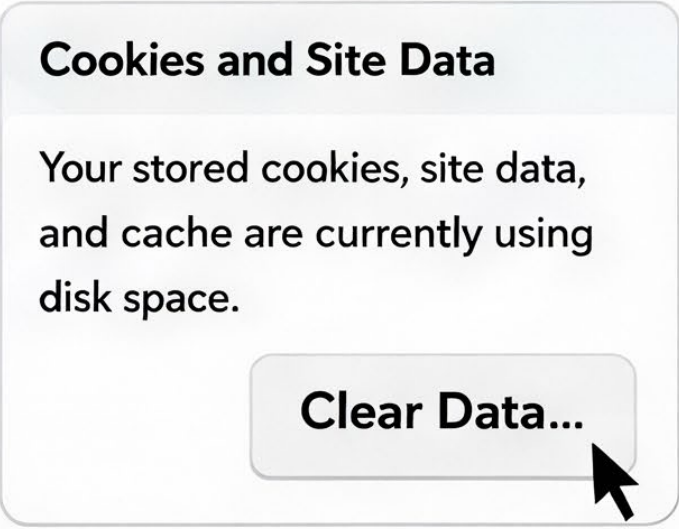
3

Select **Privacy & Security**



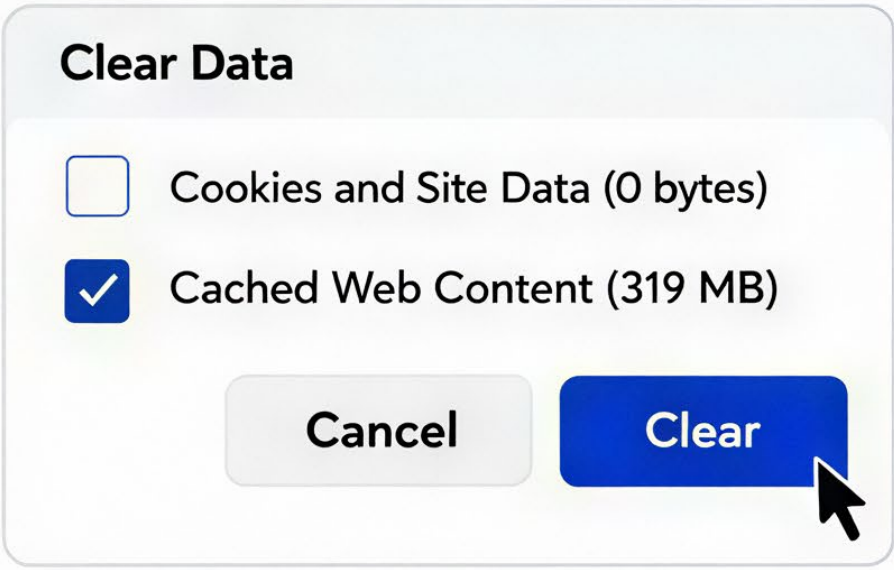
4

Scroll down to **Cookies and Site Data**



5

Select **Cached Web Content** (Temporary Cached Files and Pages) and other items if you want





Safari

1

Go to Safari > **Settings...**



2

Go to the **Privacy** tab.



3

Click **Manage Website Data...**



4

Click **Remove All**.

