What to Do If I Can't Download the Latest Version of Tansee Apps?

1 **Clear cache and cookies:**

Sometimes, browser cache and cookies can interfere with downloads. Clear your browser's cache and cookies, then try downloading Tansee app again.

Google Chrome

Click on the three dots in the top-right corner to open the menu.
Go to "More tools" and select "Clear browsing data."
In the popup, choose the time range (e.g., "All time") and check the boxes for "Cookies and other site data" and "Cached images and files."
Click "Clear data" to remove the cache and cookies.

Mozilla Firefox

Click on the three horizontal lines in the top-right corner to open the menu.
Select "Options" (or "Preferences" on macOS) and go to the "Privacy & Security" tab.
Under "Cookies and Site Data," click on "Clear Data."
Ensure that both "Cookies" and "Cached Web Content" are selected, then click "Clear."

Apple Safari

Open the Safari menu from the top-left corner and select "Preferences."
Go to the "Privacy" tab and click on "Manage Website Data."
In the popup, click "Remove All" to delete all website data, including cookies and cache.

Microsoft Edge

Click on the three horizontal dots in the top-right corner to open the menu.
Go to "Settings" and select "Privacy, Search, and Services" from the sidebar.
Under "Clear browsing data," click on "Choose what to clear."

Check the boxes for "Cookies and other site data" and "Cached images and files," then click "Clear."

2 **Temporarily disable antivirus or firewall software:**

Antivirus or firewall software may block certain file downloads. Temporarily disable these programs and try downloading again.

3 **Try a different browser:**

If you're experiencing issues with one browser, try using a different browser to see if it resolves the problem.

4 **Contact Tansee support:**

If none of the above steps work, reach out to Tansee's customer support support@tansee.com for assistance.