Solution set: RtBS.com cannot proceed to payment, cart just refreshes

1. Check that browser is up to date
    1.1. Edge or Chrome: Click the three dots in the upper right corner, Select Help – About. You will see one of three things:
        - "… is up to date" – you don't have to do anything else
        - 'Almost done' with a relaunch button. Click Relaunch to finish updating (All your browser tabs and windows will close and then reopen)
        - An 'Update' or 'Update ….' button. Click to begin the update process
    1.2. Safari and other browsers – please follow the procedure appropriate to your browser
2. Clear cookies for the website
    2.1. Make a note of what you have in your cart, your cart will be emptied in this procedure.
    2.2. For Chrome and Edge the process is the same but may look a little different. (Safari and other browsers may appear differently)
        - Open your browser to rootbeersisters.com
        - In the address bar, to the left of the url (either rootbeersisters.com or https://rootbeersisters.com) you will see a closed lock.
        - Click on the lock
        - Click 'Cookies'
        - Click on 'rootbeersisters.com'
        - Click 'Remove'
        - Click 'Done'
    2.3. Press 'F5' on your keyboard, or click the refresh button to the left of your address bar
    2.4. You will have to login to the site and your account again.
    2.5. Attempt to complete your transaction again.

Should this not resolve the issue you may need to clear your browser cache. I know this can be a nuisance but it's the next step.

Follow the instructions appropriate to your browser:

- **Chrome (*Edge*) (tech instructions, Intel based systems)**

    Open to rootbeersisters.com – protocol is less invasive to more

    1. Clear cookies per (2.) above
    2. **Press Shift+F5 (*Shift+R*) (hard reload/*refresh* - re-load site ignoring cache), re-attempt transaction**
    3. Press Ctrl+Shift+F5, (*Ctrl+Shift+R*) (empty cache and hard reload), re-attempt transaction

    Last resort to clear cache and force reload (*refresh*) - Under the hood – press F12 to open dev tools. Right-click the refresh button, you will now get a drop down showing these options for refresh, select "Empty cache and hard reload (*refresh*)'

Clear full cache -

https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop

https://support.microsoft.com/en-us/search?query=edge%20clear%20cookies%20and%20cache

Reference :

https://www.saicharanreddy.com/whats-the-difference-between-f5-ctrlr-ctrlshiftr-ctrlf5-and-shiftf5-in-google-chrome-browser/#:~:text=Chrome%20offers%20%E2%80%9CF5%E2%80%9D%20key%20and,page%20you%20are%20currently%20on.

https://support.google.com/chrome/thread/16531954/clear-cache-for-specific-website-in-google-chrome?hl=en