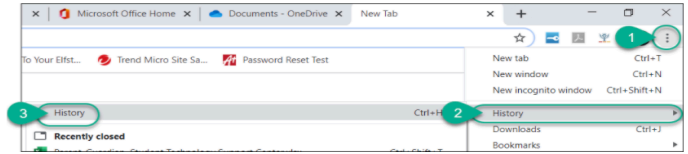


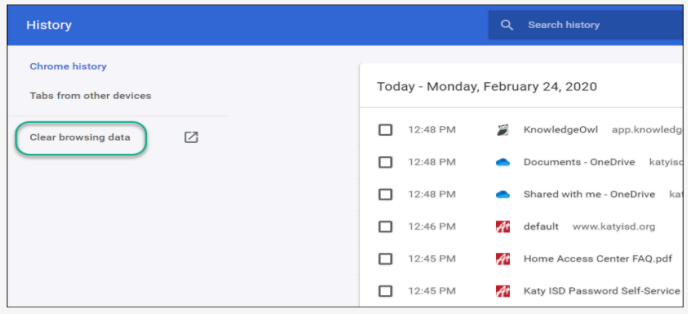
If you are experiencing issues accessing your online resources, a common solution is to clear the cache and the browser history of Google Chrome. Completing this step will refresh the browser and remove any programs that might be interfering with loading websites or interfering with successful logins.

Follow these steps to clear your cache:

1. Access the Google Chrome Menu bar, then select **History**, and **History** once again.

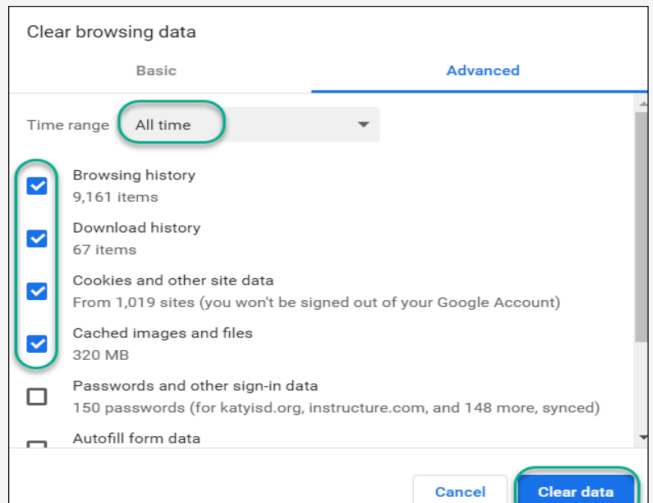


2. A new window will open. Click on **Clear browsing data**.



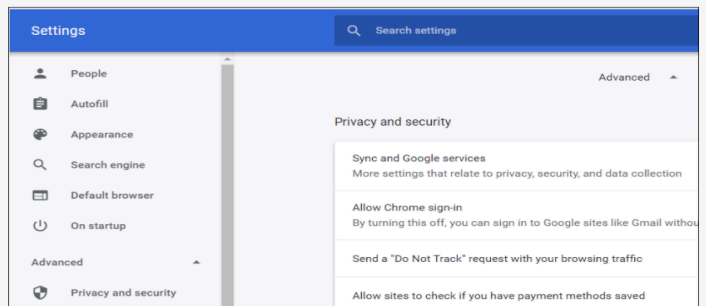
3. Another dialog box will open and will request the user to choose which options should be cleared, then click the **Clear data** button.

NOTE: be sure that you look these options over if you have information stored in the browser that you would like to keep. The following recommendation is shown in the image below



4. Once the browser history and cache have been cleared, you will be returned to the **Settings** page - you may close the tab and continue working - there will be no confirmation message.

NOTE: It is recommended that users close the browser and re-open to apply changes.



If a web page does not seem to be displaying what you expect to see after clearing the Cache, try hitting **Ctrl + F5** on your keyboard to reload the page.