


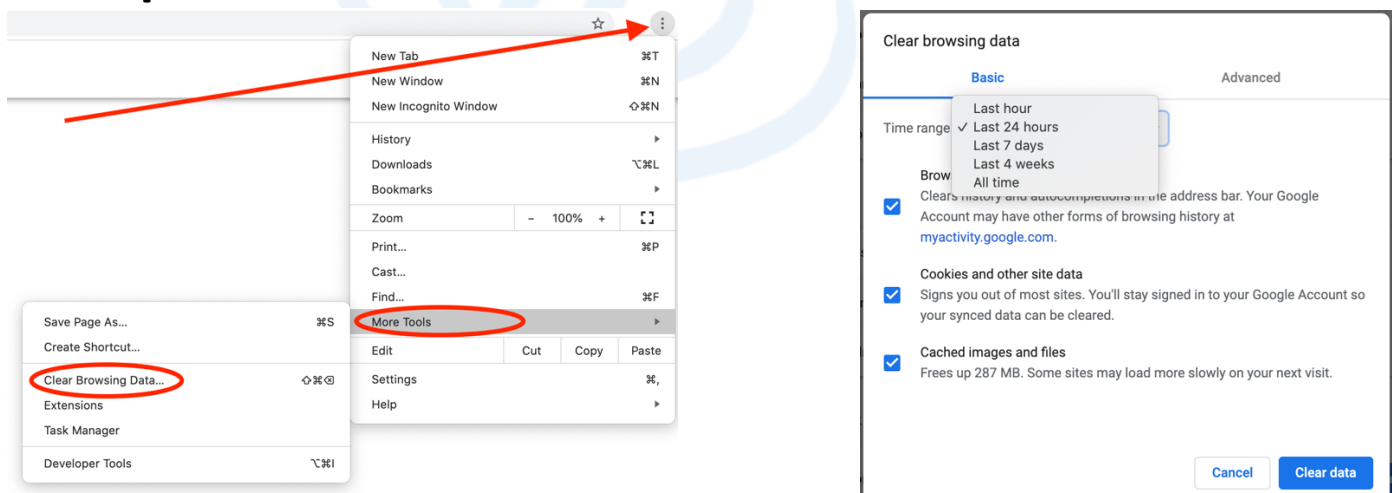
## Clear cache & cookies

When you use a browser, like Chrome, it saves some information from websites in its cache and cookies. Clearing them fixes certain problems, like loading or formatting issues on sites.

### In Chrome

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click **More tools** > **Clear browsing data**.
4. At the top, choose a time range. To delete everything, select **All time**.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

### Example: Clearing browsing data from the “Last 24 hours”



The image shows a Chrome browser window with the 'More Tools' menu open. A red arrow points to the 'More Tools' option, which is circled in red. Below it, the 'Clear Browsing Data...' option is also circled in red. To the right, the 'Clear browsing data' dialog box is open, showing the 'Basic' tab. The 'Time range' dropdown is set to 'Last 24 hours'. The 'Cookies and other site data' and 'Cached images and files' checkboxes are checked. The 'Clear data' button is highlighted in blue.