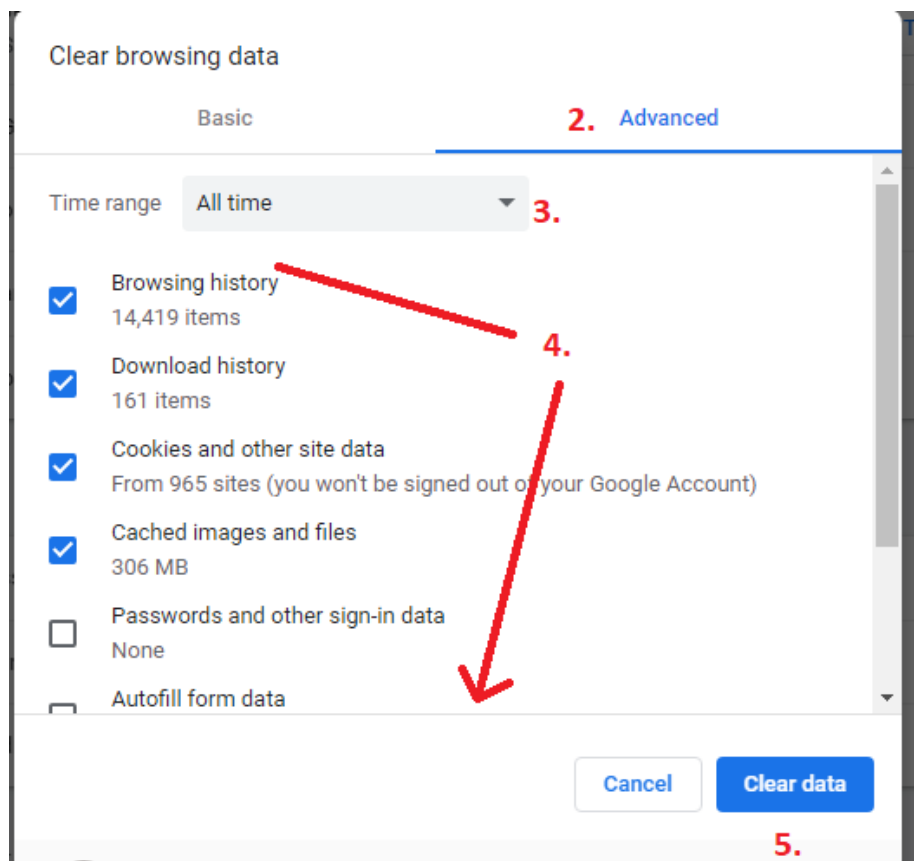


Google Chrome - Clear/Delete Cache/Temporary (Internet) Files

Website data may get out of Sync with what your browser has stored locally (cached) with what is actually on the websites you access. Your browser will always look to see if it has local files first when loading a webpage. Sometimes this has to be manually cleared out (webpage can't be accessed on your computer but it seems everyone else can), follow below to do that.

1. With Google Chrome open in front of you; Windows OS <CTRL> <Shift> <Delete>
Chromebook <CTRL> <Shift> <Backspace>
Mac OS <Cmd> <Shift> <Delete>

(The Chrome Settings webpage will open and the "Clear browsing data" dialogue will open.)
2. **Click/tap** the **Advanced** tab.
3. **Change** the **Time range** to be **All time**.
4. **Select** (check) the following:
 - a. Browsing history
 - b. Download history
 - c. Cookies and other site data
 - d. Cached images and files
 - e. Hosted app data**Unselect** (uncheck) the following:
 - a. Passwords and other sign-in data
 - b. Autofill form data
5. **Click/tap** the **Clear data** button.



NOTE: The clearing/deleting of data should be pretty quick and the Clear browsing data window will disappear. CLOSE Google Chrome and open again just to be sure, and then try to access the website that was giving you the problem.