

## Instructions to Clear Web Browsers Cache and Cookies in Chrome and Edge

It is recommended that you do this regularly.

- **If using Google Chrome:**

1. Open **Chrome**.
2. Click **Customize and control Google Chrome**.
  - a. This appears as 3 vertical dots in the upper right of the browser
3. Click **Settings**.
4. Click **Privacy and security**.
5. Click **Clear browsing data**.
6. Select **All time** for the Time Range field.
7. Click **Clear data**.
8. Close **Google Chrome**.

- **If using Microsoft Edge:**

1. Open **Edge**.
2. Click **Settings and more**.
  - a. This appears as 3 horizontal dots in the upper right of the browser
3. Click **Settings**.
4. Click **Privacy, search, and services**.
5. Click **Choose what to clear**.
  - a. This button is found under the Clear browsing data section
6. Select **All time** for the Time Range field.
7. Click **Clear now**.
8. Close **Microsoft Edge**

Need further assistance? Please submit a [Service Desk ticket](#).