Chrome Browser

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.

| Computer | Android | iPhone & iPad |

In Chrome

1. On your computer, open Chrome.
2. At the top right, click More ⋮ > **Delete browsing data**.
3. Select **Advanced** at the top of the window.
4. Choose Time Range > **All time**.
5. Check the boxes for **Cookies and other site data** and **Cached images and files** – *be sure all other boxes are unchecked.*
6. Click **Delete data**.
7. It is recommended to close the browser completely for the changes to take effect. Click the **X** at the top right corner to close the browser. After the browser closes completely, click to open it again and continue working.

| Computer | Android | iPhone & iPad |

In the Chrome app

1. On your Android device, open Chrome 🌐.
2. Tap More ••• > **Delete browsing data**.
3. Tap **More options >**.
4. At the top of the window, select Time Range > **All Time**.
5. Check the box next to **Cookies and Site Data** and **Cached Images and Files** – *be sure all other boxes are unchecked.*
6. Tap **Delete Data**.
7. If prompted, choose whether to delete date from specific sites.
8. Tap **Delete**.

| Computer | Android | iPhone & iPad |

In the Chrome app

1. On your iPhone or iPad, open Chrome 🌐.
2. Tap More ••• > **Delete Browsing Data**.
3. Select Time Range > **All Time**.
4. Make sure there's a check mark next to **Cookies, Site Data** and **Cached Images and Files**.
5. Tap **Delete Browsing Data**.
6. In the popup window, tap **Delete Browsing Data**.
7. When finished, tap **Done** at the top right.