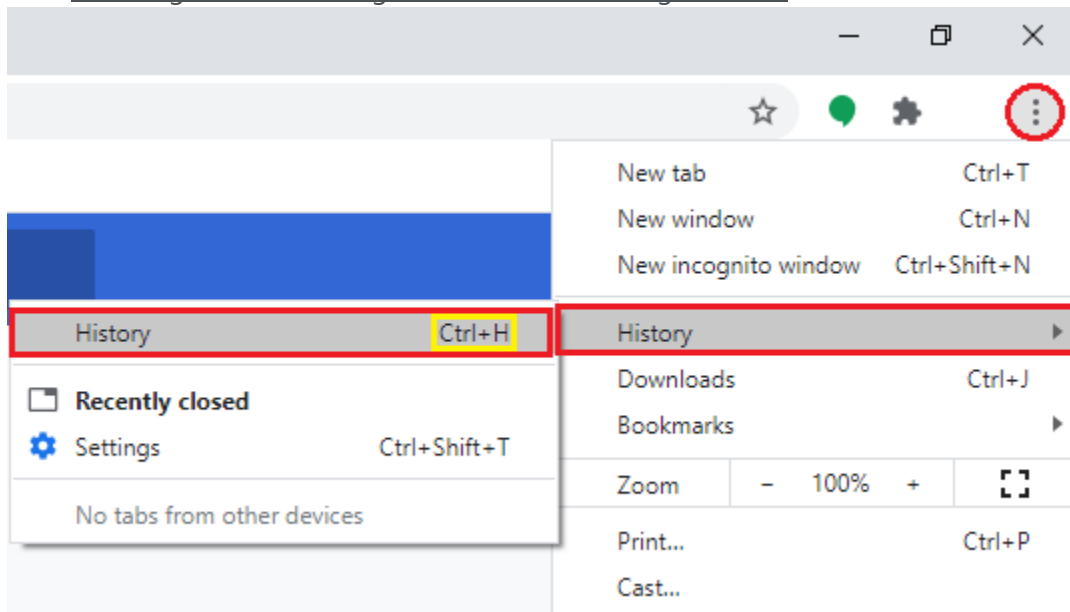


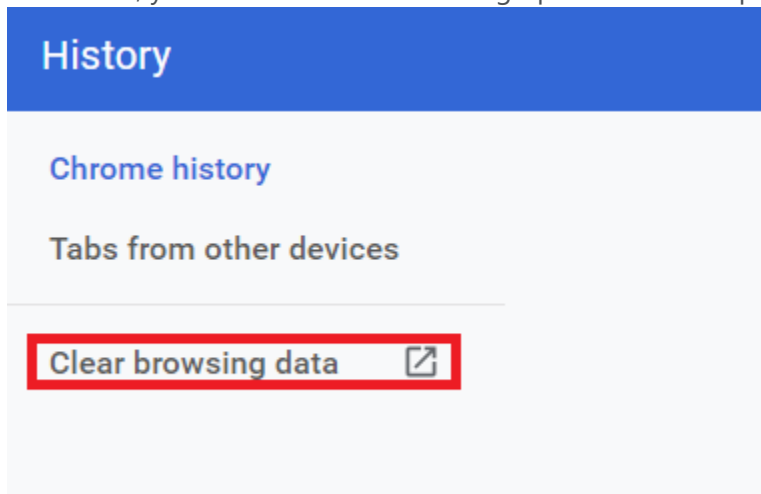
## How to reset your "Cache" in Google Chrome:

**WARNING:** Clearing your Cookies & Cache will force log you out of any accounts your logged into within Google Chrome. Accounts including Facebook, Amazon, Blackboard, DegreeWorks and anything you would log in with an e-mail and password. Please make sure you have finished any unsaved work before following these instructions.

- You can get to your "History" directly by hitting "**CTRL+H**" on your keyboard at the same time OR using the below image as reference to navigate there:



- From here, you should see the following options on the top right-hand side of the page:



- Choose "Clear browsing data" and another menu will appear on the page:

The screenshot shows a 'Clear browsing data' dialog box with two tabs: 'Basic' and 'Advanced'. The 'Basic' tab is active. Under 'Time range', a dropdown menu is set to 'All time'. There are three checked checkboxes: 'Browsing history' (with a description 'Clears history and autocompletions in the address bar.'), 'Cookies and other site data' (with a description 'Signs you out of most sites.'), and 'Cached images and files' (with a description 'Frees up 317 MB. Some sites may load more slowly on your next visit.'). At the bottom right, there are two buttons: 'Cancel' and 'Clear data', with the 'Clear data' button highlighted by a red box.

- Select "All Time" from the Time range field and *at least* checkmark the following:
  - Cookies and other site data (shown above)
  - Cached images and files (shown above)
  - **You can uncheck "Browsing history" if you want, but the other two have to be marked for your cache to be cleared.**
- Choose "Clear data" when you are ready.
- You'll need to sign into everything again to see if this fixed your login issue.