

Clear Cookies and Cache

Overview

These instructions are for clearing your Cookies and Cache from your web browser.

Getting Started

- To clear your cookies; press **Control+Shift+Delete** in your web browser (Chrome, Firefox, Edge) to access the **Clear Browsing Data** menu.
 - Save all data locally stored on a Chromebook. Clearing Cookies and Cache may remove locally saved documents.
- In the menu, make sure **Cookies** are checked, set the time range to **All Time**, then click the **Clear Data** button.
- Close all tabs and windows of the web browser after. You can use **Alt+F4** to close each window.
- Open the web browser again and try to access WebAdvisor once more.
- On mobile devices, please restart your entire device after clearing your cookies and cache data.

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