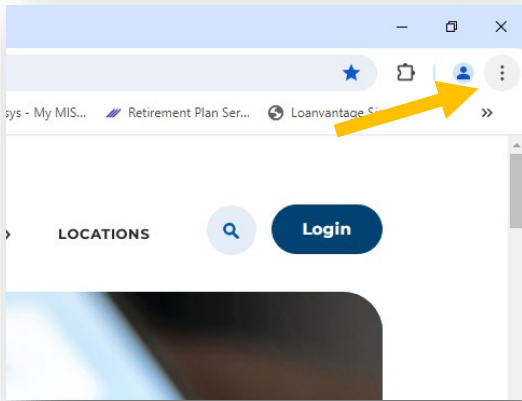# CLEARING CACHE AND COOKIES - Chrome

When troubleshooting issues with any site, always exit your browser completely after clearing your cache, before attempting to access the site again. In Windows, close all your browser windows; in Mac OS X, quit (Command-q) your browser.

1. **Click the 3 dots (Mac) or exclamation point (PC) in the upper right corner of the browser.**

3. **Choose the time range All Time (recommended) or lesser time frame in the "Clear the Following Items From" field.**

4. **Select all items recommended) (e.g., Browsing history, Cookies and other site data, Cached images and files). Click Clear Data.**

2. **Choose Clear Browsing Data.**