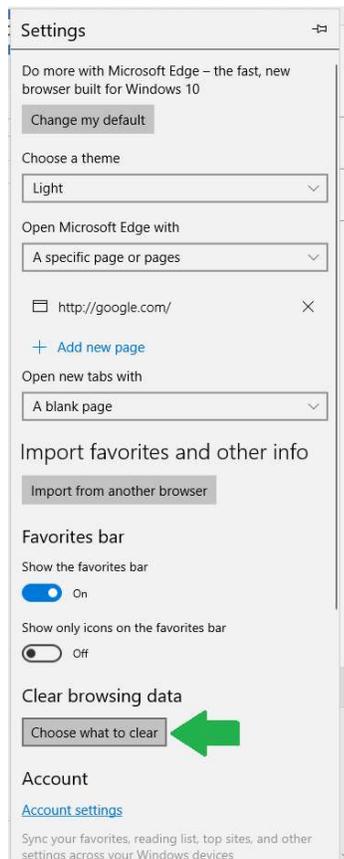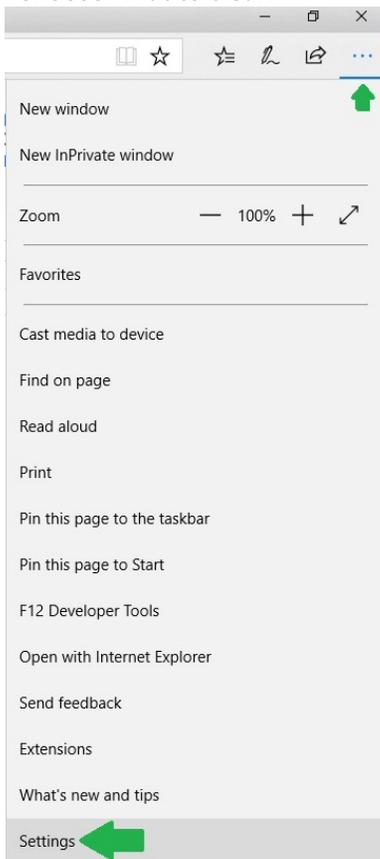# How to clear cache and cookies

The cache is a copy of certain portions of websites that get stored locally on your computer in order to speed up page loads the next time you visit that website. Clearing these temporary internet files and cookies is one of the first steps in troubleshooting any problems you may be having with website access. This process is straight forward and should not delete any pertinent information from your computer.

Microsoft Edge browsers:

1. Select the "Settings and more" menu in the top right-hand corner of the screen (this menu is marked by an icon with three horizontal dots).
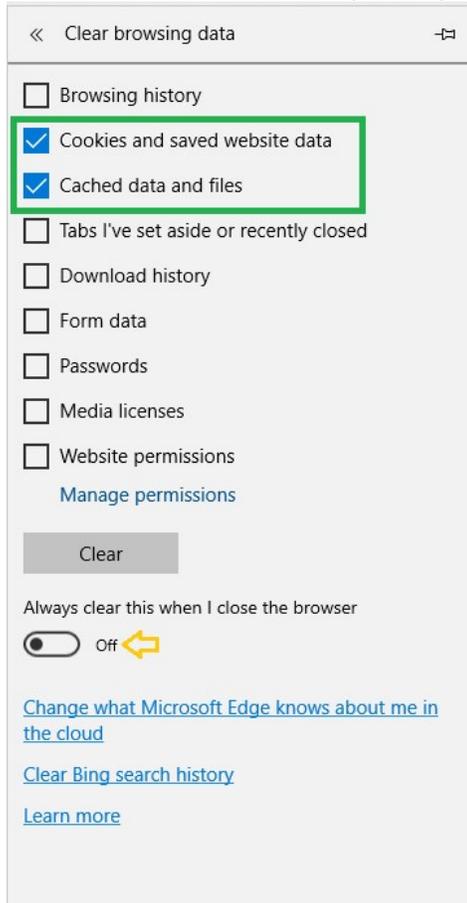

2. In the menu, click "Settings." In the Settings screen, in the Clear Browsing Data section, click "Choose what to clear."

3. In the Clear Browsing Data screen, check the boxes labeled "Cookies and saved website data" and "Cached data and files"; you may uncheck any other boxes.
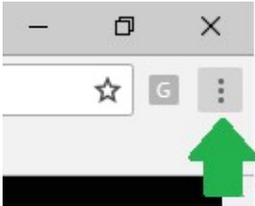
« Clear browsing data   ⊷

☐ Browsing history
☑ Cookies and saved website data
☑ Cached data and files
☐ Tabs I've set aside or recently closed
☐ Download history
☐ Form data
☐ Passwords
☐ Media licenses
☐ Website permissions
     Manage permissions

        [Clear]

Always clear this when I close the browser
(●   ) Off ⇦

Change what Microsoft Edge knows about me in the cloud

Clear Bing search history

Learn more

         ☆ You may change the "Always clear this when I close the browser" option to 'On' if you would like the cache cleared every time you close your browser.

4. Click "Clear," then close all Microsoft Edge screens. When you re-open Microsoft Edge, you should be able to access AANAC.org without issues.
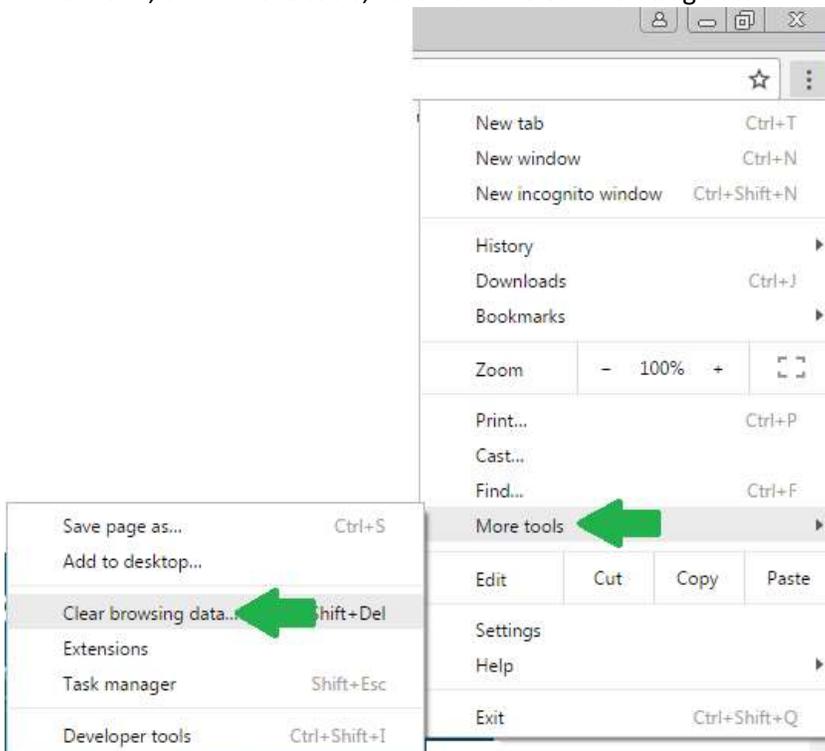
Still having access issues? Call us at 800.768.1880 and we'd be happy to help troubleshoot the problem.

Chrome browsers:

1. Select the "more" menu in the top right-hand corner of the screen (this menu is marked by an icon with three vertical dots).
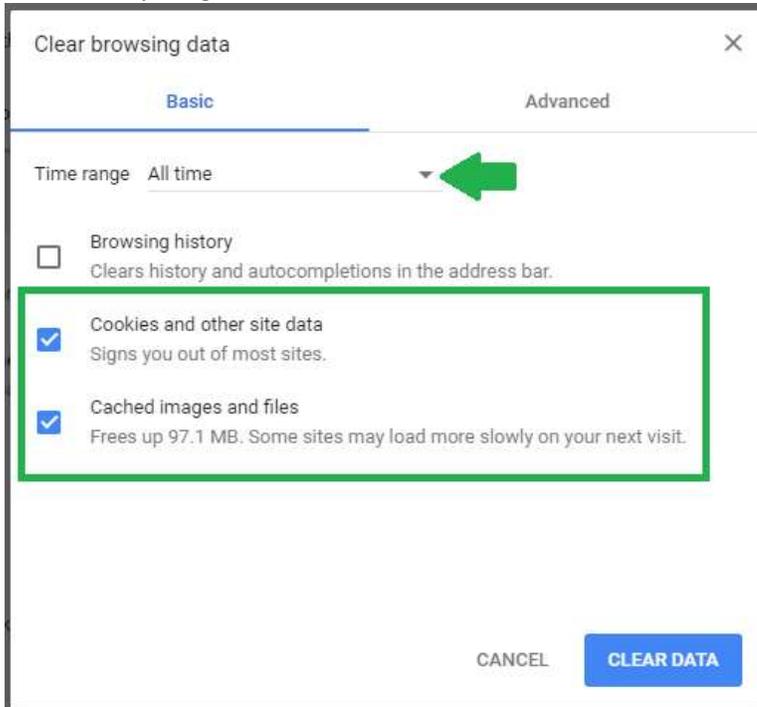

2. In the menu, click "More tools," then click "Clear browsing data…"

3. In the Clear Browsing Data screen (on the "Basic" tab), check the boxes labeled "Cookies and other site data" and "Cached images and files"; you may uncheck any other boxes. Use the menu at the top to select the amount of data that you want to delete – choose "All time" to delete everything.

4. Click "Clear Data," then close all Chrome screens. When you re-open Chrome, you should be able to access AANAC.org without issues.

Still having access issues? Call us at 800.768.1880 and we'd be happy to help troubleshoot the problem.