

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."





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(Microsoft Edge browsers, continued)

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	-13				
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 the cloud	<u>me in</u>				
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.



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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..."

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	1	New tab			Ctrl+	
		New windo	W		Ctrl+1	
		New incognito window Ctrl+Shift+N				
		History				
		Downloads Ctrl+.				
		Bookmarks				
		Zoom - 100%		.00% +	+ C	
		Print			Ctrl+	
		Cast				
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ave page as	Ctrl+S	More tools				
Add to des <mark>kto</mark> p		Edit	Cut	Сору	Pa	
Clear browsing data	hift+Del	Settings				
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(Chrome browsers, continued)

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.

Clea	ar browsing data		×
	Basic	Advanced	
Time	erange All time	-	
	Browsing history Clears history and autocompletior	is in the address bar.	_
	Cookies and other site data Signs you out of most sites.		
	Cached images and files Frees up 97.1 MB. Some sites may	y load more slowly on your next visit.	
		CANCEL CLEAR DA	ATA

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

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