

Steps for Chrome

With Chrome as the active application, use the keyboard shortcut **CTRL + SHIFT + DEL** to display the dialog in Figure 1. Follow the steps below to successfully clear cache and cookie data:

1. Click the **Basic** tab ...
2. For the time range, select **All time** ...
3. Check **Cookies and other site data** ...
4. Check **Cached images and files** ...

5. Click the **Advanced** tab ...
6. For the time range, select **All time** ...
7. Check **Cookies and other site data** ...
8. Check **Cached images and files** ...
9. Check **Site settings** ...
10. Check **Hosted app data** ...
11. Click **Delete data** .

Close and Re-Open the Browser



Since some of the browser data cannot be deleted while the browser is open, it's recommended that you close and re-open the browser to complete the process.

Alternatively, we've had success using the keyboard shortcut **CTRL + F5** which forcibly refreshes the browser without having to close it. If these steps do not resolve your issue, please restart your workstation before troubleshooting further.

FIGURE 1 | Chrome **CTRL + SHIFT + DEL**

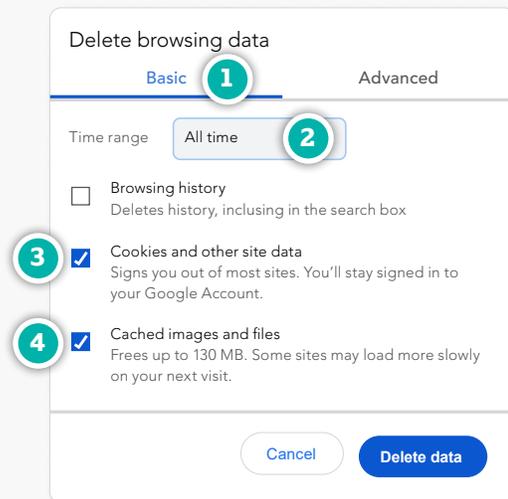
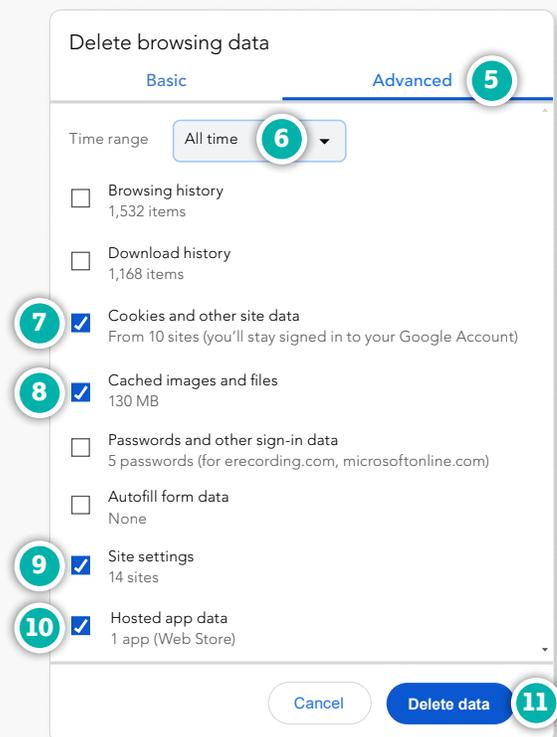


FIGURE 2 | Chrome's Advanced Tab



Steps for Edge

With Edge as the active application, use the keyboard shortcut **CTRL + SHIFT + DEL** to display the dialog in Figure 3. Follow the steps below to successfully clear cache and cookie data:

1. For the time range, select **All time ...**
2. Check **Cookies and other site data ...**
3. Check **Cached images and files ...**
4. Click the button Clear now.

Close and Re-Open the Browser

Since some of the browser data cannot be deleted while the browser is open, it's recommended that you close and re-open the browser to complete the process.

Alternatively, we've had success using the keyboard shortcut **CTRL + F5** which forcibly refreshes the browser without having to close it. If these steps do not resolve your issue, please restart your workstation before troubleshooting further.

