# Chrome Browser

## Clear cache & cookies

When you use a browser, like Chrome, it saves some information from websites in its cache and cookies. Clearing them fixes certain problems, like loading or formatting issues on sites.

| Computer | Android | iPhone & iPad |
|---|---|---|

### In Chrome

1. On your computer, open Chrome.
2. At the top right, click More ⋮ > **Delete browsing data…**.
3. Choose the time range **All time** at the top of the popup window.
4. Check the boxes for **Cookies and other site data** and **Cached images and files** – *be sure all other boxes are unchecked*. Click [Show more ⌄] in the middle of the window to view more check boxes.
5. Click **Delete data**.
6. It is recommended to close the browser completely for the changes to take effect. Click the **X** at the top right corner to close the browser. After the browser closes completely, click to open it again and continue working.

| Computer | Android | iPhone & iPad |
|---|---|---|

### In the Chrome app

1. On your Android device, open Chrome 🔴.
2. On the right of the address bar, tap More ⋮ > **Delete browsing data**.
3. At the top of the window, tap the dropdown menu and select the Time Range > **All Time**.
4. Tap **More options >** and check the boxes for **Cookies and site data** and **Cached images and files** – *be sure all other boxes are unchecked.*
5. Tap **Delete Data**.
6. If prompted, choose whether to delete date from specific sites – *uncheck any sites you do not wish to clear data from*.
7. Tap **Delete**.

| Computer | Android | iPhone & iPad |
|---|---|---|

### In the Chrome app

1. On your iPhone or iPad, open Chrome 🔴.
2. Tap More ⋯ > **Delete Browsing Data**.
3. On the popup window next to "Time Range", select **All Time**.
4. Next, Tap **Browsing Data** – make sure there's a check mark next to **Cookies, site data** and **Cached images and files**.
5. Tap **Confirm**.
6. Tap **Delete Data**.