

Clearing History and Hard Refresh Instructions

If you get an error page or notice a function is not working correct on the website there are two simple steps you can take to resolve the issue. First you can do a hard refresh, and if that doesn't work you can clear the browsing history. Steps to do both of these are as follows:

How to do a Hard Refresh:

Click **Control** and **F5** at the same time.

How to Clear Browsing History:

1. In the top-right corner of the browser window, click the Chrome menu ☰.
2. Click **History** > **History**.
3. Select **Clear browsing data**.
4. Make sure the following boxes are checked:

Obliterate the following items from:

- Browsing history – 1,599 items
- Download history
- Cookies and other site and plugin data
- Cached images and files – 402 MB
- Passwords
- Autofill form data
- Hosted app data
- Content licenses

Browsing History,
Download History,
Cookies and other site and plugin
data, &
Cached images and files

Clear browsing data

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5. At the top, use the drop-down menu to select the amount of download history you want to delete, this should be set on **the beginning of time**.
6. Click **Clear browsing data**.