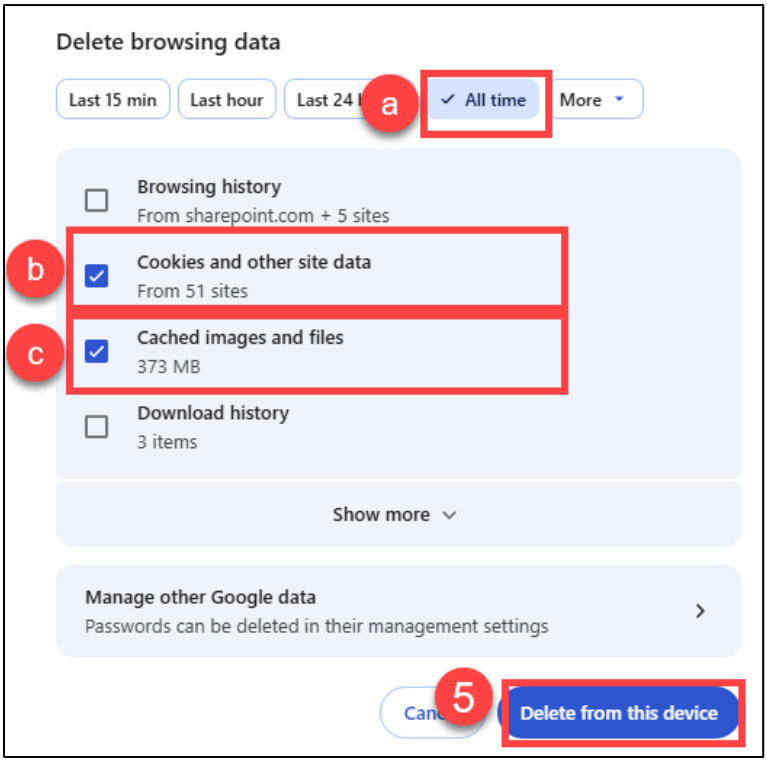
How To Clear Cache and Cookies (Google Chrome)

If you are experiencing issues logging into LOMA's Learning System after resetting your password, you may need to clear *Cache* and *Cookies* to prevent your internet browser from continuing to use old, saved sign-in information and ensure you can successfully log in with your new password.

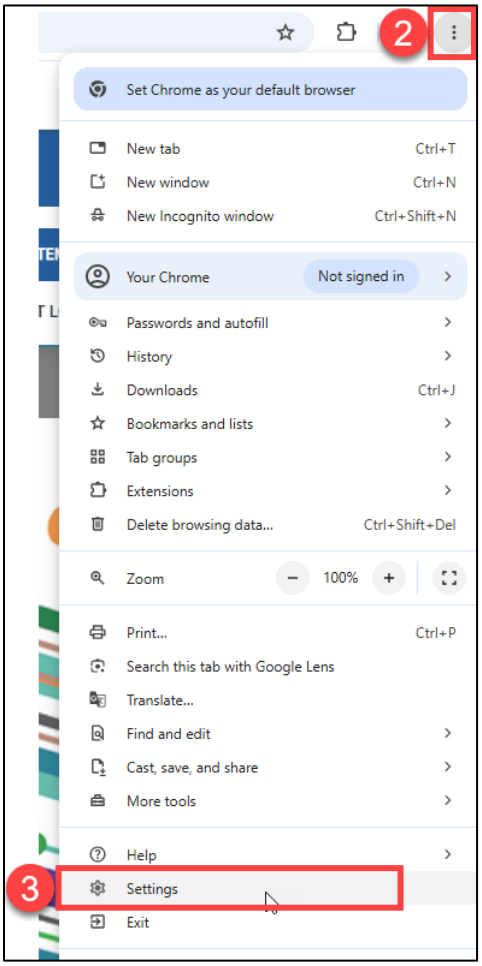
Quick Method (Keyboard Shortcut)

1. Open the Google Chrome Browser.
2. Press: **Ctrl + Shift + Delete**
3. The **Delete browsing data** window appears immediately.
    - ***NOTE:*** *If the* **Delete browsing data** window does not appear when you press **Ctrl + Shift + Delete**, *please use the Alternate Method shown on the next page.*
4. Select:
    a. Time range: **All time**
    b. **Cookies and other site data**
    c. **Cached images and files**
5. Click **Delete From This Device**.

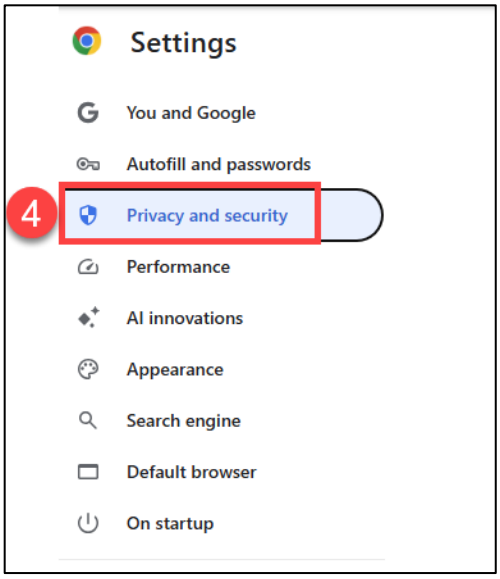


Alternate Method (Using Edge Settings)

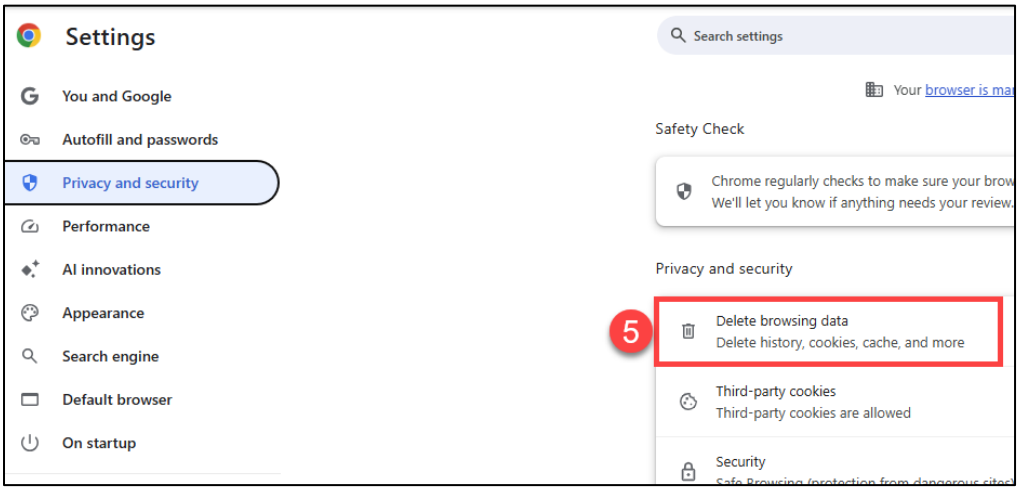
1. Open the Google Chrome Browser.
2. Click the **three dots (⋮)** in the upper-right corner.
3. Select **Settings**.



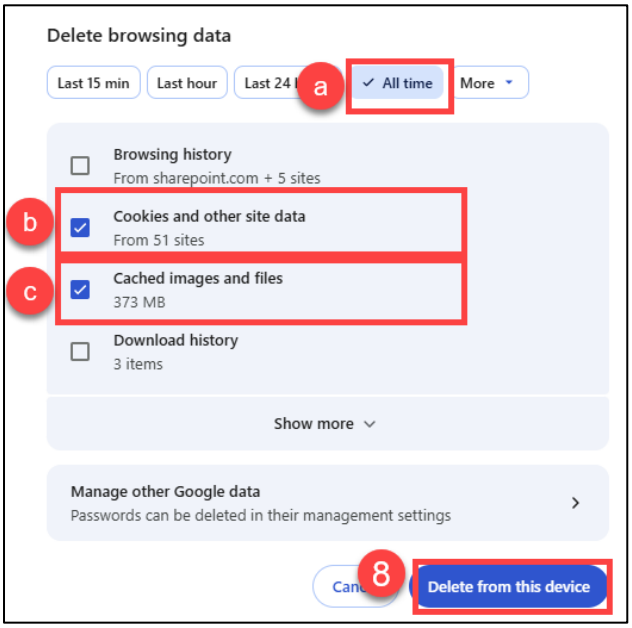
4. In the left navigation menu, click **Privacy and security**.



5. Select **Delete browsing data**.



6. The **Delete browsing data** window will appear.
7. Select:
    a. Time range: **All time**
    b. **Cookies and other site data**
    c. **Cached images and files**
8. Click **Delete from this device**.



9. Completely close all Google Chrome windows, then repoen Google Chrome. The cache and cookies will be removed.