**Chrome browser - KB00487**

Impacted App/Service: Chrome browser

Title: Slowness and overall performance issues with the internet/intranet browser

Short Description: If there are performance issues with the internet/intranet browser, error messages or access issues for any of the services/sites used through the browser, the steps indicated below should resolve these issues.

Resolution:

1. From the browser, click on the three dots at the upper right corner (…).
2. Select Settings, **System Performance** section and click on the **Clear Cache** option.
3. From the Settings, go to the **Profile** section.
4. Confirm if the account information is accurate, update as needed otherwise.
5. If the issue continues to present after these steps, create an incident ticket assigned to the **Navigation Support** group and include the user’s machine name, the user’s static IP address and the site/page where the issue is presented.