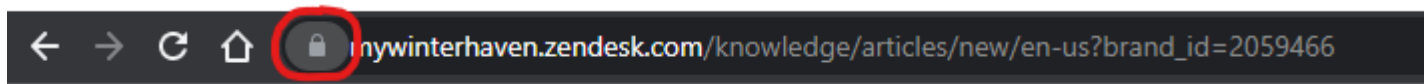


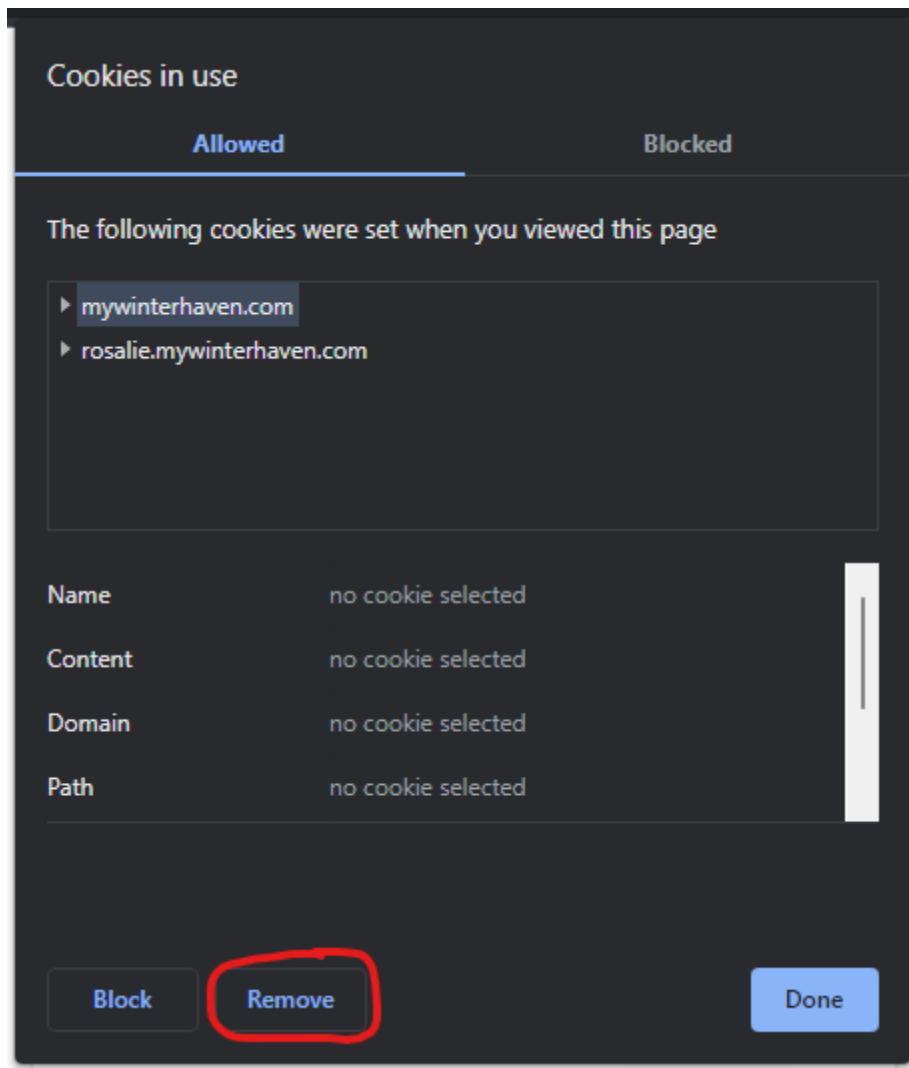
Experiencing New World Errors? Try this Trick First Before Submitting a Ticket!

Click the lock or two lines icon located to the right of the URL bar at the top of the window. It should look similar to the picture below.



Click on the Cookies and Site Data option and that should open up another window. Next click on the Manage on-device site data option. Click on the remove button multiple times until the list of cookies is cleared, in newer versions of Chrome this will show as a trash can beside each cookie. You will need to click the trash can icon for each listing.

Here is a video tutorial to clear your cookies! <https://youtu.be/oHudxbie36g>



Next close out chrome and reopen New World, if the issue is still persisting then submit a ticket and we will help you out as soon as we can!

If you need any assistance, please fill out a request at: <https://mywinterhaven.zendesk.com/hc/en-us/requests/new>