

<b>Procedure Document</b>		
<b>How to Delete Browsing Data in a Chrome Web Browser</b>	<b>Owner of the Document:</b> Riva McKnight	<b>Version Number:</b> 1.0
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		<b>Last Revision Date:</b> May 8, 2021

## 1.0 Purpose

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This document explains how to delete the cache and browsing data from your Chrome web browser.

The browser cache exists to make the browsing experience faster by storing data locally on a user's device. Once a file is cached, the next time the browser needs to access it, the file will load much quicker. This is because there is no need to re-download the content since it comes from the local cache.

## 2.0 Scope

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**Who:** This procedure applies to anyone who regularly browses the web using the Chrome web browser.

**When:** There is no standard time when you must clear your browsing data. Use this procedure as a troubleshooting step if you experience an issue with your browser.

Try clearing your cache and data if your browser is running slow and the cache has become very large. Clearing your data may help if you experience other issues with your browser potentially caused by corrupt cache data.

## 3.0 Requirements and Responsibilities

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The person who performs this procedure should have basic knowledge of how to use the Chrome web browser on a computer or smartphone.

### 3.1 Warnings

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- Clearing the cache may temporarily slow down your browsing experience since files and data will need to be re-downloaded.
  - Clearing cookies and site data may cause you to be signed out of websites.

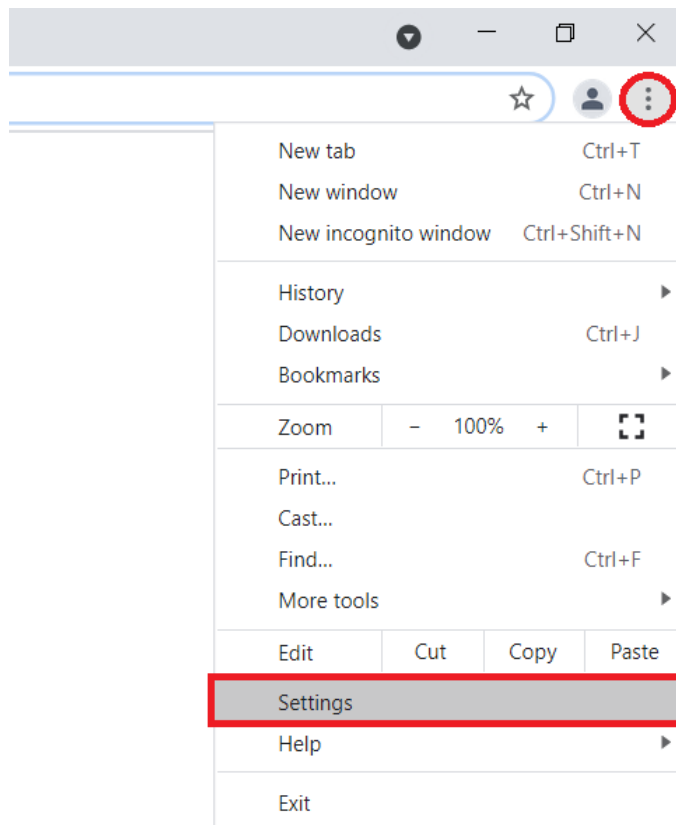
### 3.2 Special Equipment or Software Required

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- Chrome should be installed on the device. This procedure was created for Chrome Version 90.0.4430.x.

- It is possible, but not guaranteed, that these instructions will be compatible with earlier and later versions of Chrome as well.
- The Chrome browser has a similar experience across many devices. Therefore, these instructions should work across various devices including, but not limited to
  - Windows computers
  - Mac computers
  - Chromebooks
  - Android phones
- NOTE: iPhones and other iOS devices may have a different version of Chrome. The text and visuals also differ from other devices, but the basic functionality is the same. You may still use this guide for an iPhone, but the specific details may differ.

## 4.0 Procedure Description

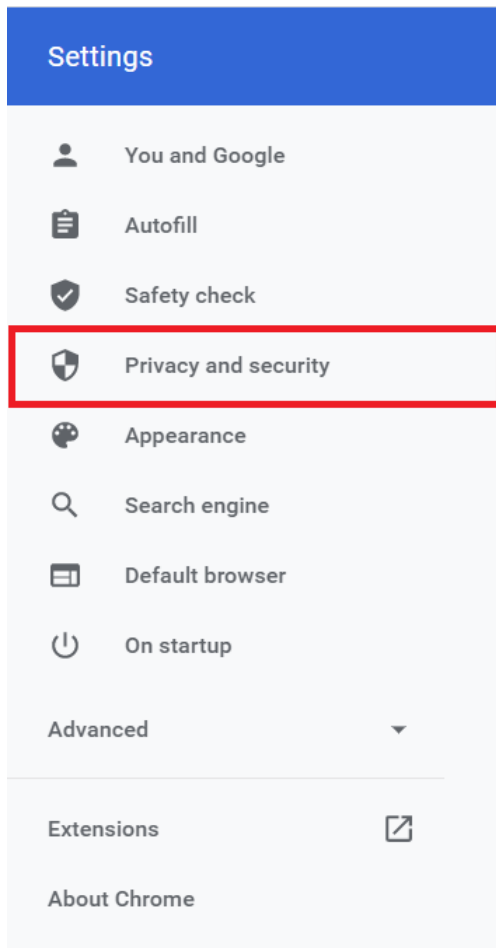
1. Open the Chrome browser on your device.
2. On the upper right corner of the window are three vertical dots as seen in Figure 1. Click this icon and select *Settings* from the menu.



**Figure 1.** Selecting Settings from the menu

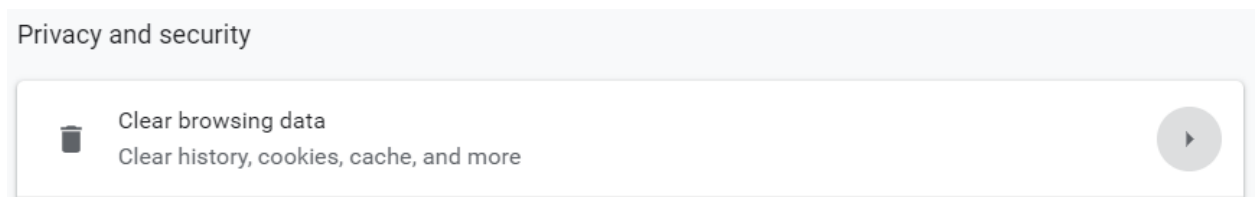
NOTE: On an iPhone, there will be three horizontal dots at the bottom of the screen.

- The Settings page from Chrome will open. Select *Privacy and security* as indicated in Figure 2. On an Android phone, the screen may differ from the image in Figure 2, but the same options will be available. On an iPhone, the option is named *Privacy*.



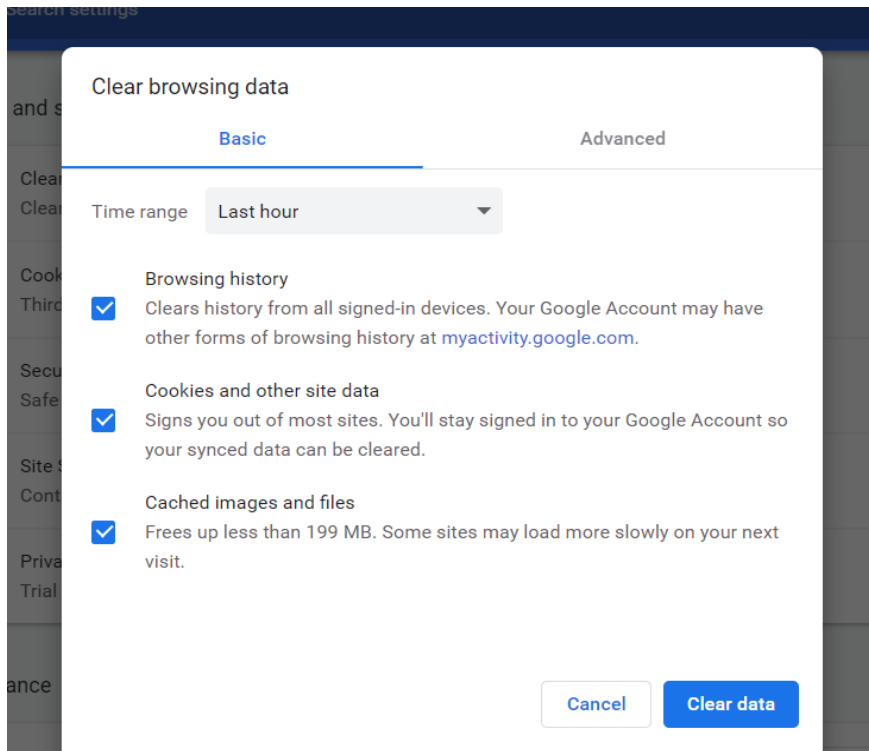
**Figure 2.** Selecting Privacy and security

- Select *Clear browsing data* as shown in Figure 3. This will look slightly different on smartphones.



**Figure 3.** Selecting Clear browsing data.

- A screen for clearing the browser data will open, see Figure 4.



**Figure 4.** Clearing browser data

On this screen, do the following:

- Choose which type of data you want to clear by clicking the checkboxes. The options are:
  - Browsing history
  - Cookies and other site data
  - Cached images and files
- Decide the time range for how far back you want to clear the data. The time range options are:
  - Last hour
  - Last 24 hours
  - Last 7 days
  - Last 4 weeks
  - All time

For example, to clear everything from the last 7 days, select *Last 7 days* from the drop-down menu, select all 3 checkboxes, and press *Clear data*.

You will be returned to the previous screen and your browsing data will be cleared.

## 4.1 Escalation Process

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If you experience any issues during the procedure, try restarting Chrome.

## 4.2 Key Criteria

N/A

## 5.0 References

If using a computer, you can directly access the *Clearing browser data* screen by pasting the below URL into your Chrome browser:

chrome://settings/clearBrowserData

For more help with Chrome, you can visit the [Google Chrome Help page](#).

## 6.0 Performance Measurement

N/A

## 7.0 Revision History

[illegible]