

The Commonwealth of Kentucky
kynect State-Based Marketplace



Clearing Cache
Quick Reference Guide

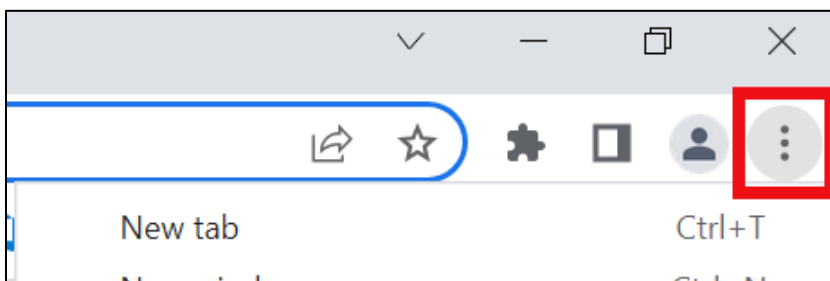
Clearing Cache Overview

This document provides step-by-step guidance on how to clear cache (cookies)/browsing history in Google Chrome. It is best practice for Users to clear cache after data fixes or anytime that an issue is experienced while accessing kynect.

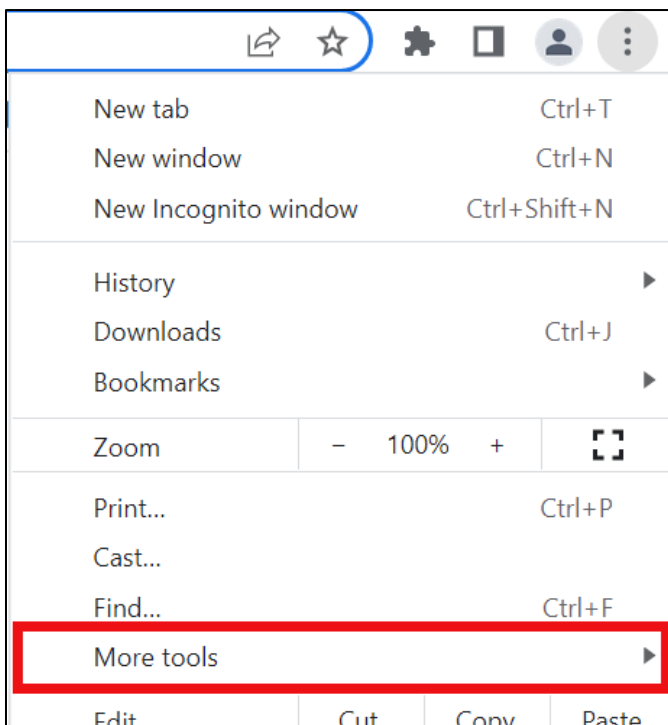
Please note: Google Chrome is the recommended browser when accessing the State-Based Marketplace/kynect.

Users should follow the step-by-step instructions below to clear cache (cookies)/browsing history in Google Chrome:

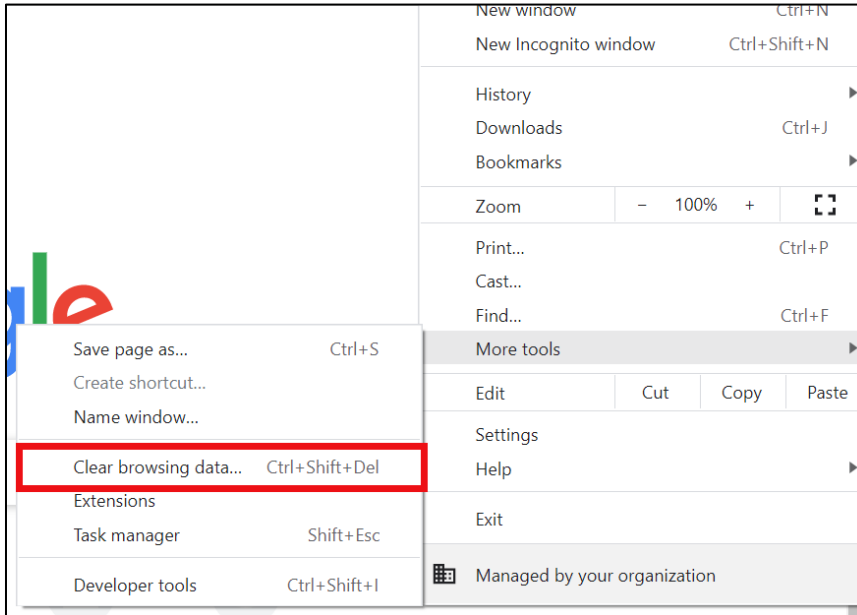
1. Click on the **Menu** icon (three vertical dots):



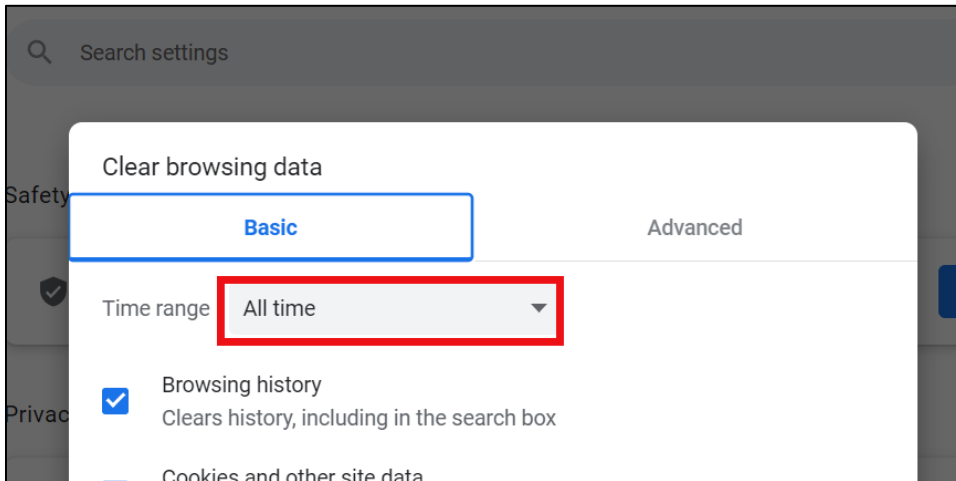
2. Click **More tools**.



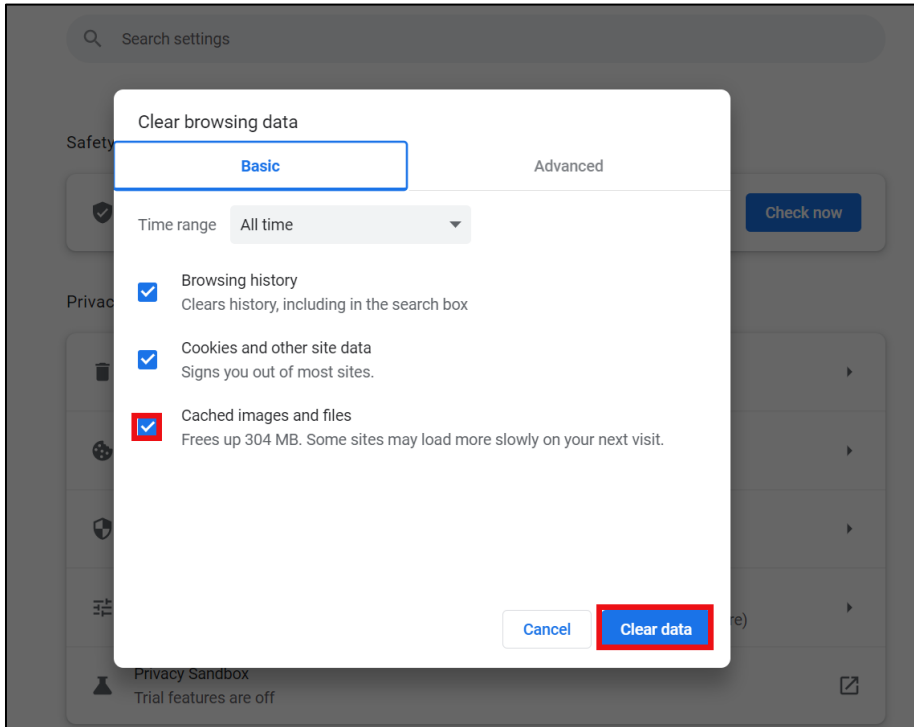
3. Click **Clear browsing data**.



4. Select **All time** from the Time range drop-down.



5. Make sure **Cached images and files** is checked. Click **Clear data**.



6. To complete the process of clearing cache, Users should completely close out of all open Google Chrome tabs by clicking the **X** icon (Close).

