

The Commonwealth of Kentucky


kynect

Quick Reference Guide
Clearing Cache





This Quick Reference Guide is designed to help users clear cache (cookies)/browsing history in Google Chrome.

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Clearing Cache

It is best practice for users to clear cache after data fixes or anytime that an issue is experienced while accessing kynect.

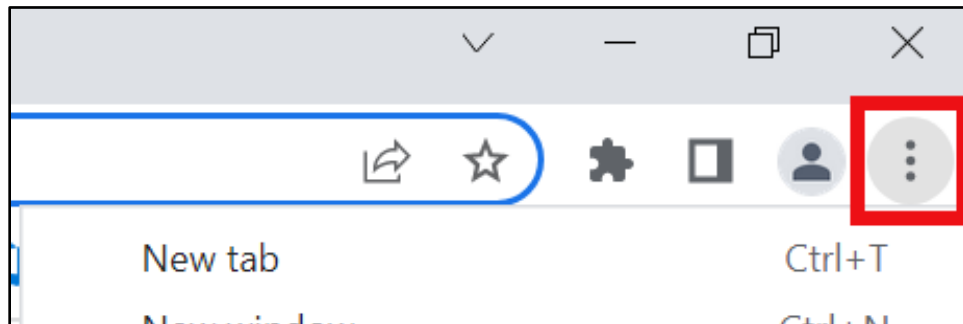
Below are the steps to clear cache (cookies)/browsing history in Google Chrome.



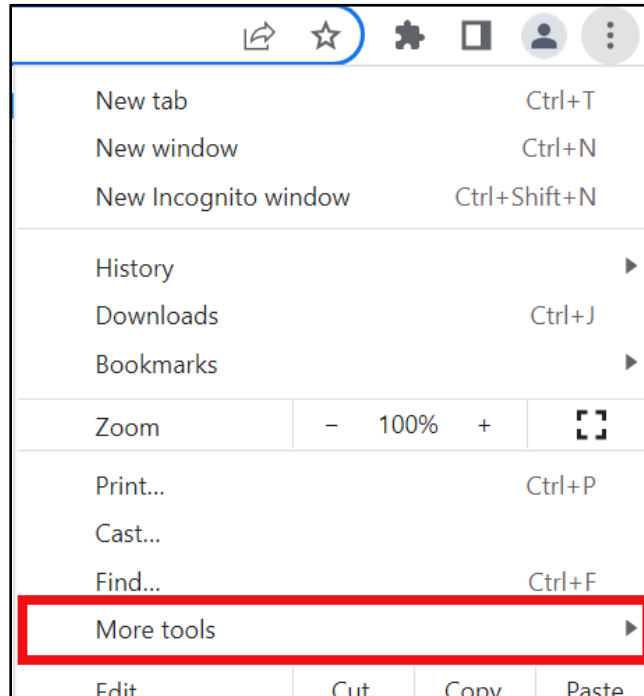
Please Note: Google Chrome is the recommended browser when accessing the State-Based Marketplace/kynect.

Steps to Clear Cache in Google Chrome

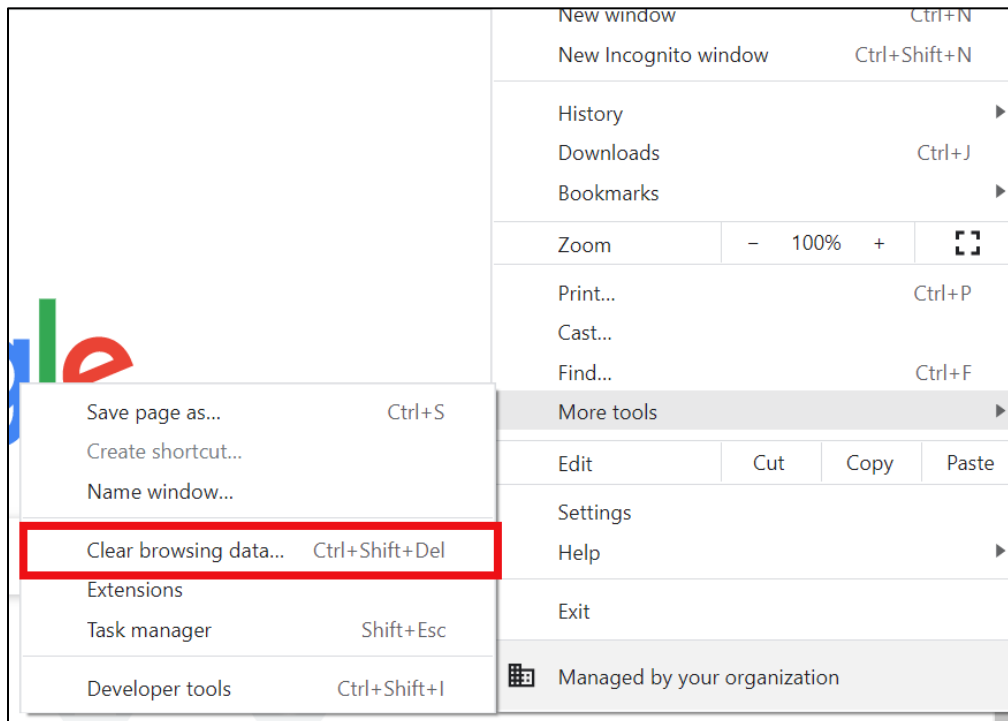
1. Select on the “Menu” icon (three vertical dots) on the **Google Chrome** internet browser.



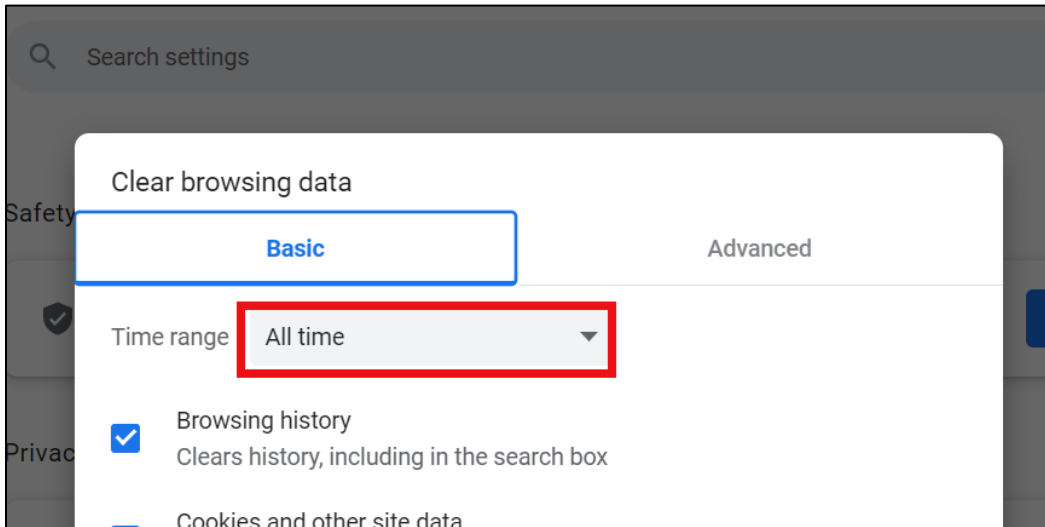
2. Select “More tools.”



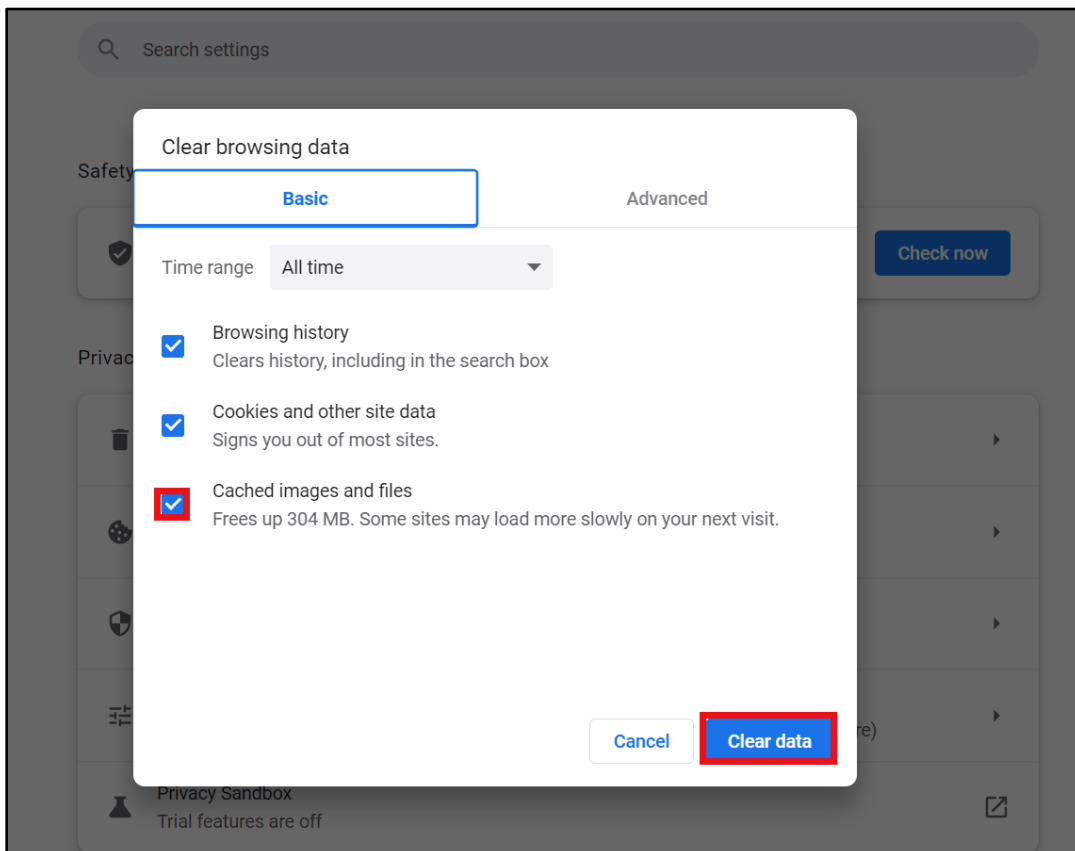
3. Select “Clear browsing data.”



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



5. Select the “Cached images and files” checkbox and select “Clear data.”





6. To complete the process of clearing cache, users should completely close out of all open Google Chrome tabs by selecting the “X” icon (Close).

