

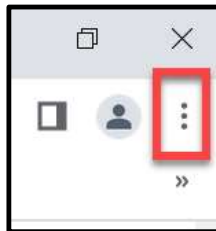
## Clear Browser Cache Tip Sheet

This Tip Sheet will walk users through how to clear their computer browser cache. When SmartCare updates are made it is always a good practice to clear your previous browser cache to prevent unforeseen system errors. The instructions below are for both Chrome and Edge web browsers.

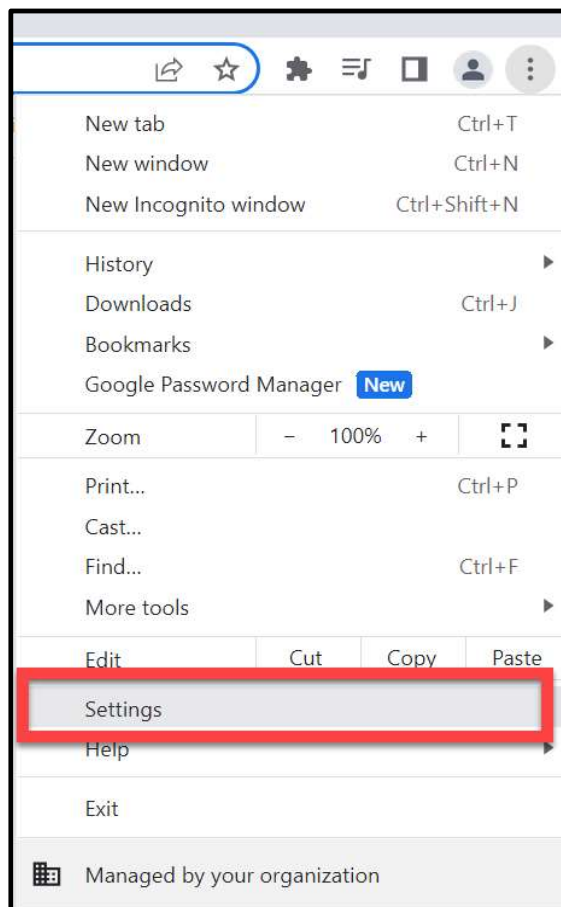
Please visit our website <https://dhs.saccounty.gov/BHS/Avatar/Pages/Avatar.aspx> for the most updated version. If any additional help is needed you can contact us at [bhs-ehrsupport@saccounty.gov](mailto:bhs-ehrsupport@saccounty.gov).

### Chrome

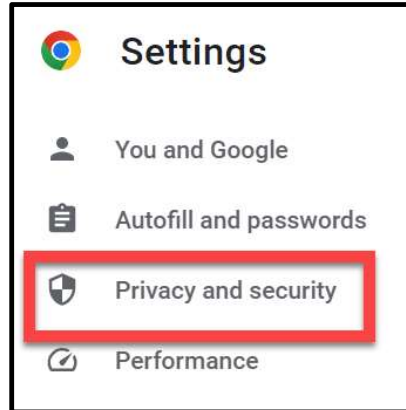
1. Open Chrome web browser and click on the 3 dots under the X.



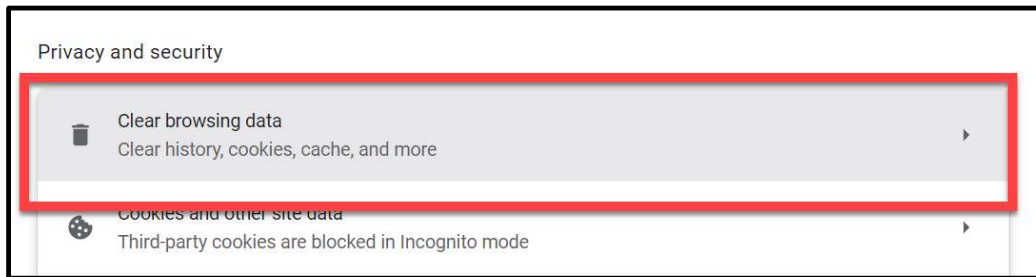
2. Click on Settings.



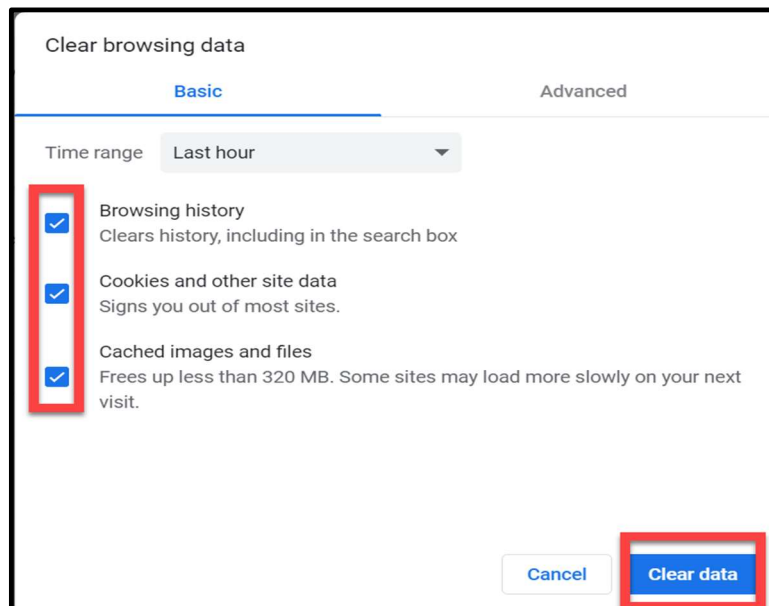
3. Select Privacy and Security.



4. Select clear browsing data.



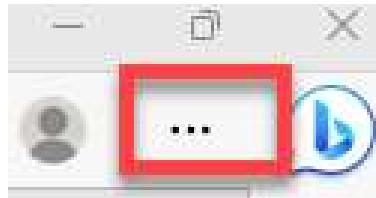
5. On the clear browsing data page make sure all 3 boxes are checked, then click clear data.



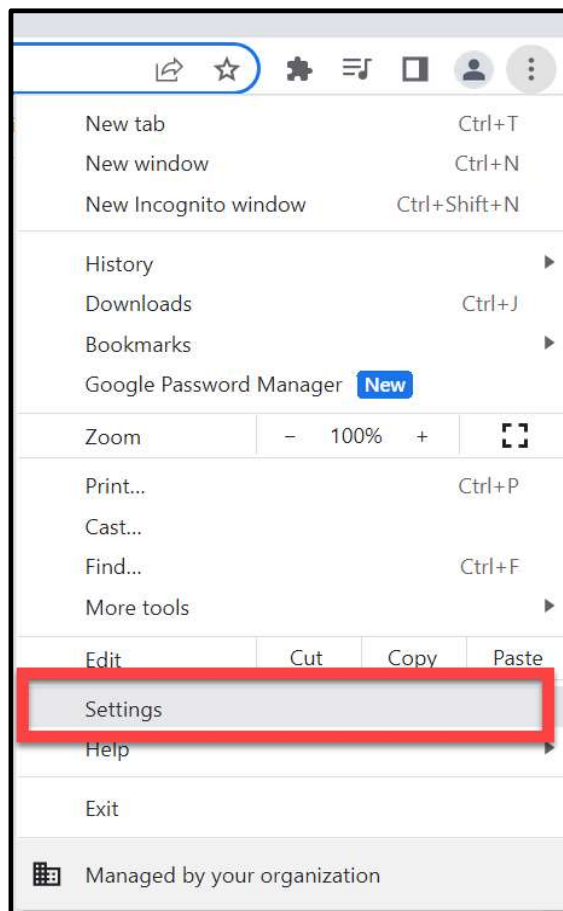
6. Restart your browser

## Microsoft Edge

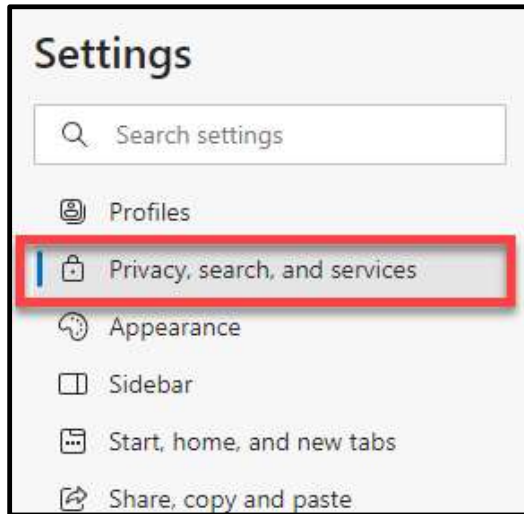
1. Open Microsoft Edge web browser and click on the 3 dots near the X.



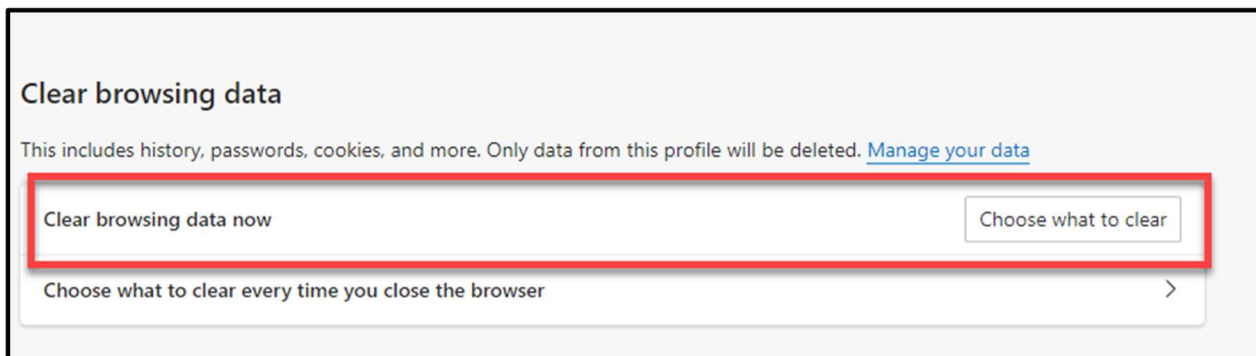
2. Click on Settings.



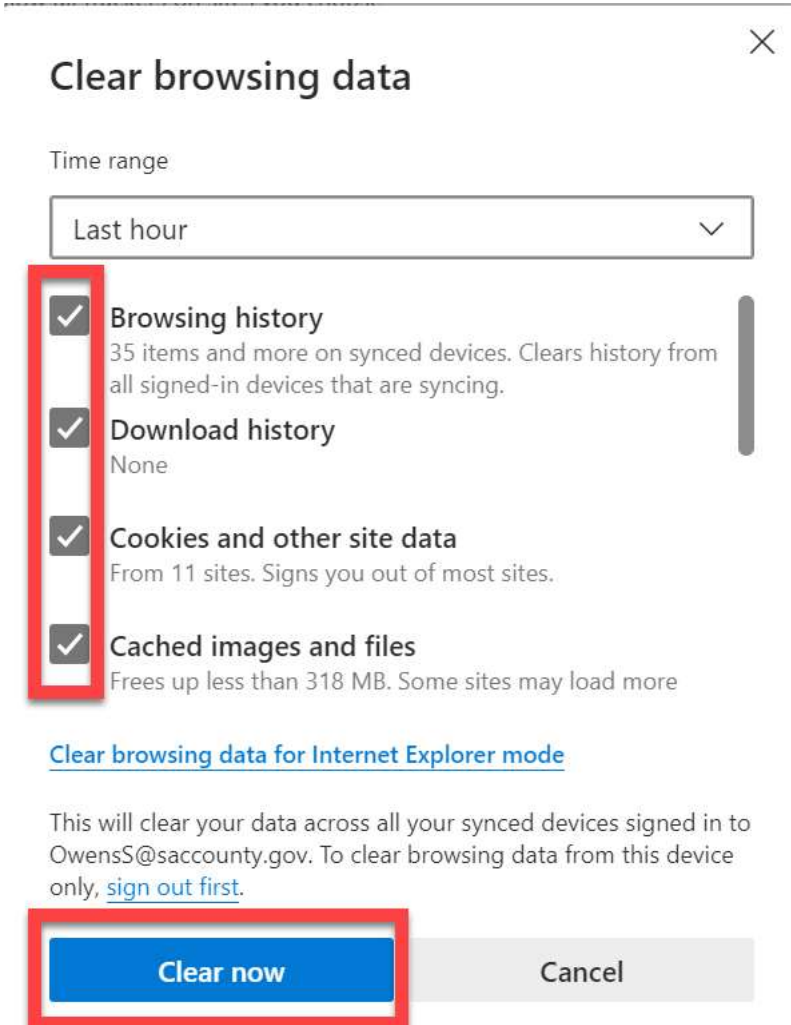
3. Select Privacy, search, and Security.



4. Click on Choose what to clear.



5. Make sure the first 4 options are selected and click delete.



6. Restart your browser.