(Please note that doing these steps will remove other account information that is saved. Be sure to know all of your passwords and we apologize for the inconvenience that this may cause)

To Clear Browsing history on Google Chrome:

1. Click on the 3 dots on the right hands side
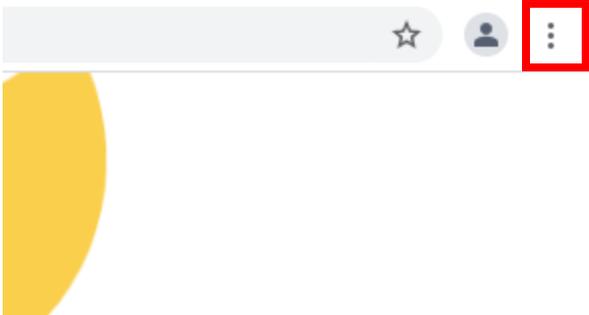
2. Go to settings:
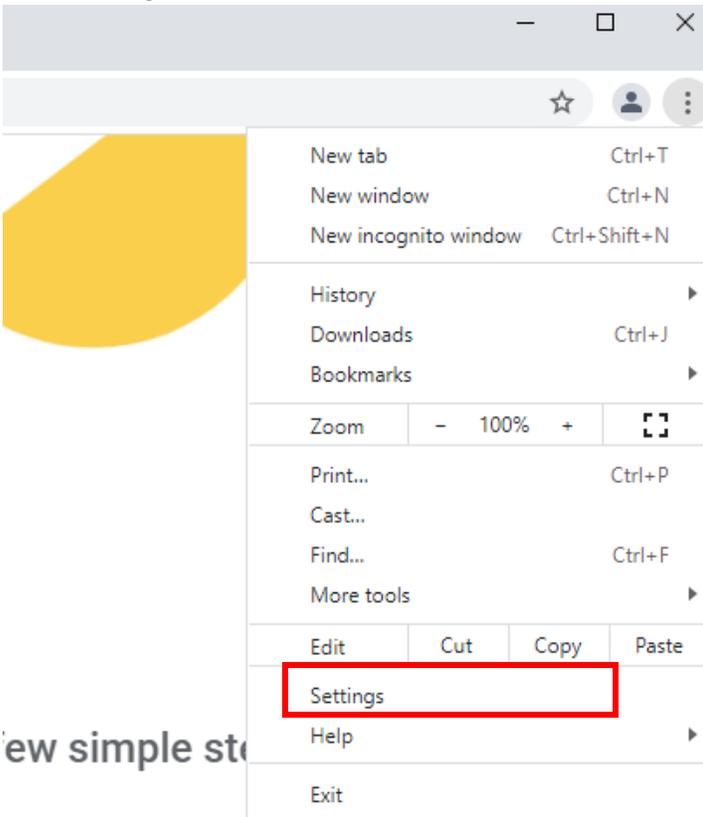
3. Click on clear browsing data:
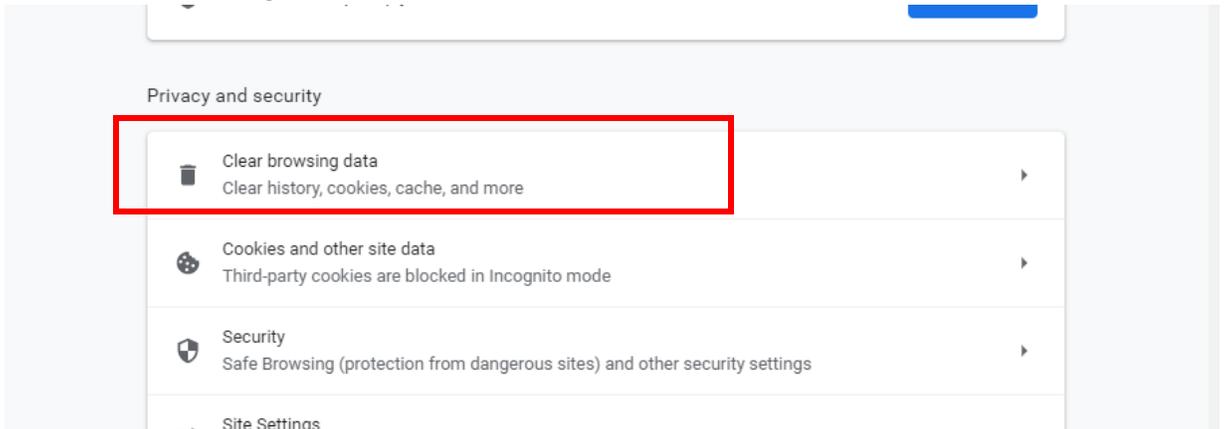
4. Make sure advanced is selected, time range = all time and check all of the boxes seen below

5. Click on clear data:

Clear browsing data

Basic	Advanced

☑ Download history
None

☑ Cookies and other site data
From 1 site

☑ Cached images and files
Less than 1 MB

☑ Passwords and other sign-in data
None

☑ Autofill form data
None

☐ Site Settings
None

☐ Hosted app data
1 app (Web Store)
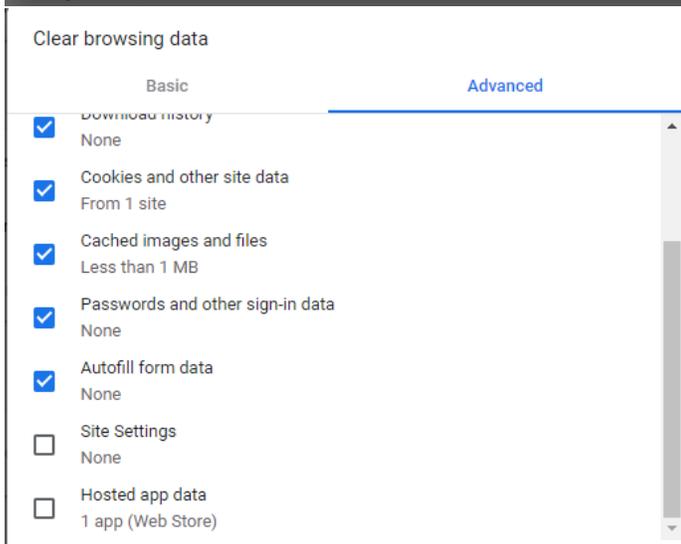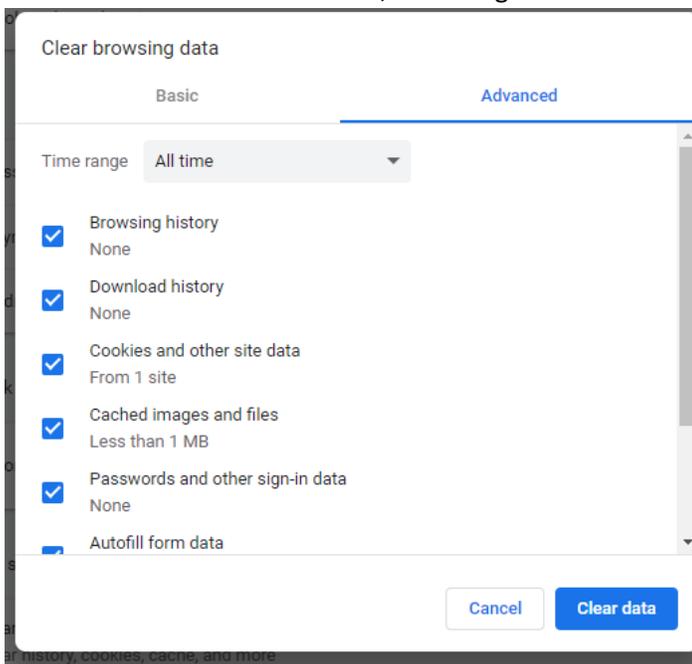
Cancel   **Clear data**
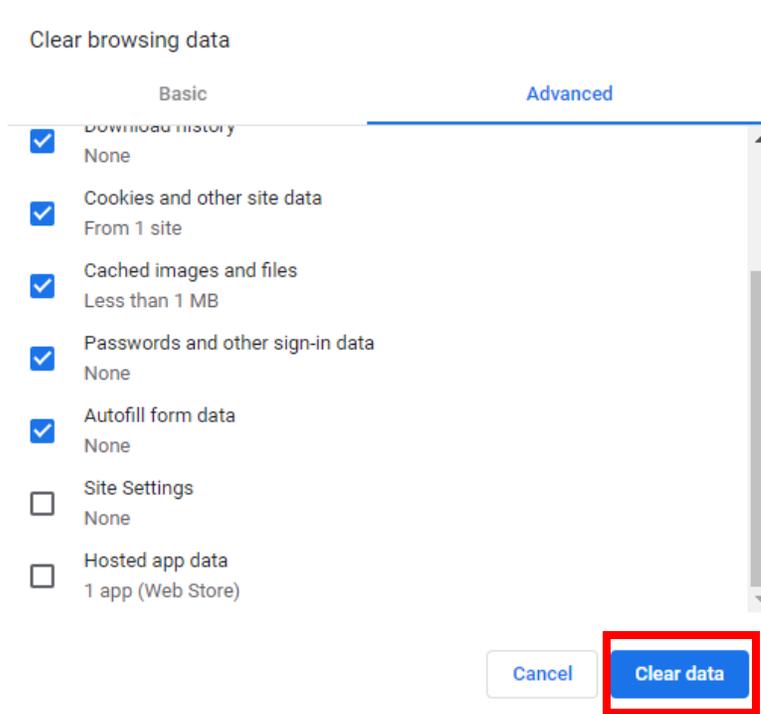
6. Restart your browser

After this is done, please try logging into Canvas first. If an error message is still received, please take a snapshot. Please send it to support@napavalley.edu with your student ID number and a phone number we can reach you at. Thank you for your patience as we are working to resolve issues as soon as possible.