(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)

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To Clear Browsing history on Google Chrome:

1. Click on the 3 dots on the right hands side ☆ : 2. Go to settings: ☆ . New tab Ctrl+T New window Ctrl+N Ctrl+Shift+N New incognito window History Ctrl+J Downloads Bookmarks 100% 53 Zoom + \_ Print... Ctrl+P Cast... Find... Ctrl+F More tools Paste Edit Cut Сору Settings Help ew simple ste Exit

3. Click on clear browsing data:

Privacy	/ and security	
T	Clear browsing data Clear history, cookies, cache, and more	>
٩	Cookies and other site data Third-party cookies are blocked in Incognito mode	>
0	Security Safe Browsing (protection from dangerous sites) and other securi	ty settings
	Site Settings	

4. Make sure advanced is selected, time range = all time and check all of the boxes seen below

Clear bro	owsing data		
	Basic		Advanced
Time rang	e All time	Ŧ	·
Bro Nor	wsing history ne		
Nor	vnload history ne		
Coc Fro	okies and other site data m 1 site		
Cac Les	ched images and files s than 1 MB		
Pas Nor	swords and other sign-in data ne	I	
👝 Aut	ofill form data		•
		Ca	Clear data
r nistory, cook	ies, cache, and more	Ca	
Clear brow	ies, cache, and more wsing data	C	
Clear brow	ues, cacne, and more wsing data Basic	Ac	dvanced
Clear brow Clear brow None	wsing data Basic	Ac	dvanced
Clear brow None Clear brow	wsing data Basic moau matory e kies and other site data n 1 site	Ac	dvanced
Clear brow Clear brow None Cool From Cach Less	wsing data Basic Basic Research other site data 1 1 site Red images and files than 1 MB	Ac	dvanced
Clear brow None Clear brow None Cook From Cach Less None	wsing data Basic Basic Modul matory e ties and other site data in 1 site med images and files than 1 MB words and other sign-in data	Ad	dvanced
Clear brow None Clear brow None Cook From Cach Less None Auto None	wsing data Basic More and more Basic More and other site data and site and images and files than 1 MB words and other sign-in data a fill form data	Ac	dvanced
Clear brow None Cool From Cach Less None None Site 1 None	wsing data Basic B	Ac	dvanced

## 5. Click on clear data:

Clea	ar browsing data		
	Basic	Advanced	
✓	None		•
<b>~</b>	Cookies and other site data From 1 site		
<b>~</b>	Cached images and files Less than 1 MB		- 1
✓	Passwords and other sign-in data None		- 1
<b>~</b>	Autofill form data None		- 1
	Site Settings None		- 1
	Hosted app data 1 app (Web Store)		-
		Cancel	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 <a href="mailto:support@napavalley.edu">support@napavalley.edu</a> 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.