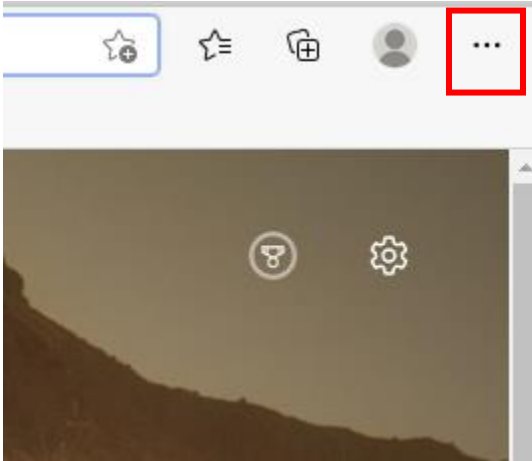


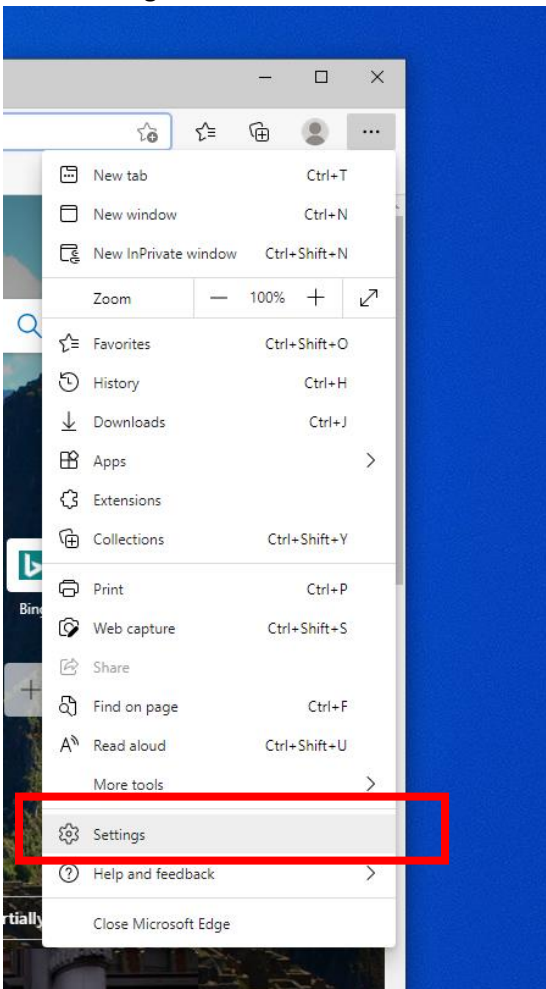
(Please note that doing these steps will remove other account information that is saved. Be sure to know all of your passwords and we apologize for the inconvenience that this may cause)

To Clear your Browser History on Microsoft Edge please do the following:

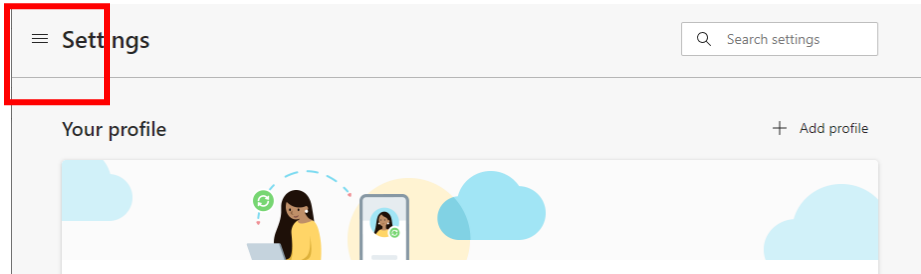
1. Click on the 3 dots on the right-hand side:



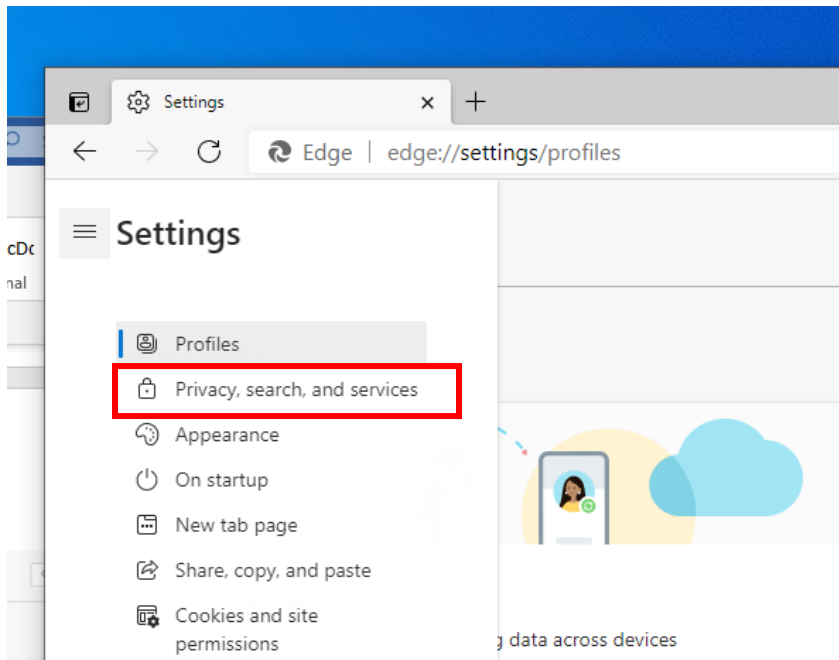
2. Go to settings:



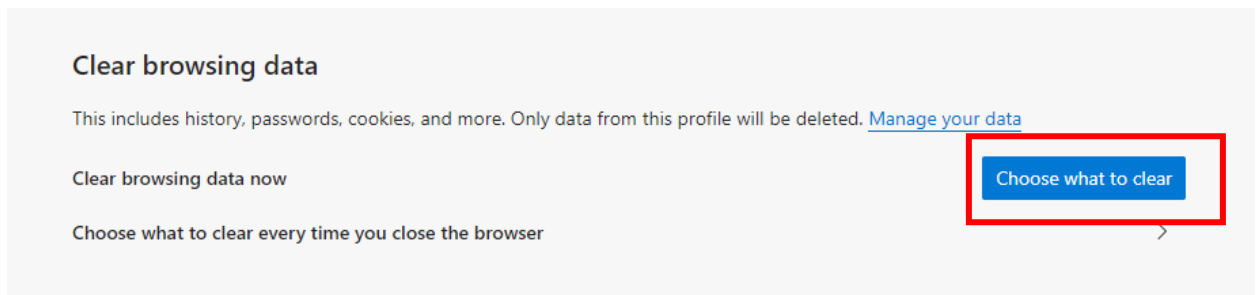
3. Click on the three lines in the upper left-hand side



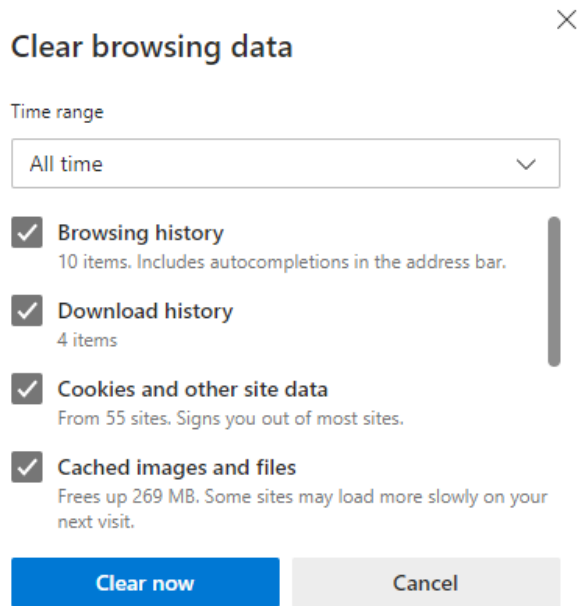
4. Click on privacy, security on the left hand side



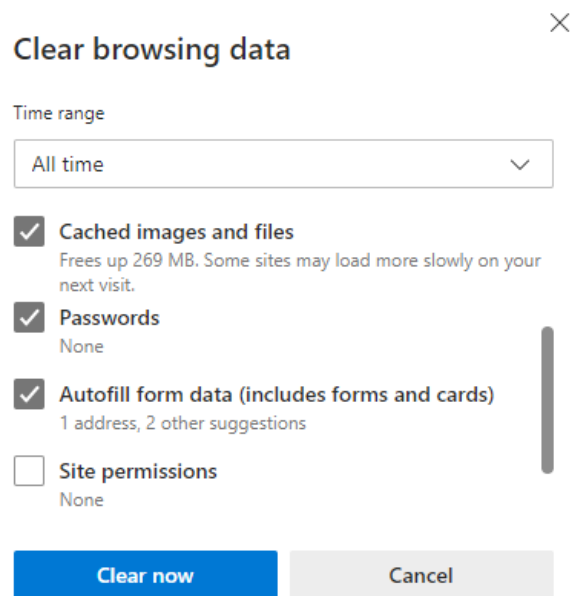
5. Click on choose what to clear



6. Make sure that all time is selected and check all of the boxes



A screenshot of a 'Clear browsing data' dialog box. At the top right is a close button (X). The title is 'Clear browsing data'. Below the title is a 'Time range' section with a dropdown menu set to 'All time'. There are four checked items: 'Browsing history' (10 items), 'Download history' (4 items), 'Cookies and other site data' (From 55 sites), and 'Cached images and files' (Frees up 269 MB). At the bottom are two buttons: 'Clear now' (blue) and 'Cancel' (grey).



A second screenshot of a 'Clear browsing data' dialog box. At the top right is a close button (X). The title is 'Clear browsing data'. Below the title is a 'Time range' section with a dropdown menu set to 'All time'. There are four items: 'Cached images and files' (checked, Frees up 269 MB), 'Passwords' (checked, None), 'Autofill form data (includes forms and cards)' (checked, 1 address, 2 other suggestions), and 'Site permissions' (unchecked, None). At the bottom are two buttons: 'Clear now' (blue) and 'Cancel' (grey).

7. 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](mailto: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.

