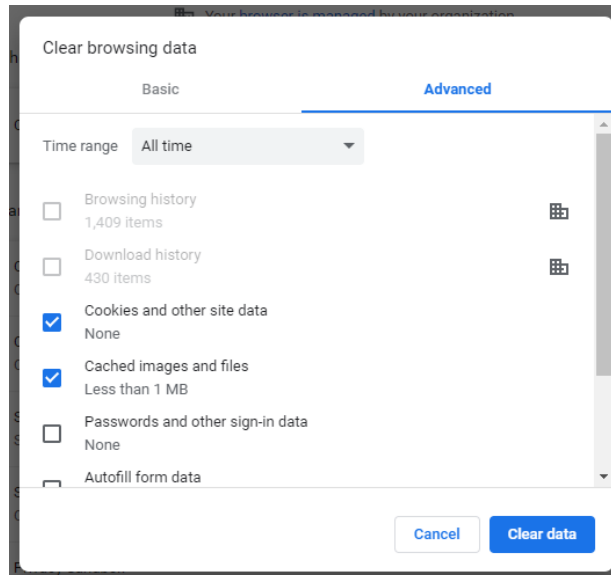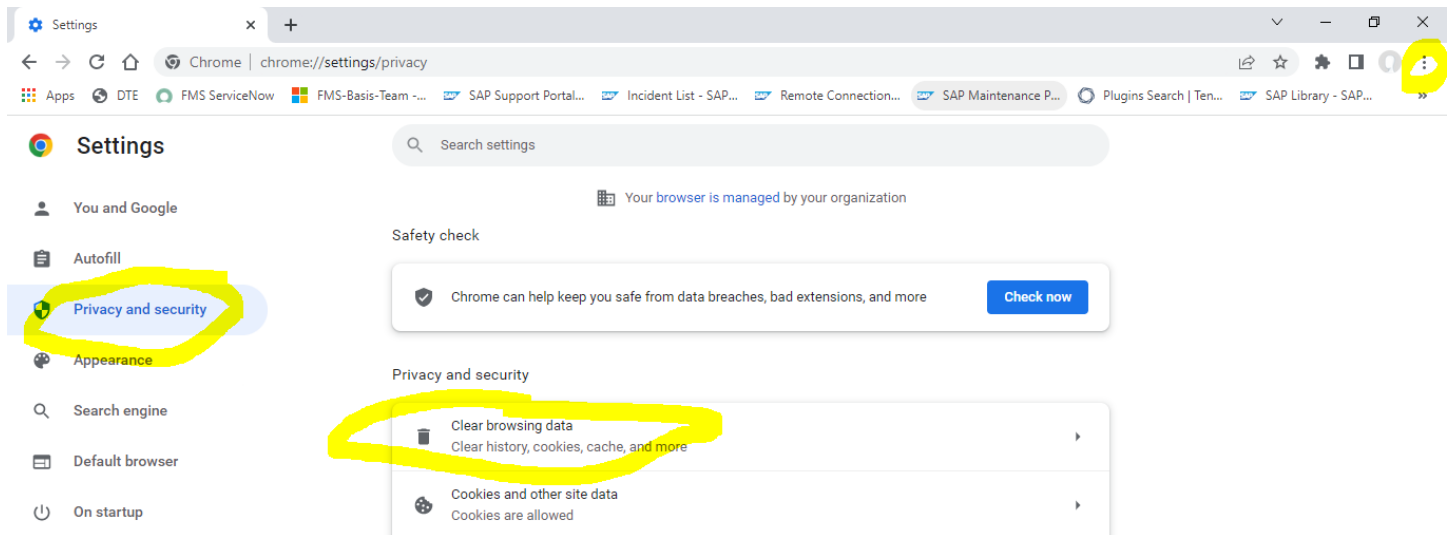# Chrome and Edge Cache Clearing Steps
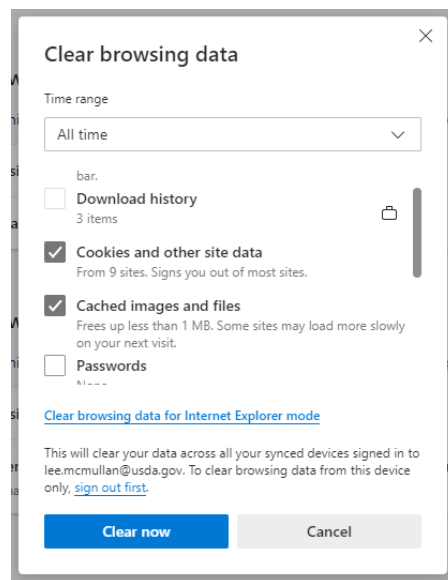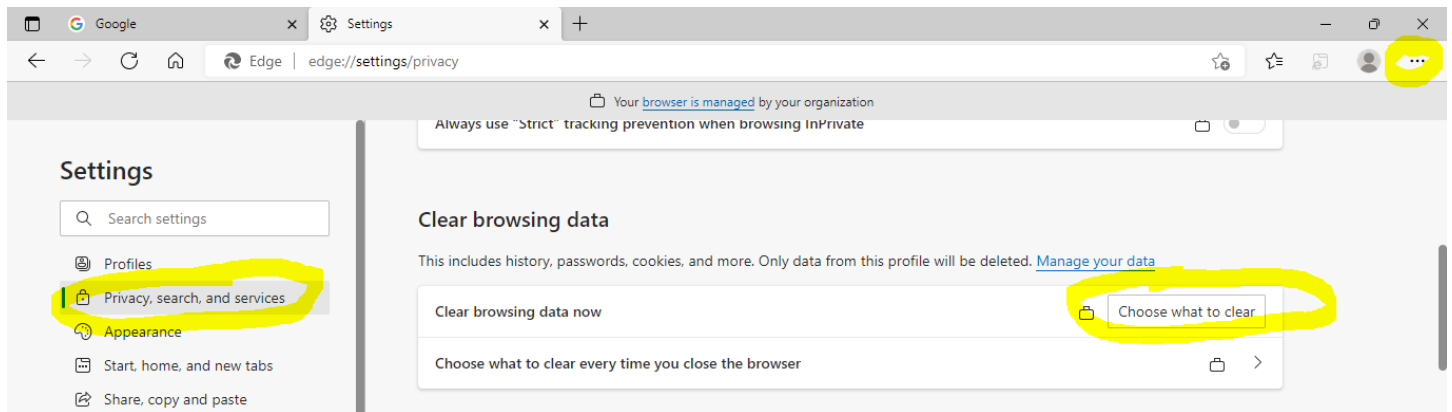
Perform the following steps in exact order noted below to clear Chrome cache:

- Log off FMMI and **close ALL open browser windows/tabs**
- Open **a single new browser** (not using FMMI as home page)
- Go to **Tools (three-dot icon) > Settings > Privacy and security**
- Select **Clear browsing data**
- Select **Time range: All time**
- Select **Cookies and other site data** and **Cached images and files** (no other selections necessary)
- Select **Clear data** and confirm completion
- Attempt FMMI login again

Perform the following steps in exact order noted below to clear Edge (Native) cache:

- Log off FMMI and **close ALL open browser windows/tabs**
- Open **a single new browser** (not using FMMI as home page)
- Go to *Tools (three-dot icon) > Settings > Privacy, search, and services*
- Scroll to *Clear browsing data*
- Select *Choose what to clear*
- Select *Time range: All time*
- Select *Cookies and other site data* and *Cached images and files* (no other selections necessary)
- Select *Clear data* and confirm completion
- Attempt FMMI login again

Perform the following steps in exact order noted below to clear Edge (IE-Mode) cache:

- Log off FMMI and **close ALL open browser windows/tabs**
- Open **a single new browser** (not using FMMI as home page)
- Go to *Tools (three-dot icon) > Settings > Privacy, search, and services*
- Scroll to *Clear browsing data for Internet Explorer*
- Select *Choose what to clear*
- Deselect *Preserve Favorites website data*
- Select *Temporary Internet files and website files* and *Cookies and website data* (no other selections necessary)
- Select *Clear* and confirm completion
- Attempt FMMI login again