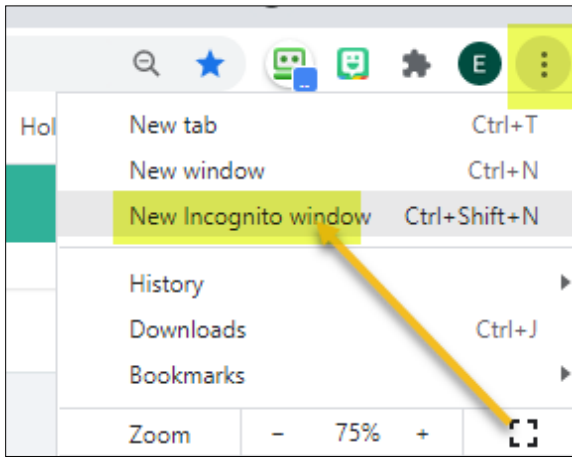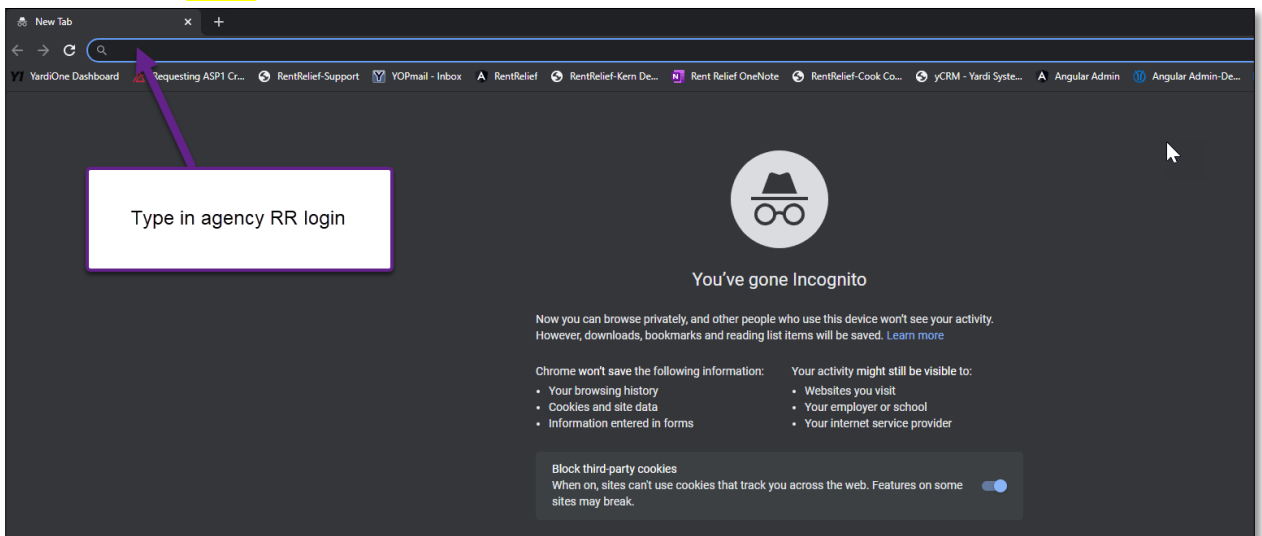# Trouble Shooting Cache Reset

1. **Have your users go "incognito"- If this works this means the Google Chrome (or other browser is not re-caching and therefore not refreshing) See steps a-d below to go "incognito"**
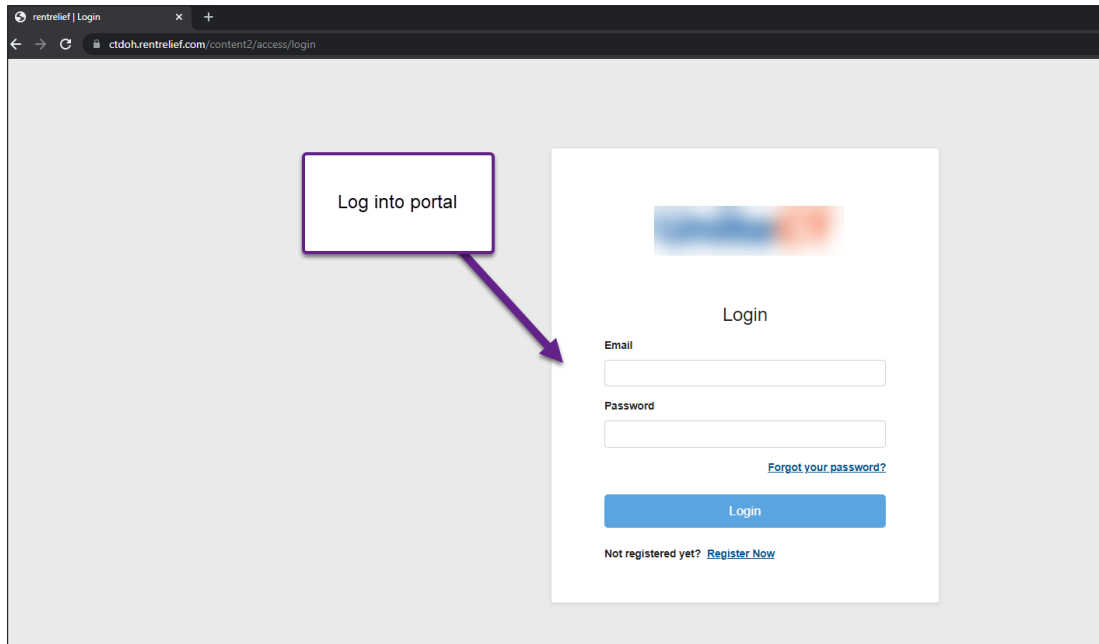
    a. In Google Chrome (recommended browser) click on the three dots at the top right of your screen and select a "New Incognito Window"

    b. Once the new incognito tab appears, go to the top of your screen, type in https://ctdoh.rentrelief.com/content2/ and login. Are you able to see the application?
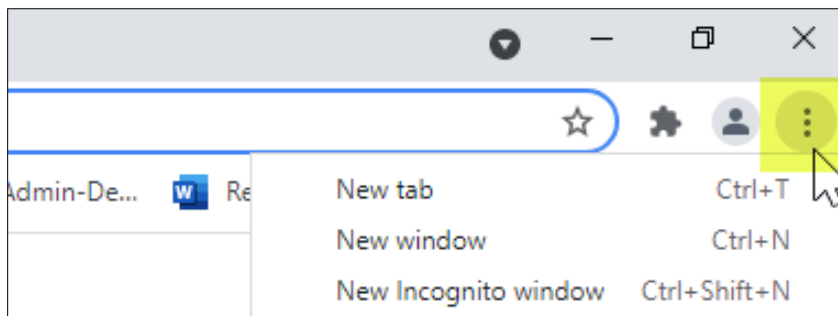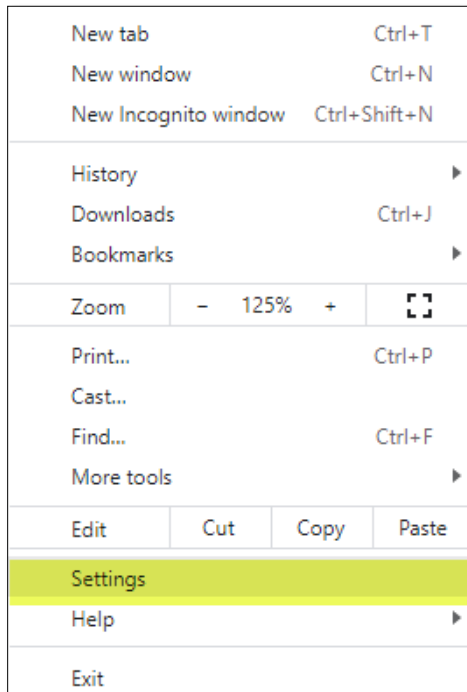
c. If so, can you take a screenshot of what you see?

*Additional step- Can you try a different browser? Example if you are using chrome can you try Motzilla? *

2. **If the incognito window works, go to original Google Chrome tab – Select the three dots on the top right**
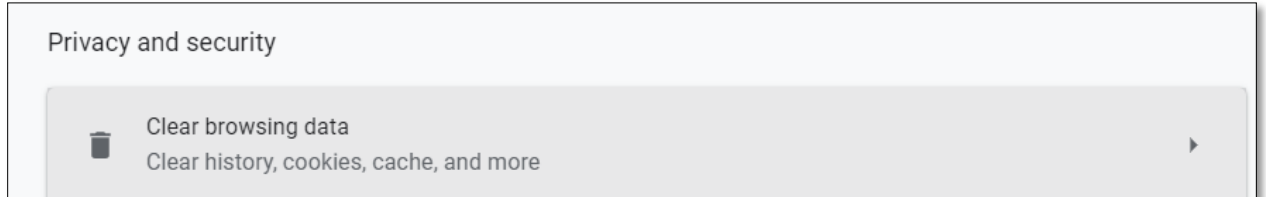
3. Next go to settings

New tab		Ctrl+T
New window		Ctrl+N
New Incognito window		Ctrl+Shift+N
History		▶
Downloads		Ctrl+J
Bookmarks		▶
Zoom	– 125% +	⌞ ⌝
Print...		Ctrl+P
Cast...		
Find...		Ctrl+F
More tools		▶
Edit	Cut	Copy	Paste
Settings		
Help		▶
Exit		

4. Clear browsing data, cookies, cache from the last 24 hours

Privacy and security

🗑 Clear browsing data
Clear history, cookies, cache, and more ▶

Clear browsing data

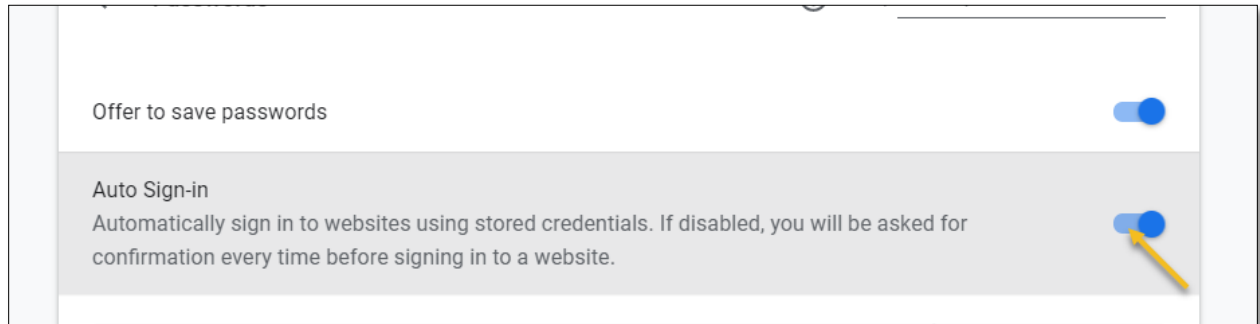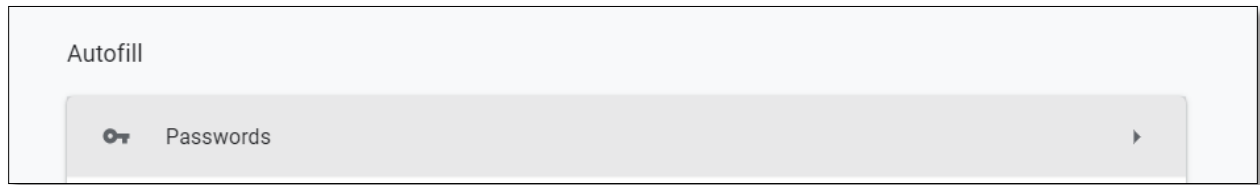Basic   Advanced

Time range   Last 24 hours   ▾

☑ **Browsing history**
Clears history and autocompletions in the search box

☑ **Cookies and other site data**
Signs you out of most sites.

Cached images and files
☑ Frees up less than 319 MB. Some sites may load more slowly on your next visit.

Cancel   **Clear data**

5. Go to Passwords and turn off auto sign (you can turn back on when done)

Autofill

O—r   Passwords   ▶

Offer to save passwords

Auto Sign-in
Automatically sign in to websites using stored credentials. If disabled, you will be asked for confirmation every time before signing in to a website.

6. Close all screens and reopen your browser.