# Wellstar SuccessFactors

## How to Clear Browsing History/ Cache in Google Chrome

Use this tip sheet if you have received an error launching courses in Successfactors.
Note: Google Chrome is the preferred internet browser when accessing Successfactors. There are known incompatibilities with Internet Explorer.
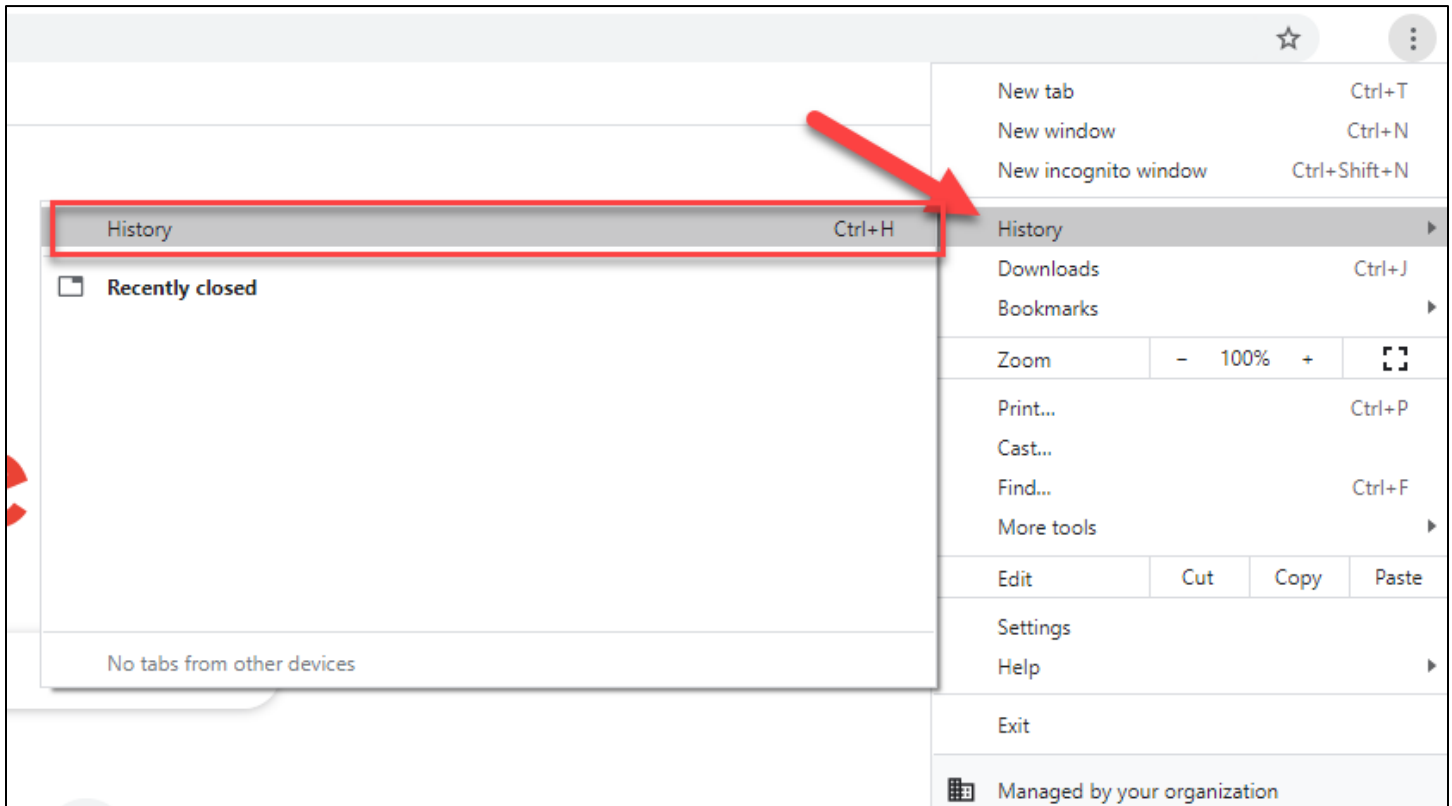
1.) Open a new Google Chrome browsing window with no tabs open.
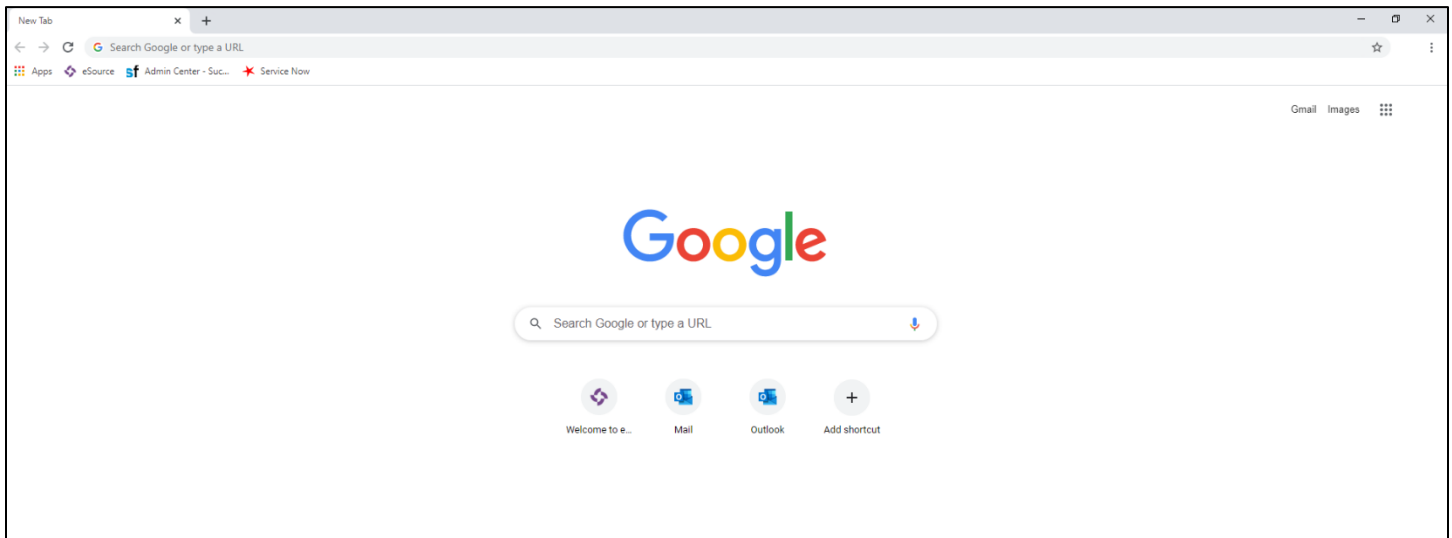
2.) In the top right corner, click on the three vertical dots,

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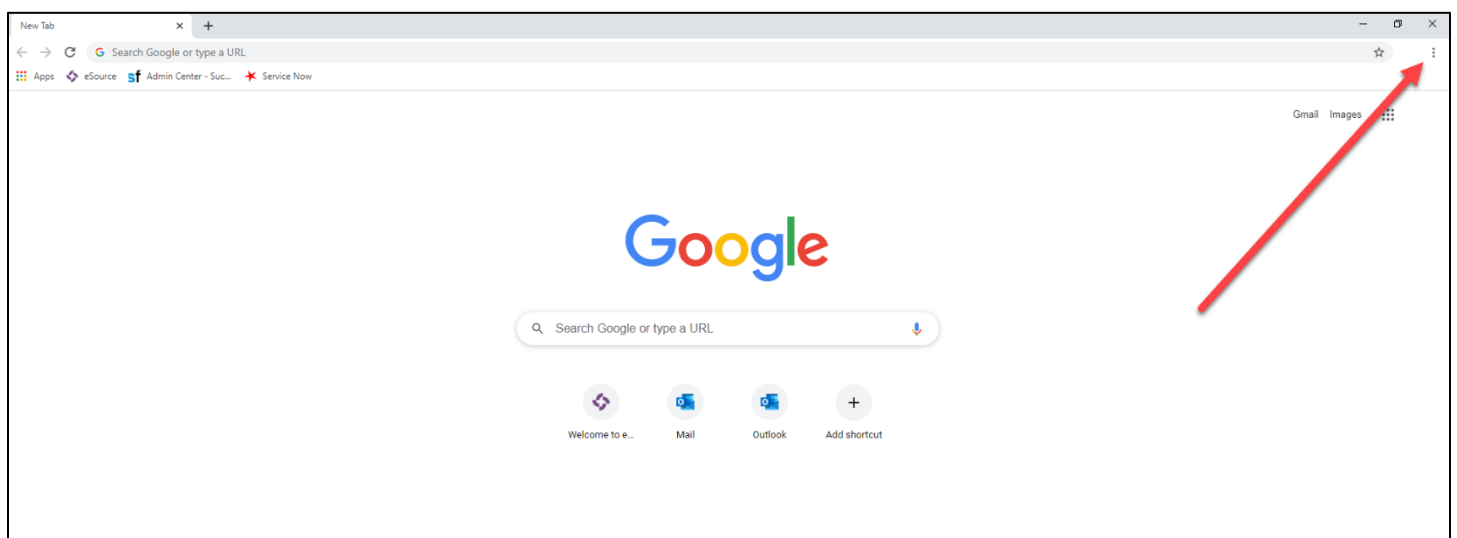
3.) Drag your mouse down to History, and then drag over to the expanded history tab. Click the expanded history tab.

4.) On the left menu, click Clear browsing data.

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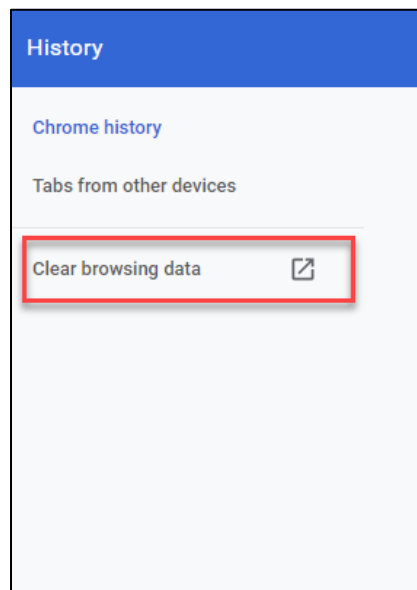
5.) In the Basic Menu, set your Time range to a time prior to experiencing the error. (7 days is usually sufficient). Check the boxes for browsing history, Cookies and other site data, and Cached images and files. Then click Clear data.
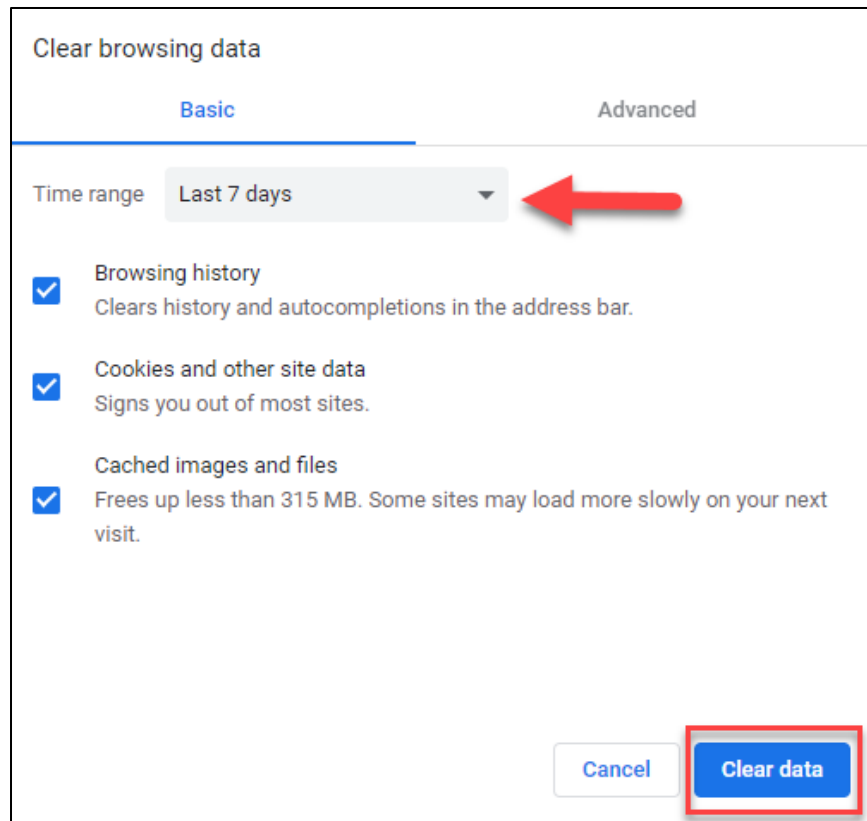
6.) Close out the Chrome browser and relaunch a new browser.

7.) Relaunch Successfactors from eSource in the new Google Chrome browser. Open the course you need to complete.

For more information, see other relevant Tip Sheets:

-How to Launch eSource in Google Chrome

-Accessing Successfactors Remotely

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