

### Overview

Are you receiving error messages when launching a course from Workday Learning?

Clearing your browsing history/cache might help! This job aid explains how to clear your browsing history/cache in the Google Chrome browser.

# **Step By Step Instructions**

1. Click the **three dots** (sometimes called a "snowman") to open the "Customize and Control Google Chrome" menu.



#### 2. Click History.



#### 3. Click History again.

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## 4. Click Clear Browsing Data.

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## 5. Click Time Range.

۲	Settings	Q. Search settings
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8	Autofill and passwords	Safety Check
۲	Privacy and security	Chrome regularly checks to make sure your browser has the safest settings.
Ø	Performance	We'll let you know if anything needs your review.
+	Experimental AI	Clear browsing data
۴	Appearance	Privacy and s Credit browsing data Basic Advanced
Q	Search engine	
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å	System	visit.
0	Reset settings	G Search history and other forms of activity may be saved in your Google Account when you're signed in. You can delete them anytime.
*	Extensions 🖸	Cancel Clear data
۲	About Chrome	

6. On the Basic tab, set the **time range** to a time before you experienced the error.

Last 7 days is usually sufficient.



7. Ensure all the checkboxes are selected, then click Clear Data.

Q You can use the Advanced tab to clear additional data, but it is usually not necessary to fix the issue with Workday Learning.

۲	Settings	Q. Search settings
:	You and Google	Your browser is managed by your organization
e	Autofill and passwords	Safety Check
۲	Privacy and security	Chrome regularly checks to make sure your browser has the safest settings.
Ø	Performance	We'll let you know if anything needs your review.
+	Experimental AI	Clear browsing data
۲	Appearance	Basic Advanced
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0	Reset settings	Account when you're signed in. You can delete them anytime.
*	Extensions	Cancel Clear data 7
۲	About Chrome	

8. Click the **X** to close the browser.

