

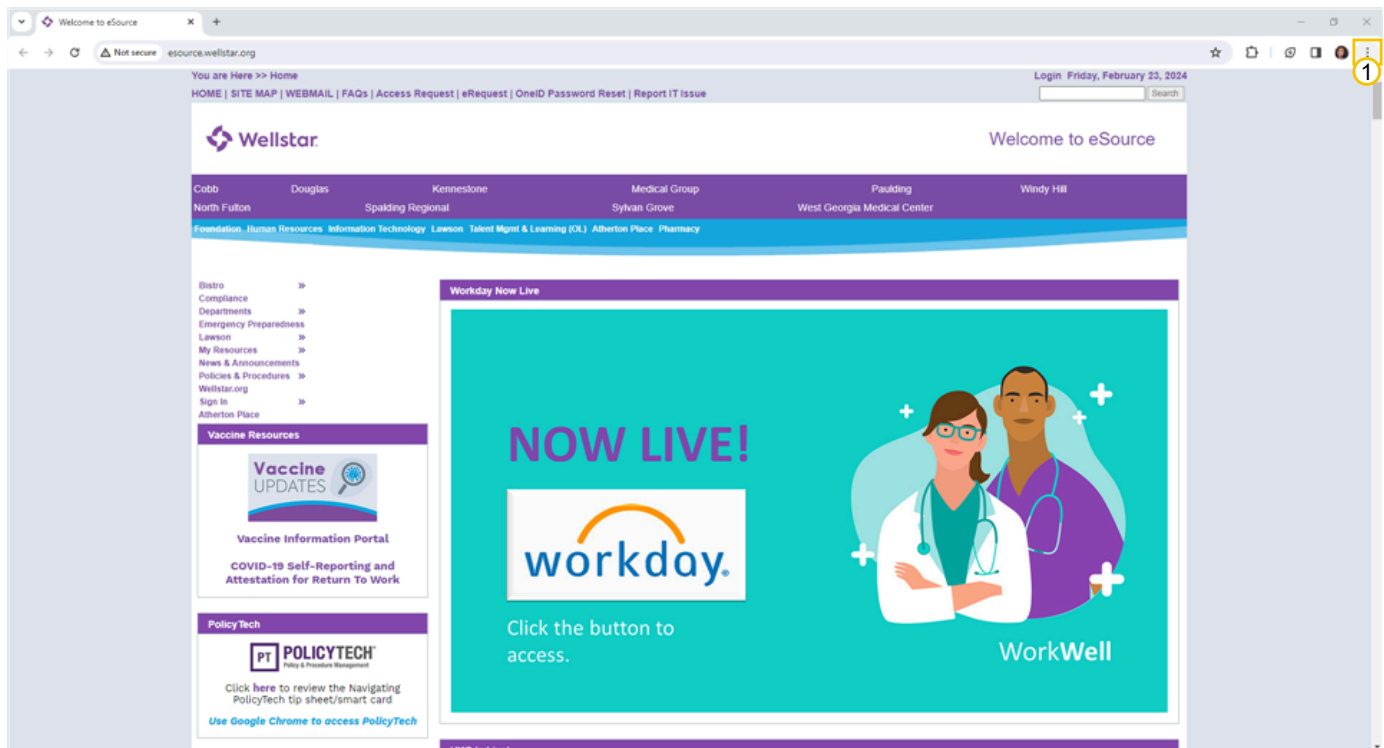
Overview

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

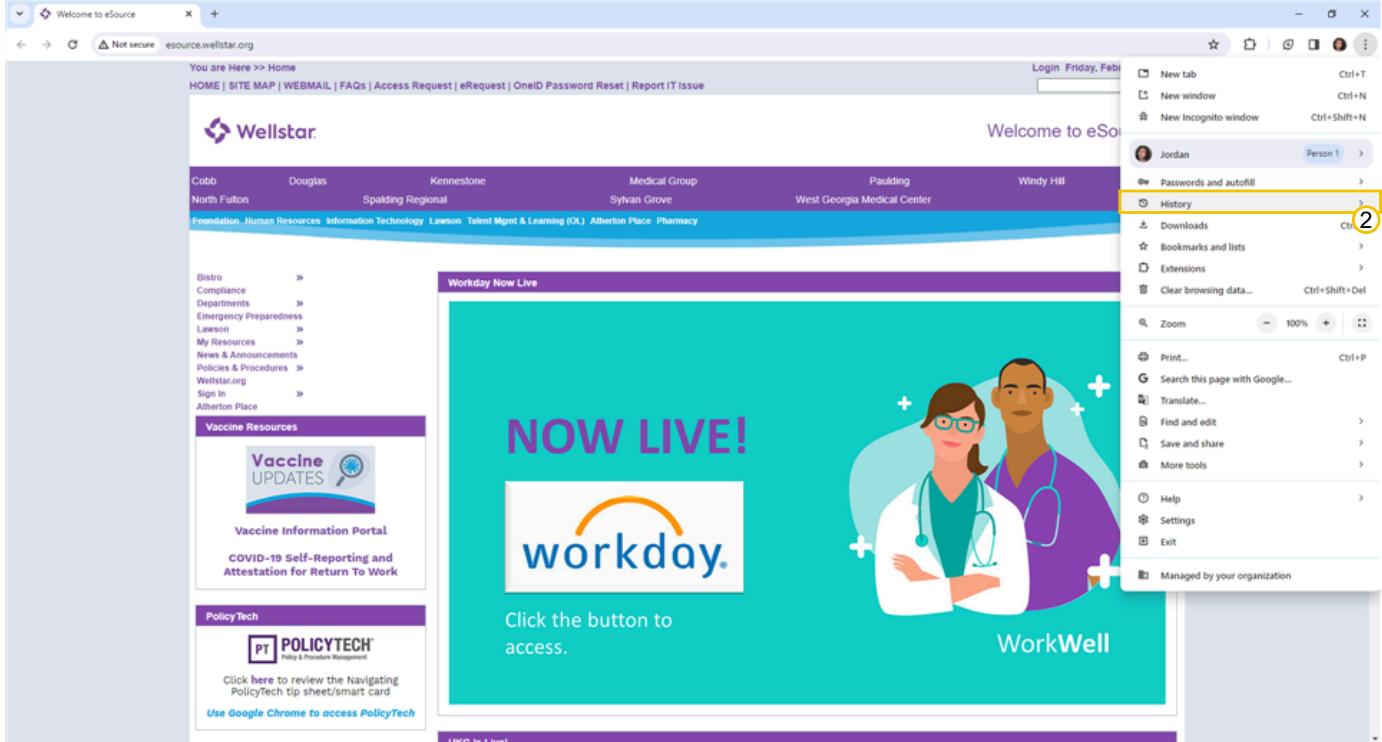
Clearing your browsing history/cache might help! This job aid explains how to clear your browsing history/cache in the Google Chrome browser.

Step By Step Instructions

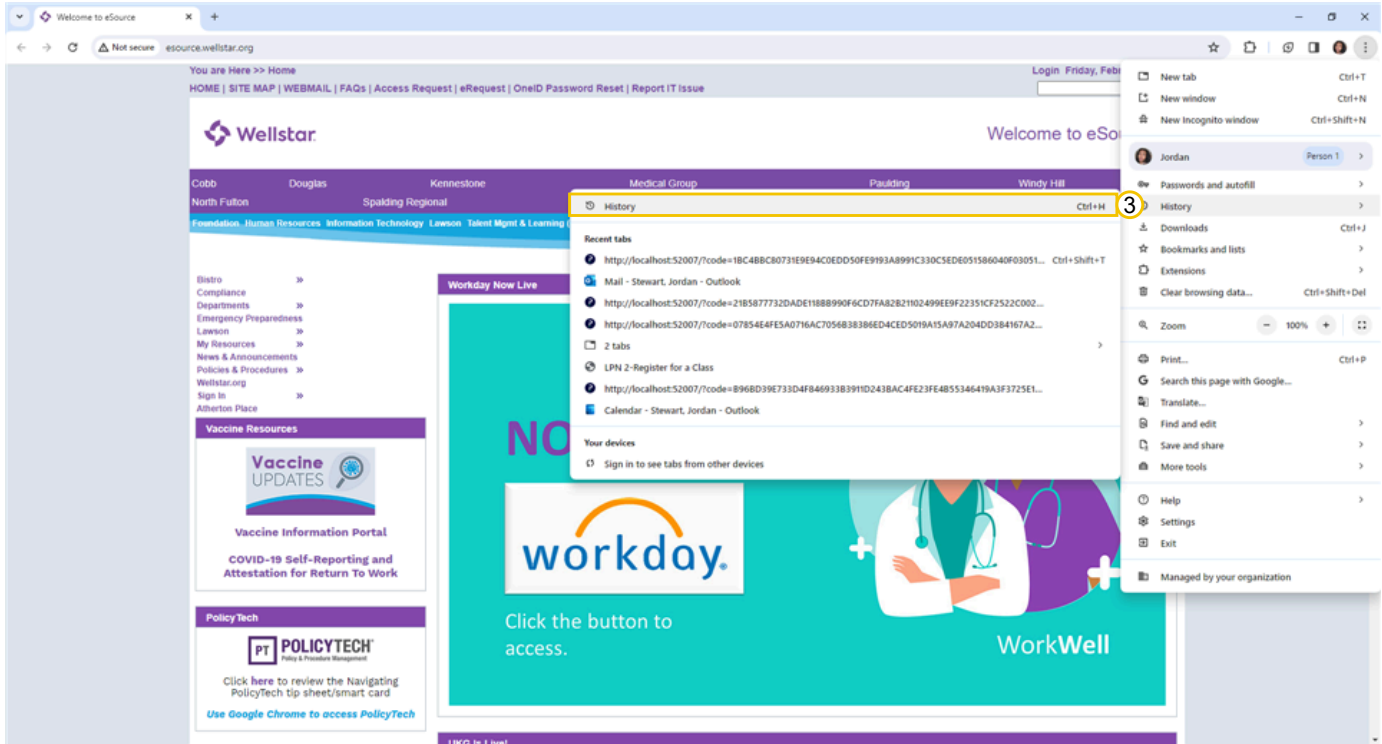
1. Click the **three dots** (sometimes called a "snowman") to open the "Customize and Control Google Chrome" menu.



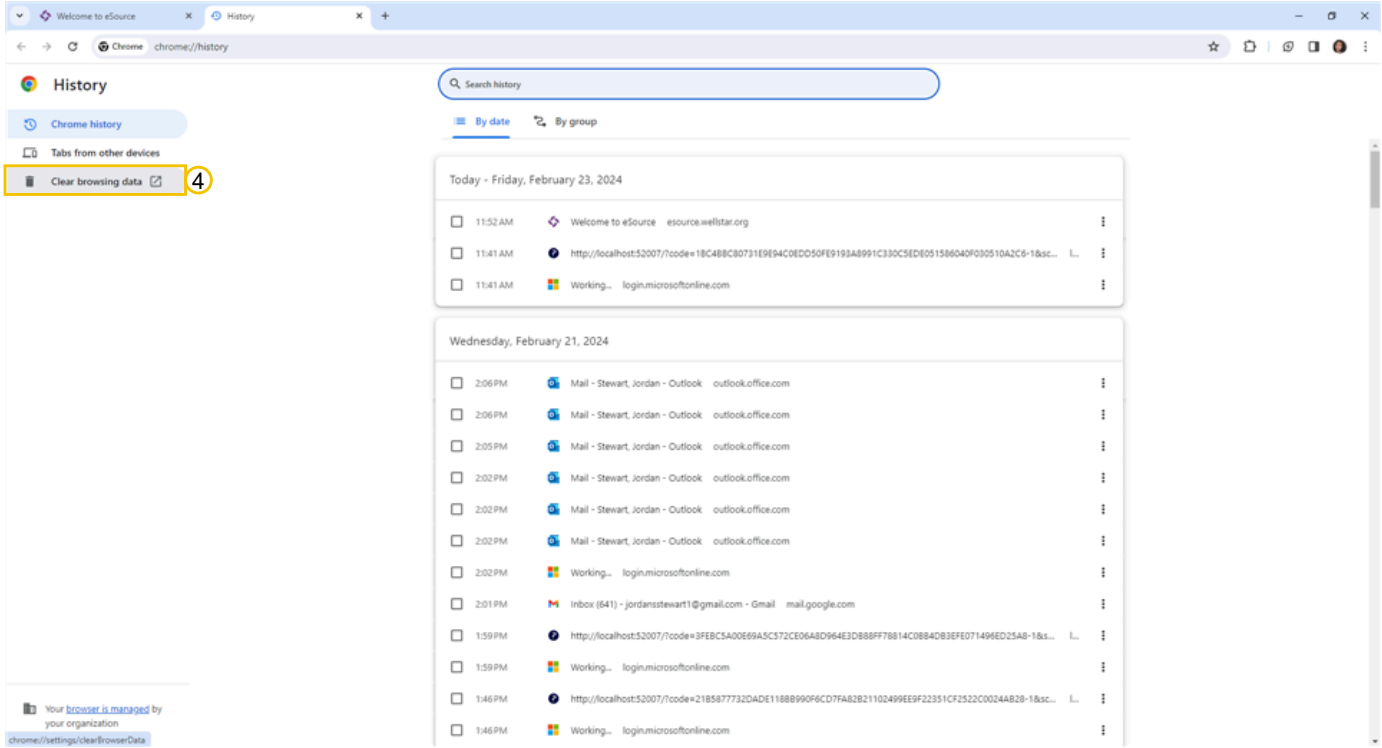
2. Click **History**.



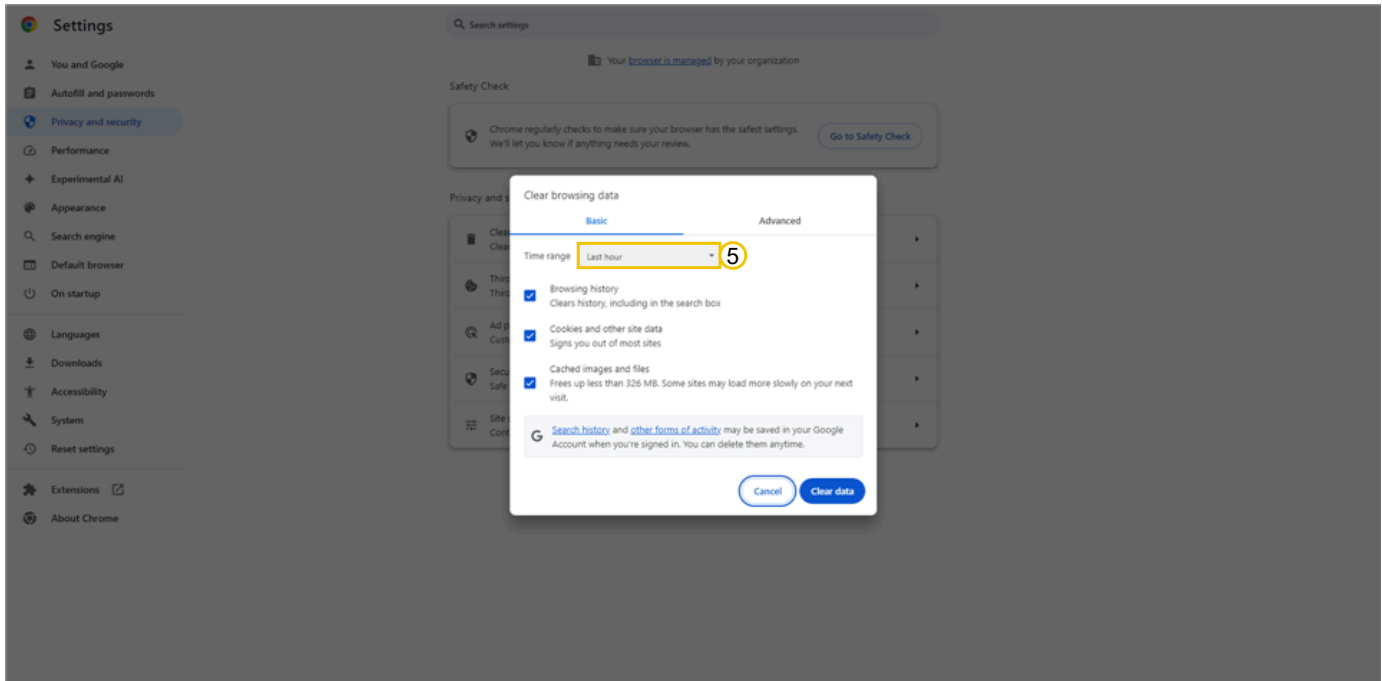
3. Click **History** again.



4. Click Clear Browsing Data.

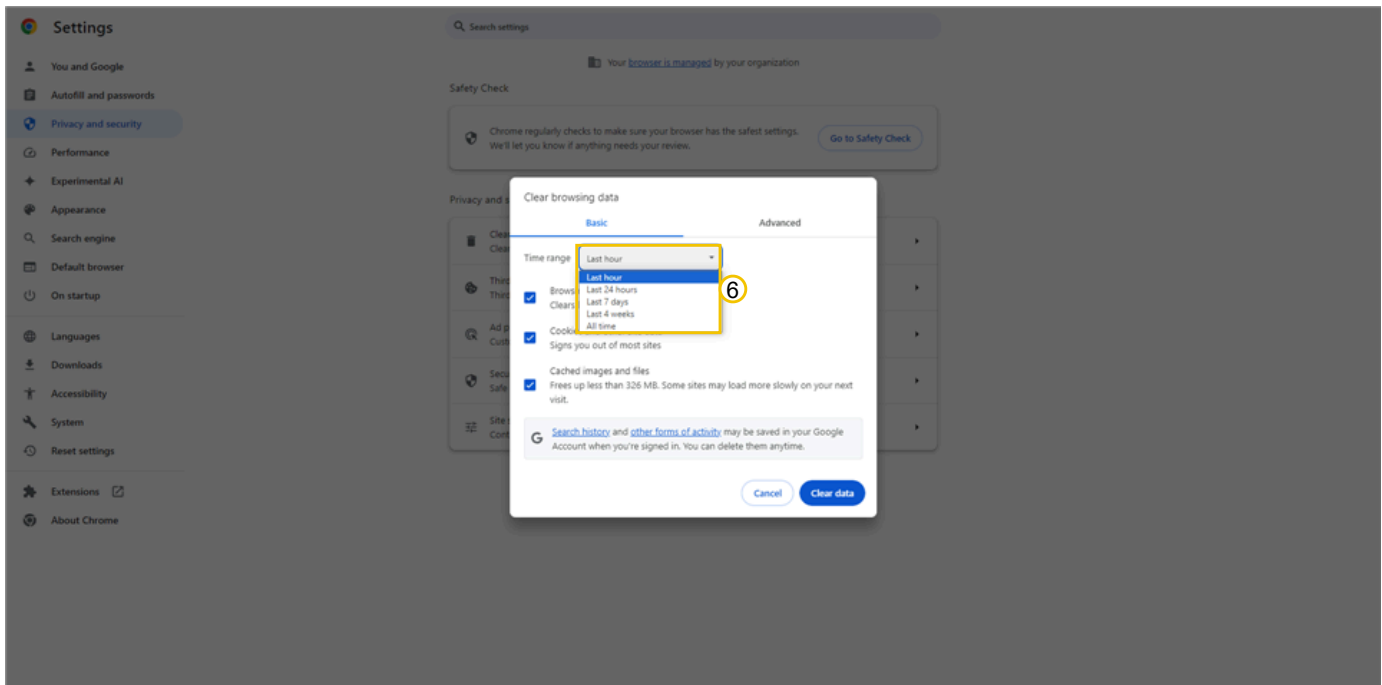


5. Click Time Range.




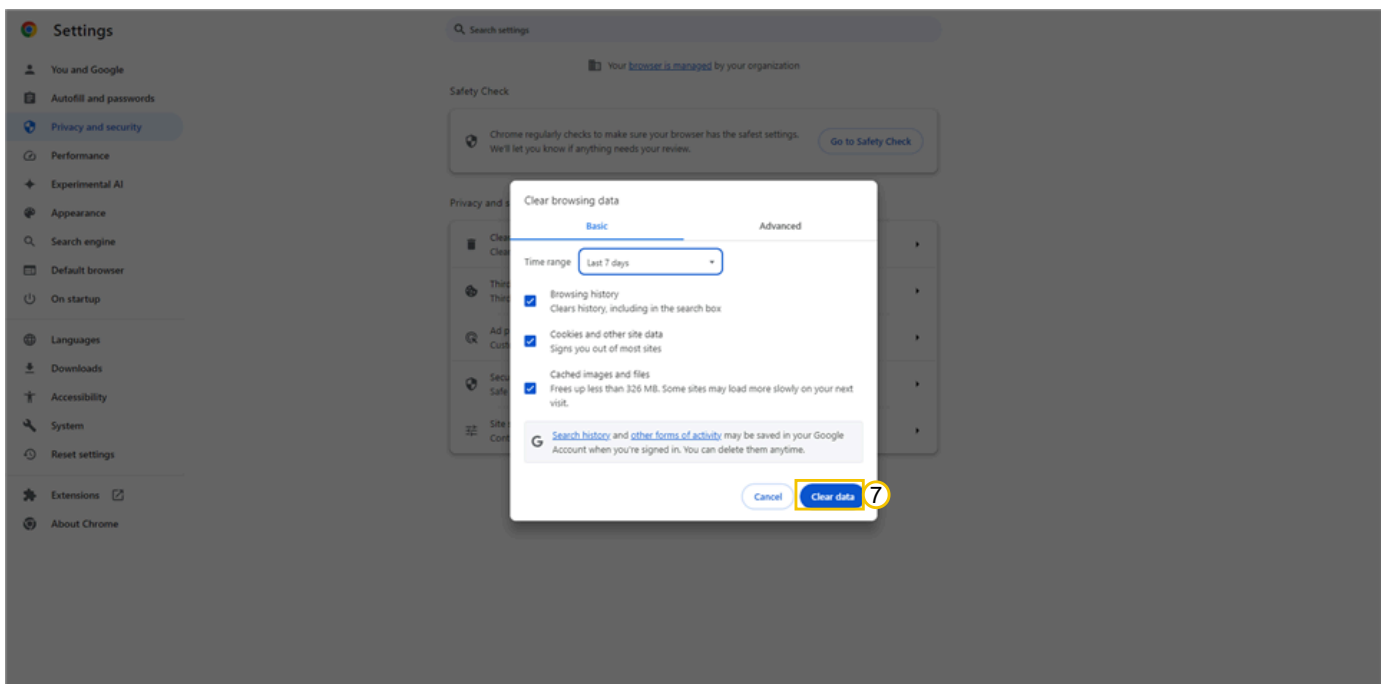
6. On the Basic tab, set the **time range** to a time before you experienced the error.

Last 7 days is usually sufficient.



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

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



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

The image shows a screenshot of the Chrome browser's Settings page, specifically the "Privacy and security" section. The browser's address bar at the top shows "chrome://settings/privacy". On the left side, there is a navigation menu with various settings categories. The main content area on the right includes a search bar, a notification that the browser is managed by an organization, a "Safety Check" section with a "Go to Safety Check" button, and a "Privacy and security" section with several expandable items: "Clear browsing data", "Third-party cookies", "Ad privacy", "Security", and "Site settings". A yellow rectangular box is drawn around the "X" icon in the top right corner of the browser window, indicating the close button.