

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.