

Google Chrome Browser - Delete Temporary Internet Files

Overview

The information below can help to resolve a wide range of issues that can occur on our website when using the Google Chrome browser.

Temporary Internet Files or 'Cache' are, in effect, a large part of your browser's memory. When you load a web page it is saved on your computer in this Cache so that if you later decide to open the same page again, it will open a lot faster.

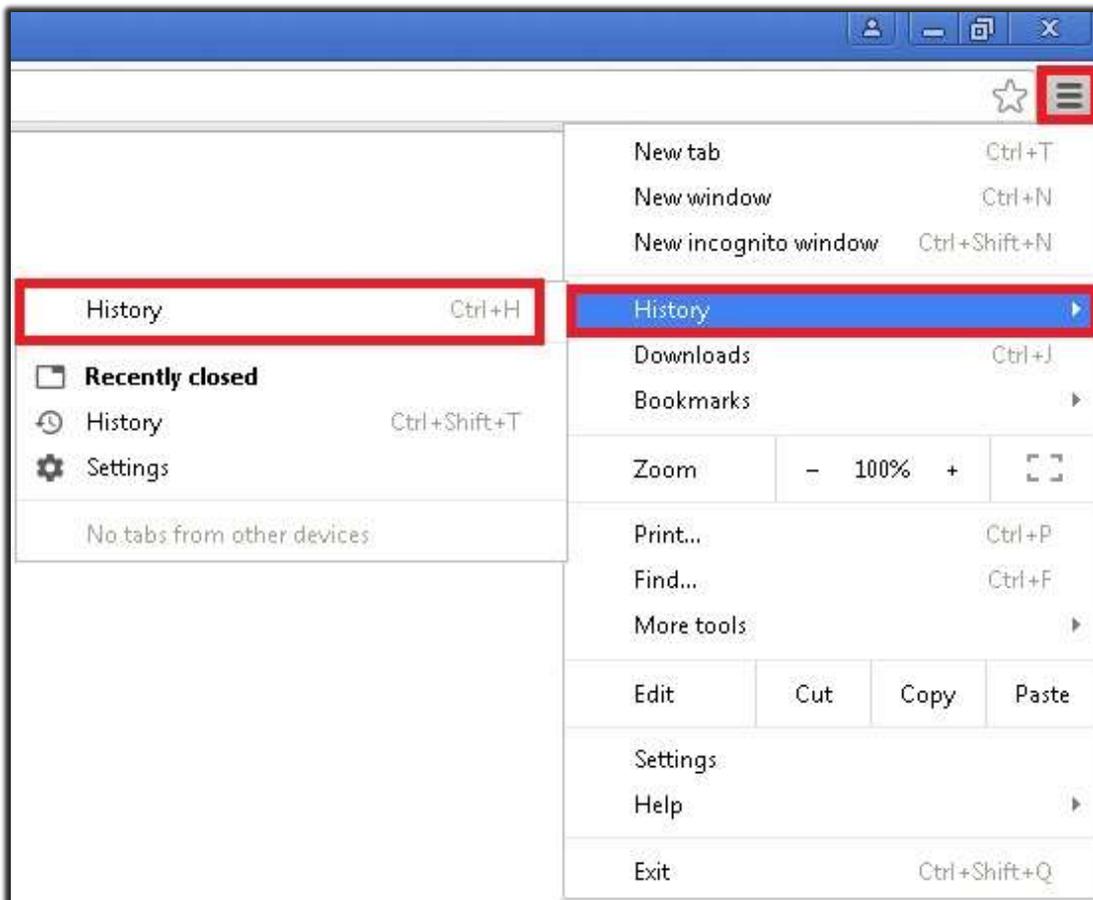
However, the drawback is that your browser will sometimes fetch a web page from its Cache when it should be getting a fresh version from the Internet. This can sometimes result in out of date information being shown onscreen. Deleting the files in your Cache will force your computer to fetch up-to-date information rather than remembering the old information.

If you continue to experience issues after completing the steps below, or would like one of our Customer Service Advisors to assist you with making these changes, please refer to the Contact Us information located within the Help section of the website.

Alternatively, you can email support-eng@customerservices365.com or call +44 (0)1782 684757.

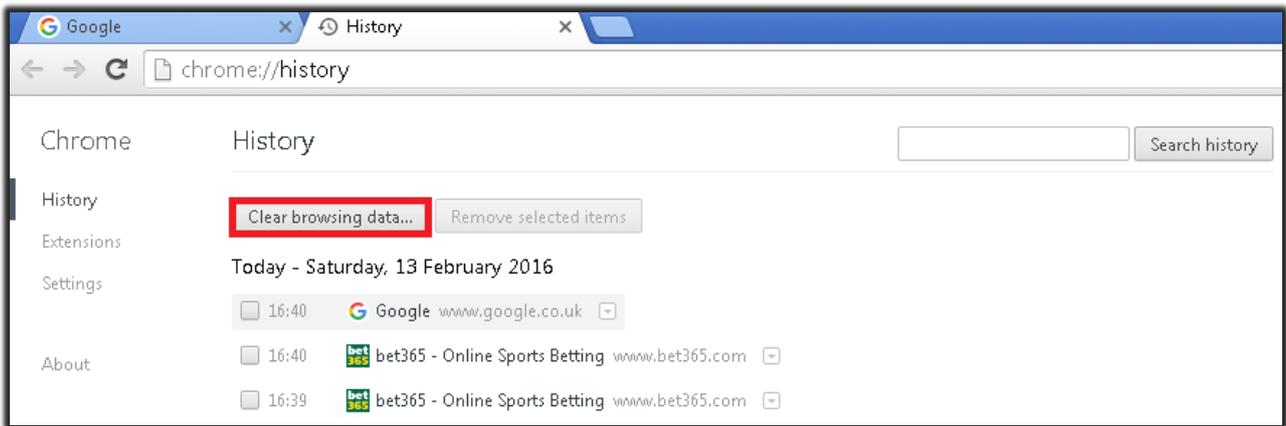
Deleting Temporary Internet Files

1) Open your browser and select the icon with the three horizontal lines displayed on it, in the top right corner of the browser, then select 'History' and select 'History' from the submenu.



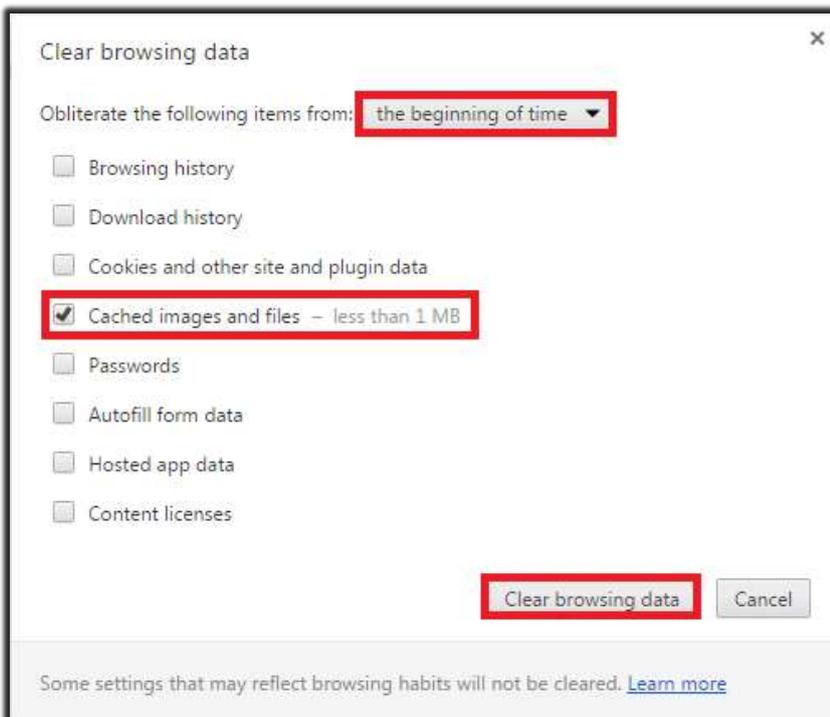
This will open the History tab.

2) Select the 'Clear Browsing Data' option from the top of the page.



This will open the 'Clear Browsing Data' menu.

3) On here you will need to ensure that you have 'Obliterate the following items from' set to 'the beginning of time', tick 'Cached images and files' and then select the 'Clear browsing data' button.



4) Now close all internet browser windows that are currently open and reopen a new browser window, type in our website address and login to your account.

If you continue to experience problems, please contact one of our Customer Service Advisors to assist you. Refer to the Contact Us information on page 1 of this document.