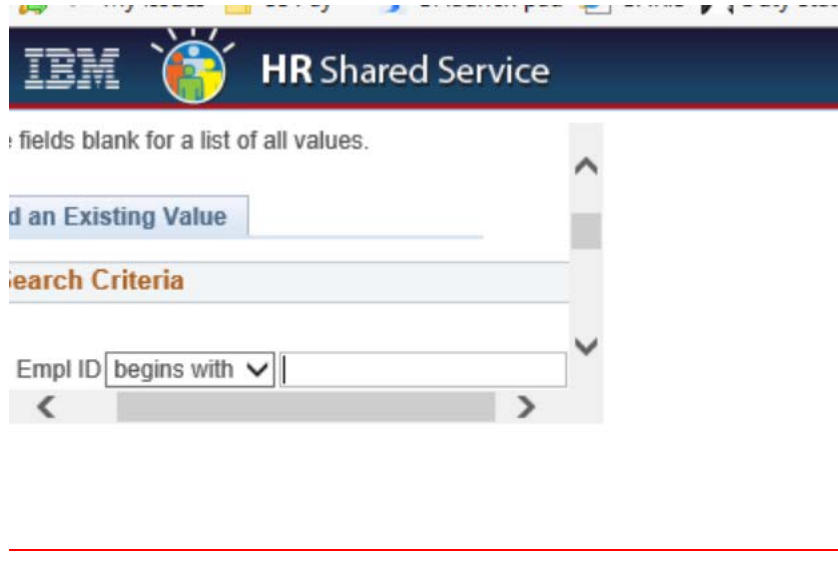


HR Links Guide: Clearing Cache and Cookies

Does your HR Links homepage appear as a tiny box instead of a full screen?

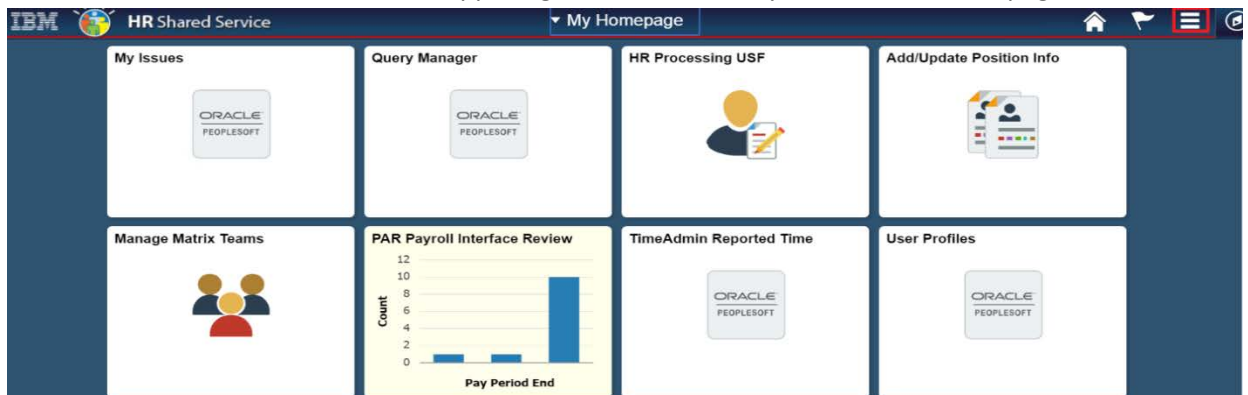


Are you having trouble accessing your HR Links Tiles? If so, clearing your cache and cookies can resolve performance issues and avoid a call to the help desk. Use this guide to clear cache and cookies in:

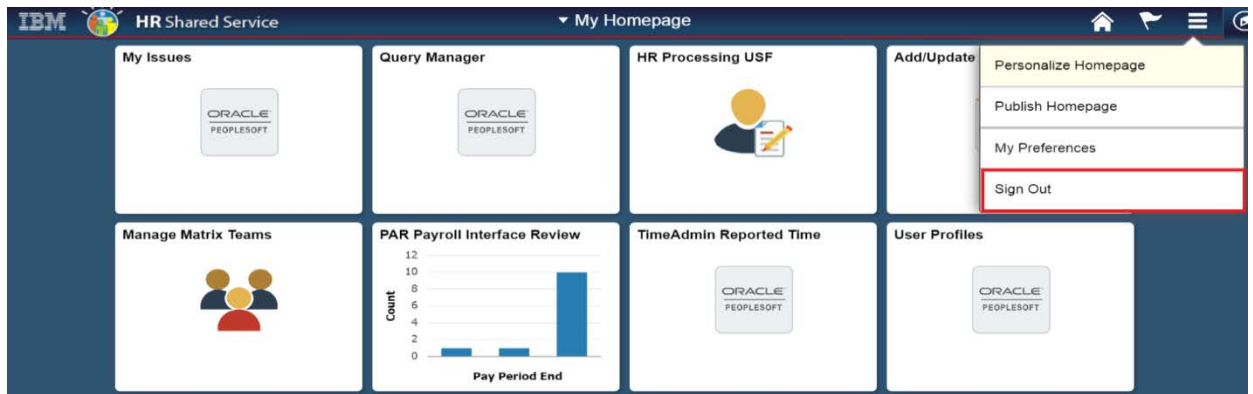
- [Google Chrome](#)
- [Internet Explorer](#)

Google Chrome: Clearing Your Cache and Cookies

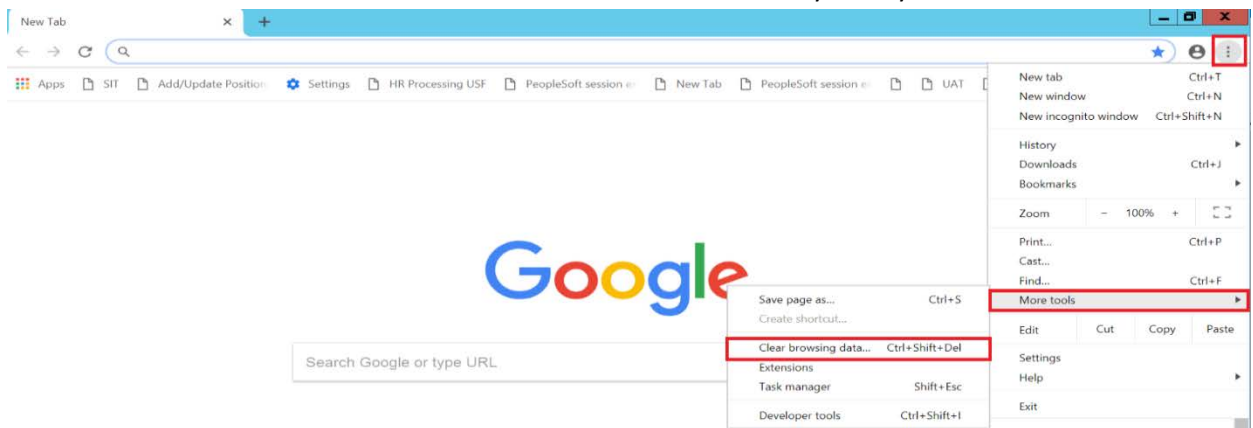
1. Select the **Three vertical lines** in the upper right hand corner of your HR Links Homepage screen.



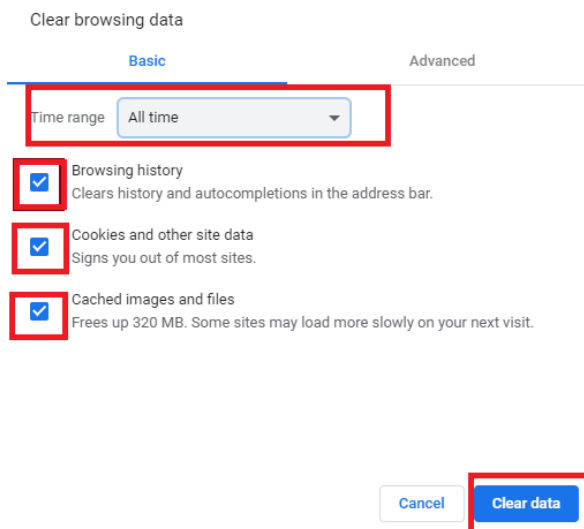
2. Select the **Sign-out button**



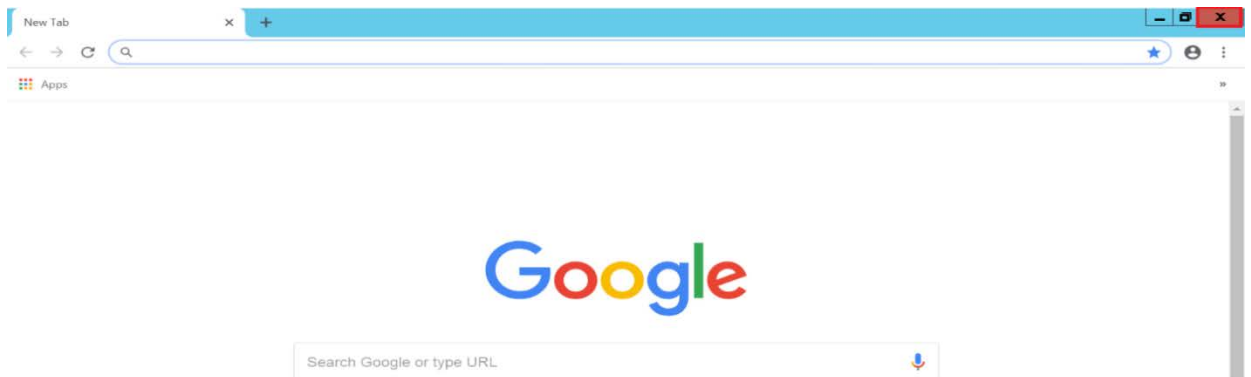
3. Select the **three dots** in the upper right hand corner, then select **More Tools, Clear Browsing Data**. You can also **Select Ctrl + Shift + Del** and this will automatically clear your cache.



4. Select to **Clear Data** and ensure **Browsing History, Cookies and Cached sites** are checked. Also change time range to **All Time**.



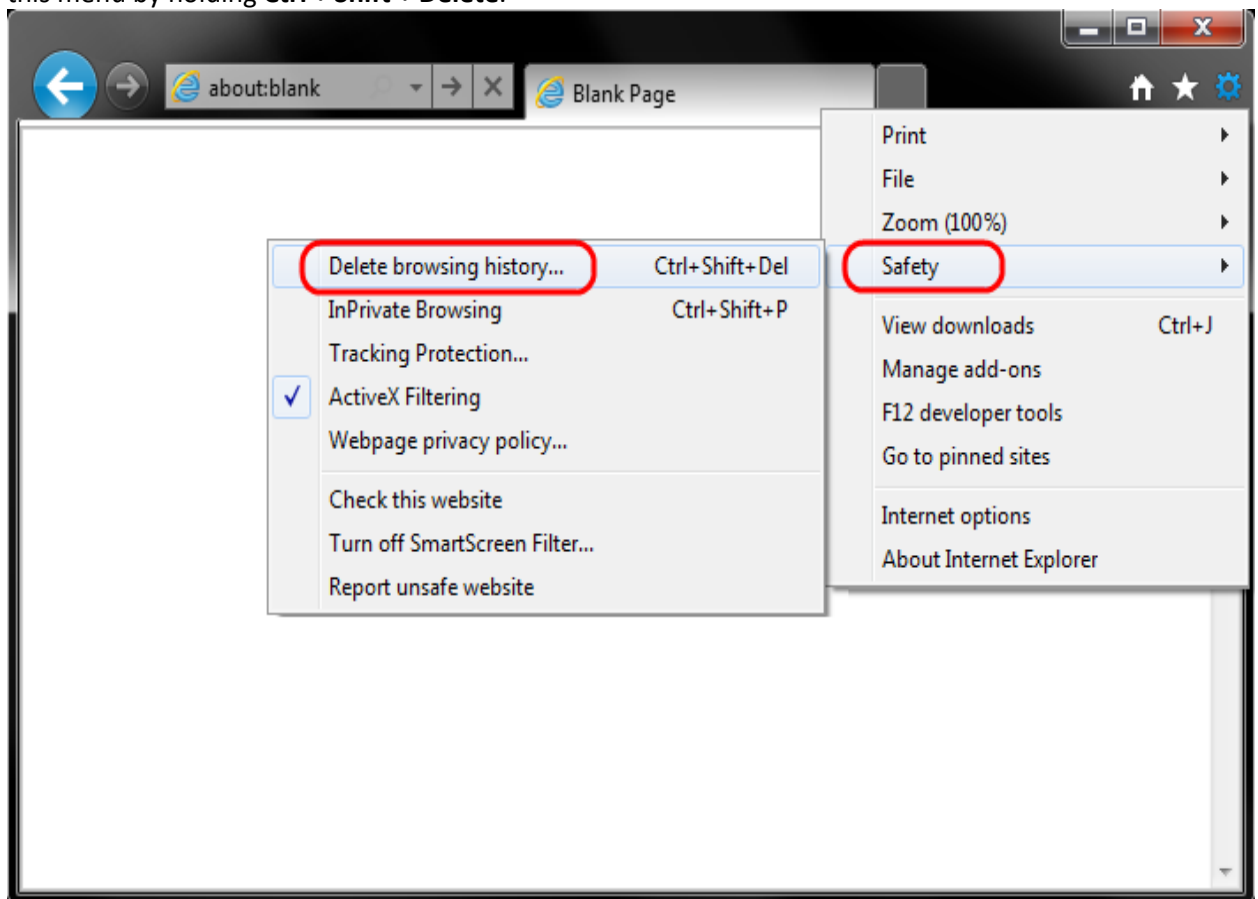
5. Completely shut down your browser by selecting the **X** in the upper right hand corner.



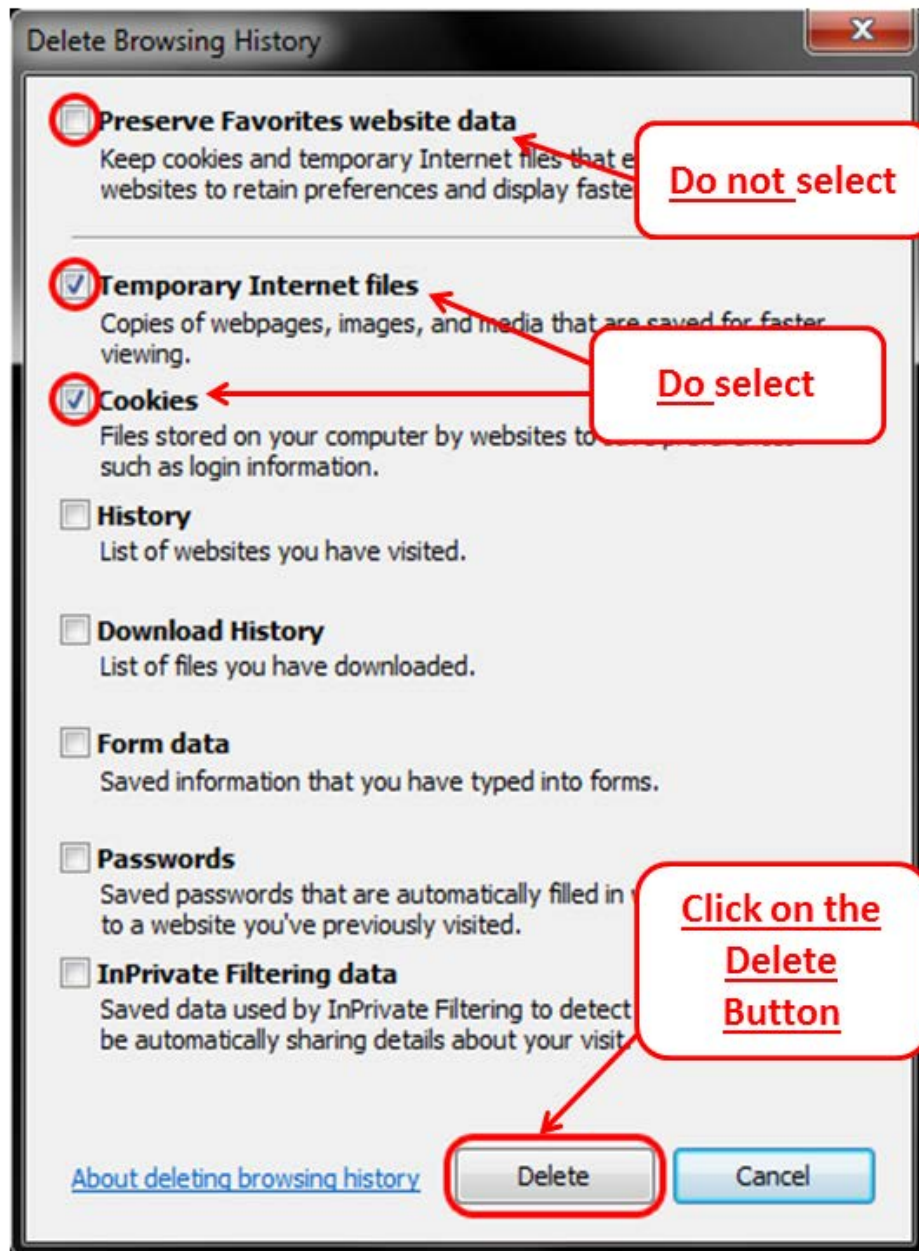
6. Re-open your browser and navigate back to HR Links [login page](#)

Internet Explorer: Clearing Your Cache and Cookies

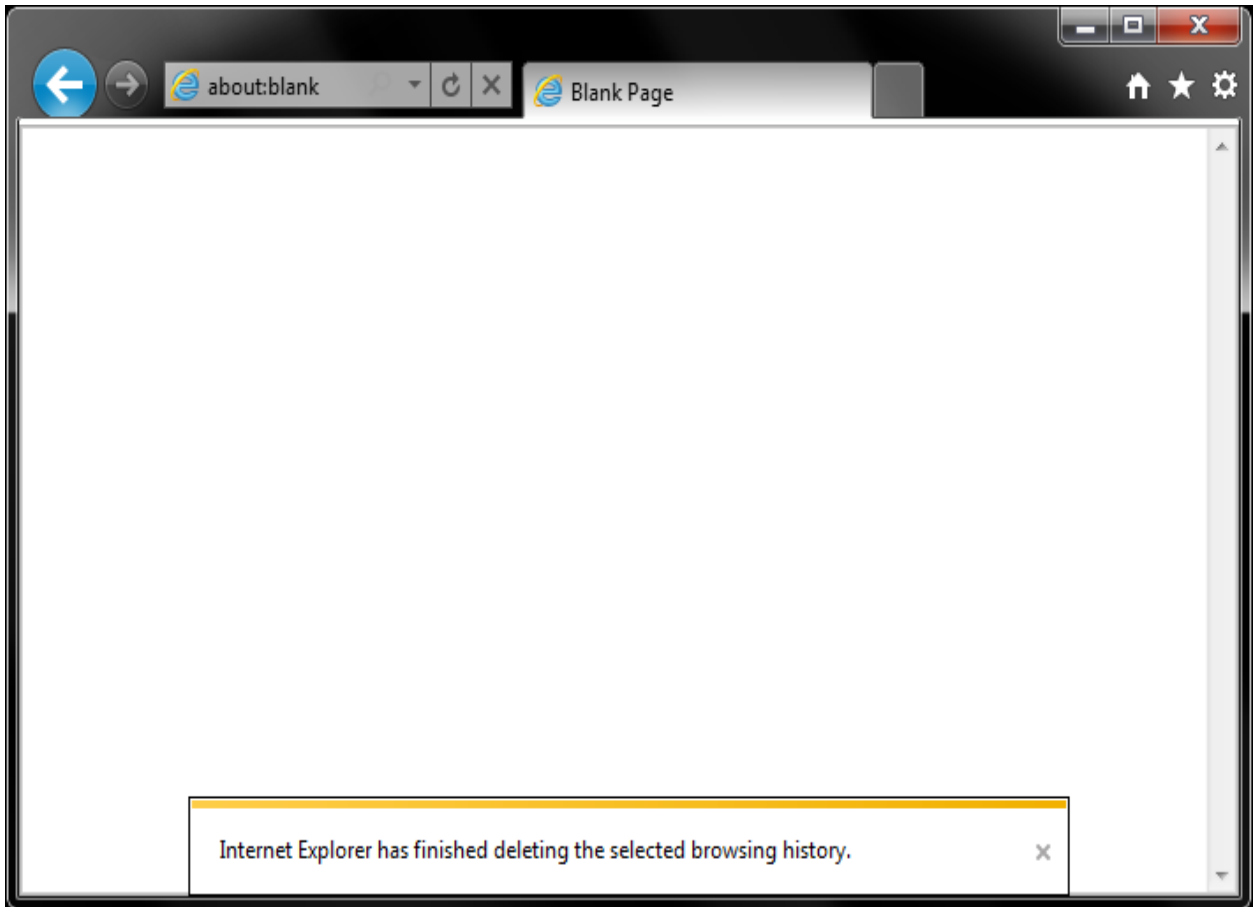
1. Close out all open Internet Explorer Windows
2. Open up only one Internet Explorer Window
3. Select **Tools** (via the Gear Icon) > **Safety** > **Delete browsing history....** NOTE: You can also access this menu by holding **Ctrl + Shift + Delete**.



4. Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click **Delete**.



You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.



5. Exit and close the browser.
6. Relaunch the browser and start using HRLinks.