

## How to Clear Cache and Cookies on a PC

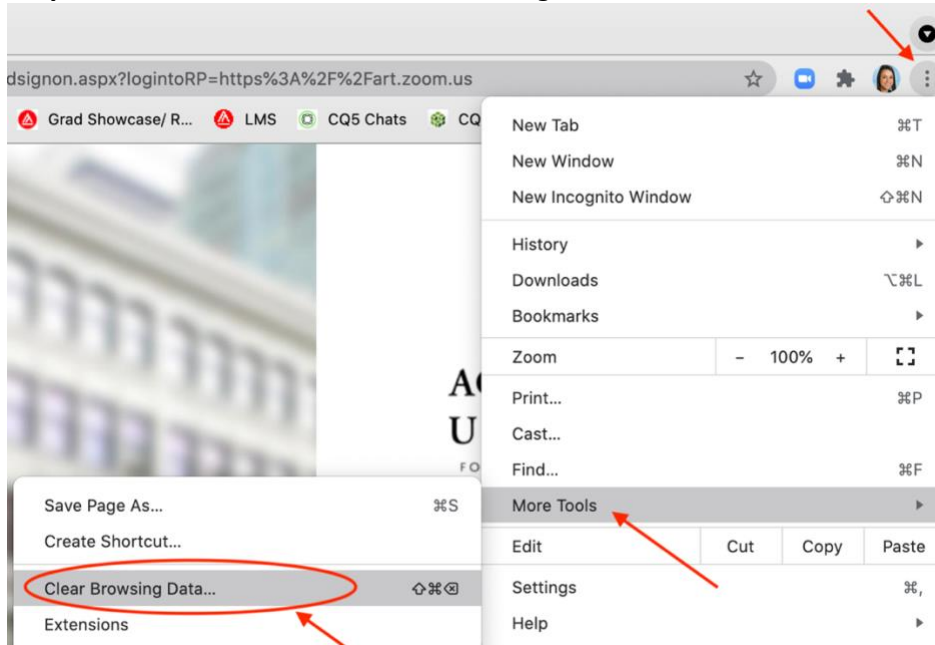
Getting an error message “Something went wrong” when trying to get into Zoom? Our quick work around is to clear cache and cookies. Below are specifics to guide you through the steps.

### Clearing Cache in Google Chrome:

**Step 1:** Open Google Chrome.

**Step 2:** At the top right-hand corner, click *More (three vertical dots)*.

**Step 3:** Click *More tools* → *Clear Browsing Data*



**Step 4:** At the top, choose a time range.

**Step 5:** Next to “Cookies and other site data” and “Cache images and files,” check the boxes.

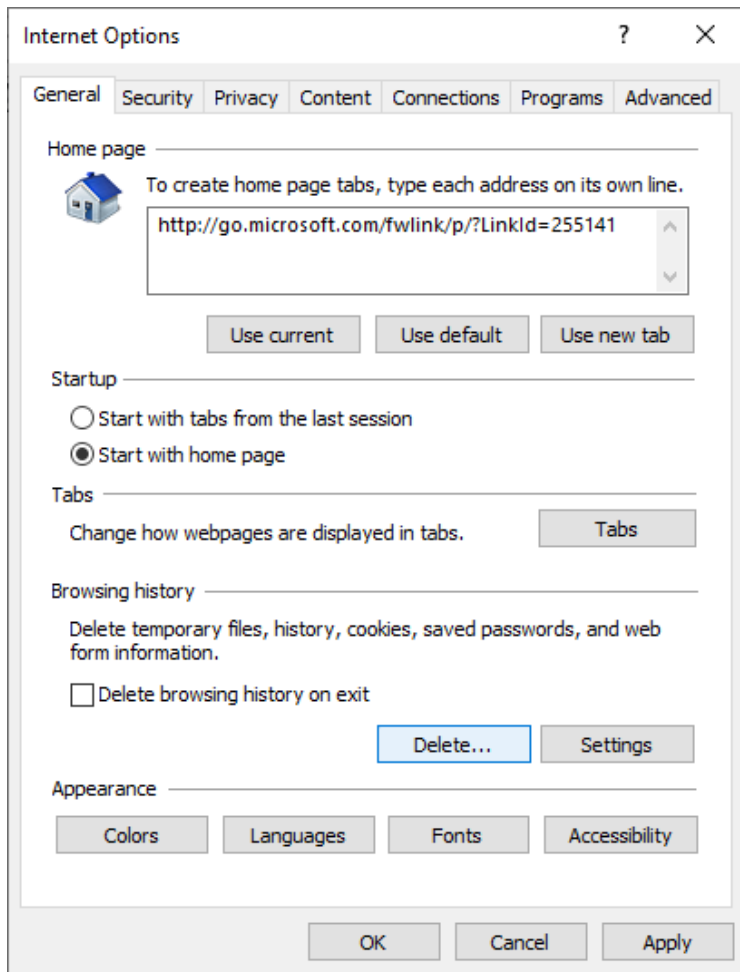
**Step 6:** Click *Clear data*.

**Step 7:** Refresh the page, or quit and reopen the application.

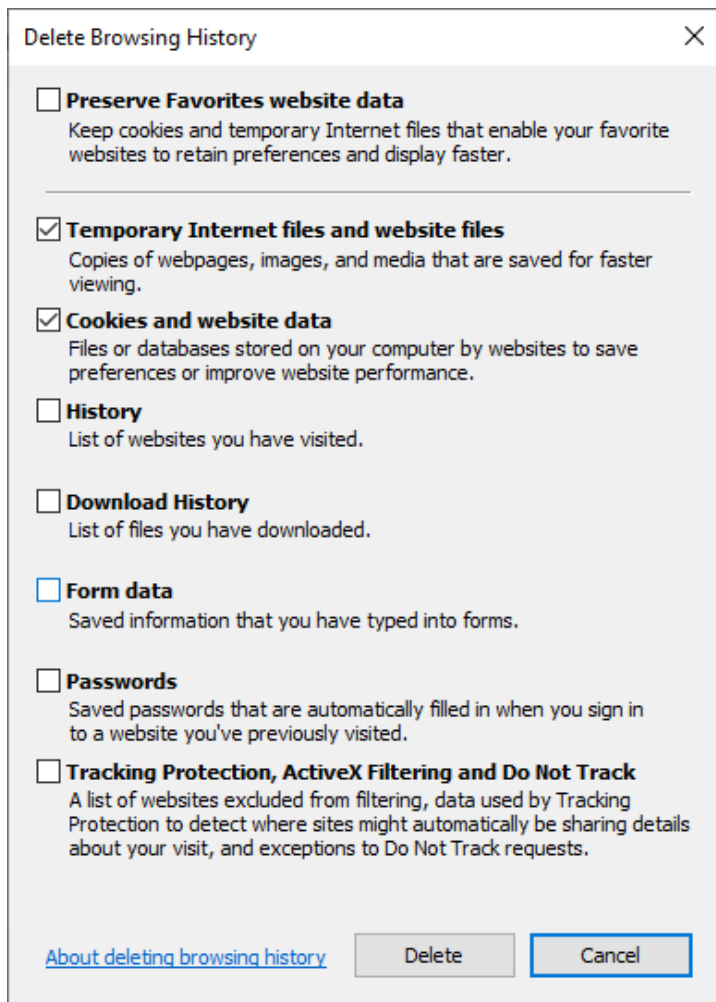
### Clearing Cache in Internet Explorer:

**Step 1:** At the top right corner – click the settings icon > select *Internet Options*.

**Step 2:** In the pop-up window, under browsing history, click the delete button



**Step 3:** Check *“Temporary Internet files and website files”* & check *“Cookies and website data.”* Then click *Delete* to empty the browser cache.



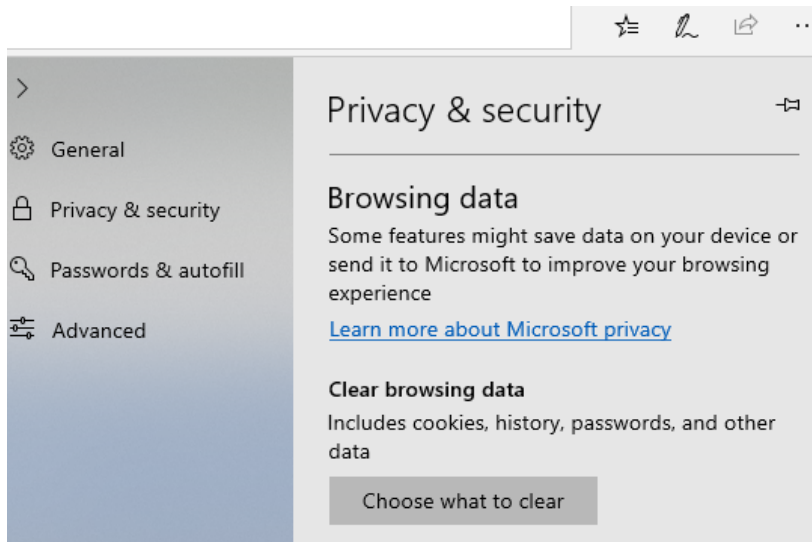
**Step 4:** Refresh the page, or quit and reopen the application.

### **Clearing Cache in Microsoft Edge:**

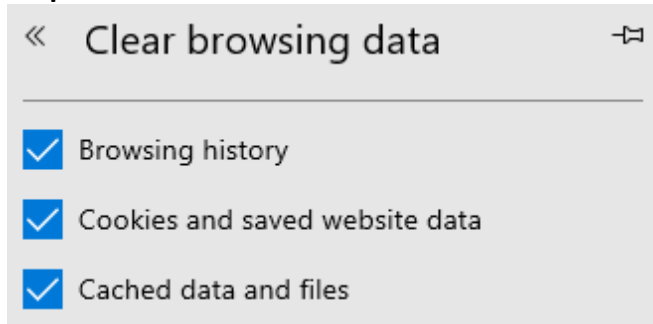
**Step 1:** Click on the 3 dots for more menu options.

**Step 2:** Click *Settings* → click the *Privacy and Security* option.

**Step 3:** Under Clear Browsing Data → click *choose what to clear*



**Step 4:** Check *cookies and saved website data & cached data and files*, then click *Clear*.



**Step 5:** Refresh the page, or quit and reopen the application

#### **Clearing Cache in Mozilla Firefox:**

**Step 1:** On the top right corner, click the three lines for menu options → select *Options*

**Step 2:** Select *Privacy and Security*

**Step 3:** Under *Cookies and Site Data*, click *Clear Data*

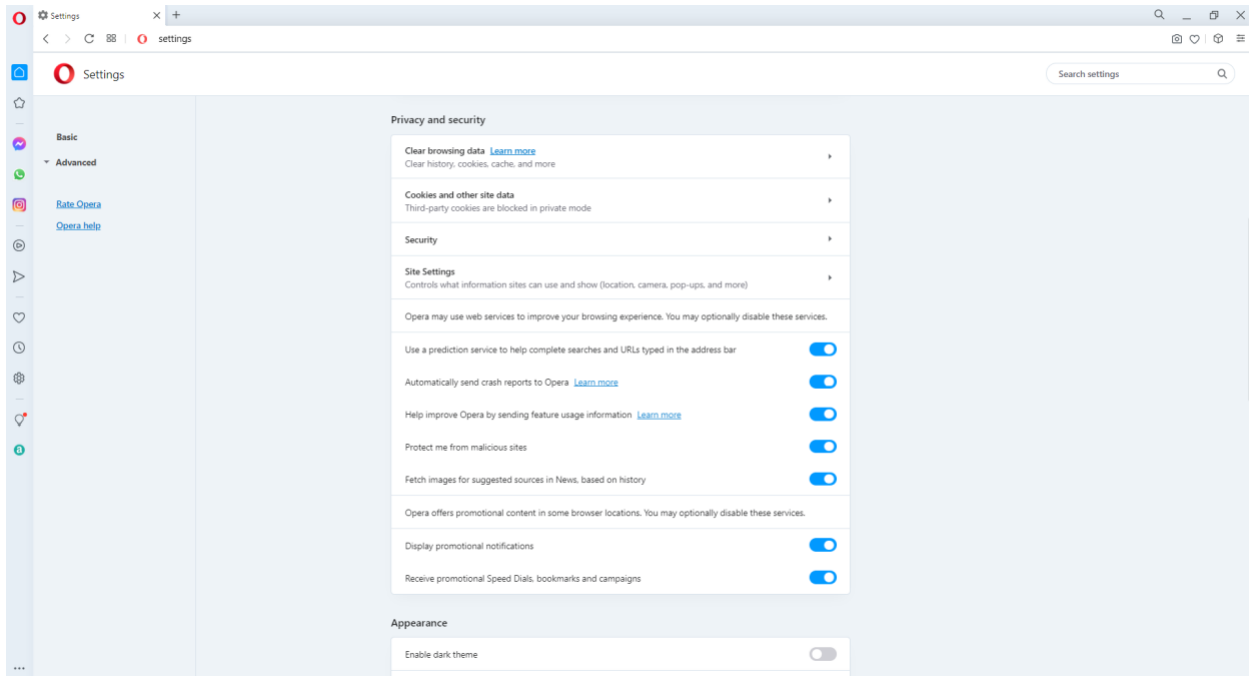
**Step 4:** Check *Cookies and Site Data & Cached Web Content*, then click *Clear*.

**Step 5:** Refresh the page, or quit and reopen the application

#### **Clearing Cache in Opera:**

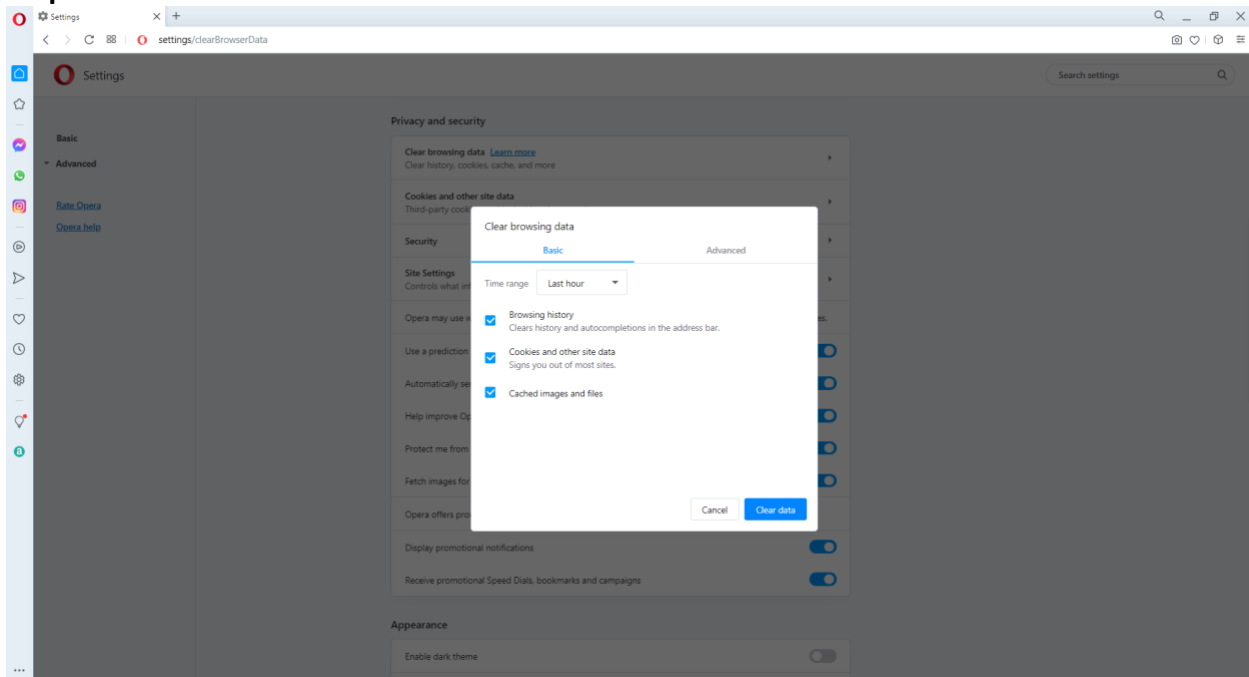
**Step 1:** Click *settings* icon on the bottom left

**Step 2:** Under *Clear browsing data*, click the arrow.



**Step 3:** Select *browsing history, cookies and other site data, and cached images and files*.

**Step 4:** Then click *Clear data* button.



**Step 5:** Refresh the page, or quit and reopen the application

After clearing cache and cookies, log in to your Zoom account: <https://art.zoom.us/>

> Click **Sign In** > Enter Academy email address and associated password.

If prompted to enter a domain or SSO, enter **art**. For i.art.edu email password support/reset, please contact Online Help Desk (available 24 hours per day, 7 days a week): 415-618-3545.