

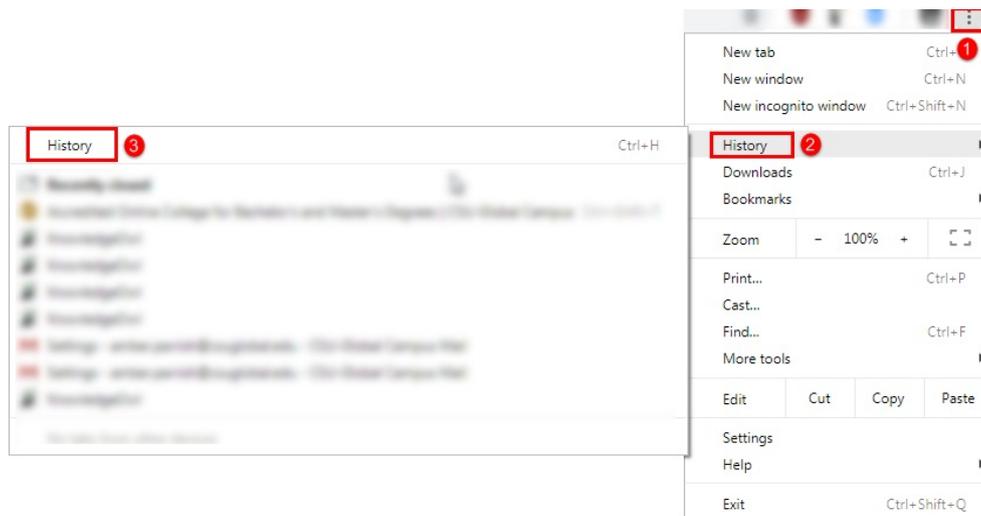
Clearing Browser Cookies

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Sometimes, when you are trying to log into a course or access a certain piece of information in a course, you may get a window saying that you do not have access.

This usually occurs when an update has been made to a course, and your browser saved cookies from the original version, which is no longer there. You simply need to clear out the cookies in your browser, close out all windows, and try logging in again. Below are the steps to clear your cookies in Google Chrome:

- Log on to the internet and go to [google.com](https://www.google.com)
- Click on the three dots in the upper right of the page > History > History



- Click on "Clear Browsing Data" in the left-side menu
- Put a checkmark next to the box that says "Cookies and other site data" in either the basic or advanced sections
- Click "Clear Data"

Note: If this doesn't work, please see the [Unable to access course content?](#) Article for help with log-in issues
