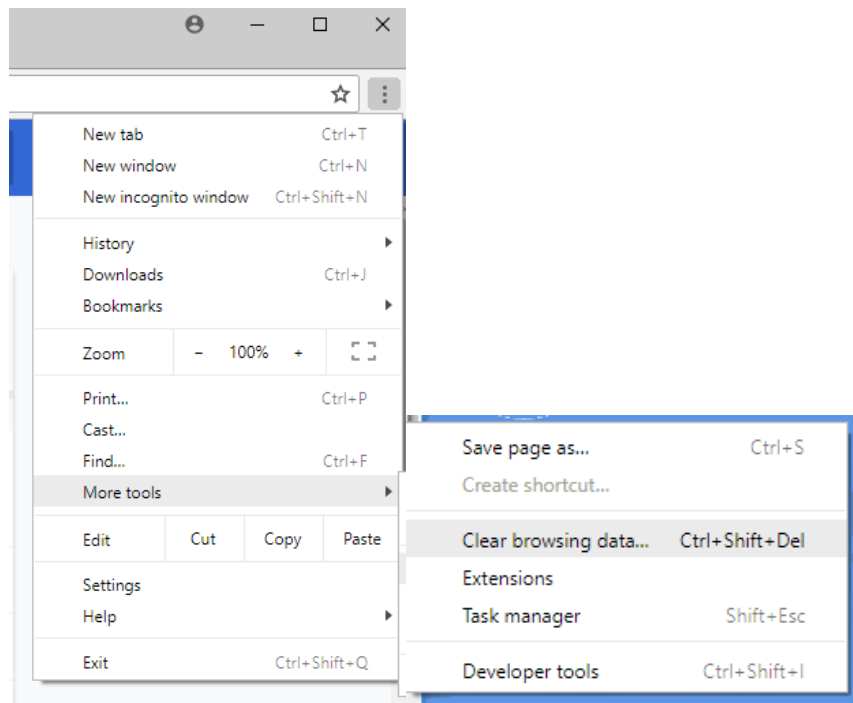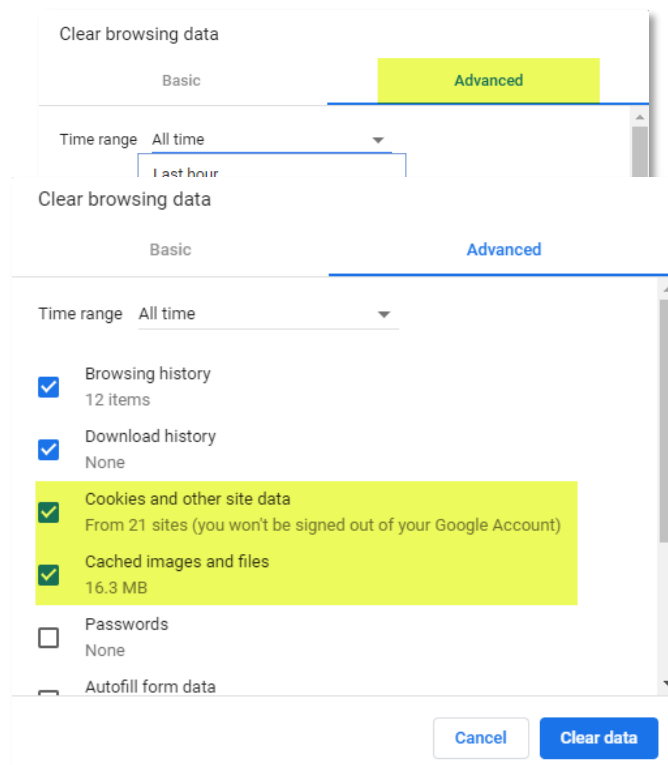# How to Clear Cache and Cookies in Chrome

At the top right, click More, the icon in the top right corner that appears as 3 dots.

Click More tools > Clear browsing data.

At the top, Select **Advanced** and choose a time range of **All Time**.

Check the boxes next to "**Cookies and other site data**" and "**Cached images and files**."

Click **Clear data**.

Have the **user close the browser after clearing cache and cookies and open a new one**.

On the new browser verify the user is not clicking on Humana.com as a favorite, and that they are entering Humana.com in the search bar at the top of the page.