	Procedure Document	
Step-by-Step Instructions for how to Clear Your Cache in Chrome	**Owner of the Document:** Jessica Vega	**Version Number:** 1.0
Author / Reviewer (SME): Jessica Vega / Sagiv Lapkin	**Creation Date:** 9/17/20	**Last Revision Date**: 9/25/20

1.0   PURPOSE

The purpose of this document is to show the user how to clear their internet cache within the Chrome browser. By clearing the cache, the browser will run faster, and the overall performance will be better.

This procedure should be done when the user notices that Chrome webpages are not loading correctly or is loading slower than normal.

2.0   SCOPE

Who: This procedure applies to anyone who has a personal or work computer and access to Chrome. Furthermore, the clearing of Chrome's cache can be done by anyone as long as they are computer literate.

When: This procedure should be done on a monthly basis or whenever the user notices that their Chrome browser is running slower than normal or if the webpages are not loading correctly

3.0   REQUIREMENTS AND RESPONSIBILITIES

The user will need to be computer literate and have a basic knowledge of Chrome Version 91.0.4472.106 (Official Build) (64-bit). As long as they understand the basic fundamentals of how to use a computer, the user can be of any age; however, it is recommended that an adult or teenager perform the action. The user will be the one in charge of clearing the cache from Chrome. Any updates to the Chrome browser will be handled by Google. If there are any problems that arise during the clearing of the cache, the user should contact Google for the company's help in troubleshooting.

3.1   WARNINGS

A basic understanding of computers is needed to perform this function of clearing the cache.

Warning:

- The user may need to log-in to certain websites again

3.2 SPECIAL EQUIPMENT OR SOFTWARE REQUIRED

This guide will be for the latest version of Chrome (Version 85.0.4183.102 (Official Build) (64-bit) on a Windows 10 computer.

4.0 PROCEDURE DESCRIPTION

Step-by-step Process:

- **Step 1: Open your Chrome browser:**
  Find and open your Chrome browser (either on your desktop or by searching through Windows Explorer).
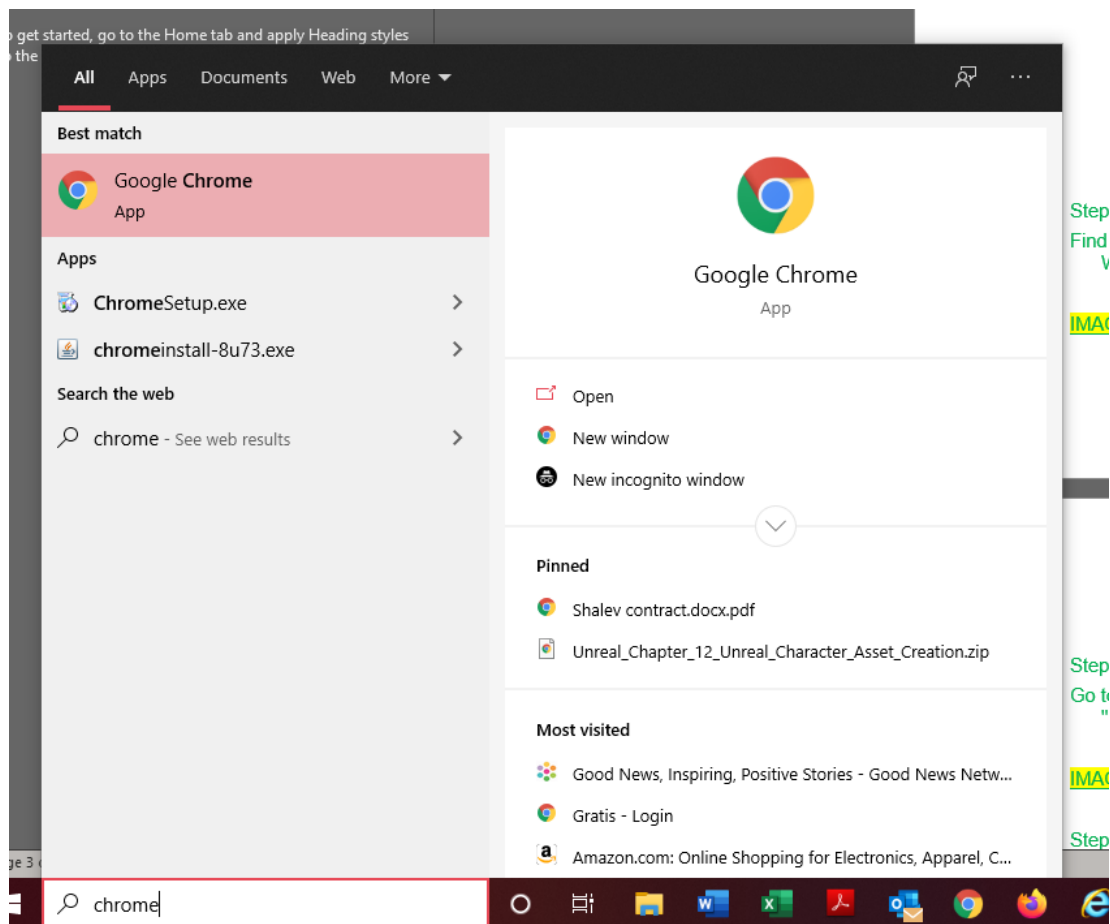

Figure 1.1

- **Step 2: Locate the Customize and Control Google Chrome feature:**
  Go to the upper right corner of your screen and click the three dots to open up the Customize and control Google Chrome feature
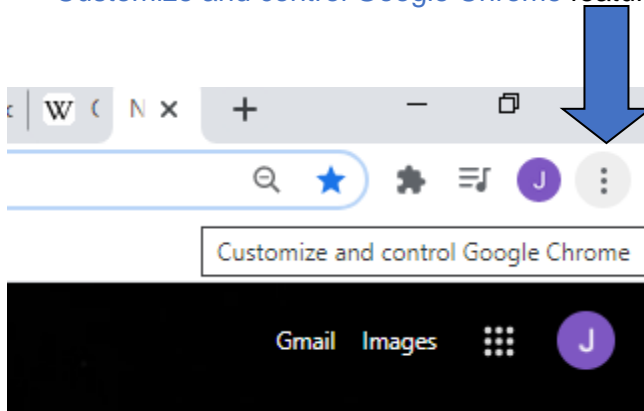

Figure 1.2

- **Step 3: Select the More Tools option:**
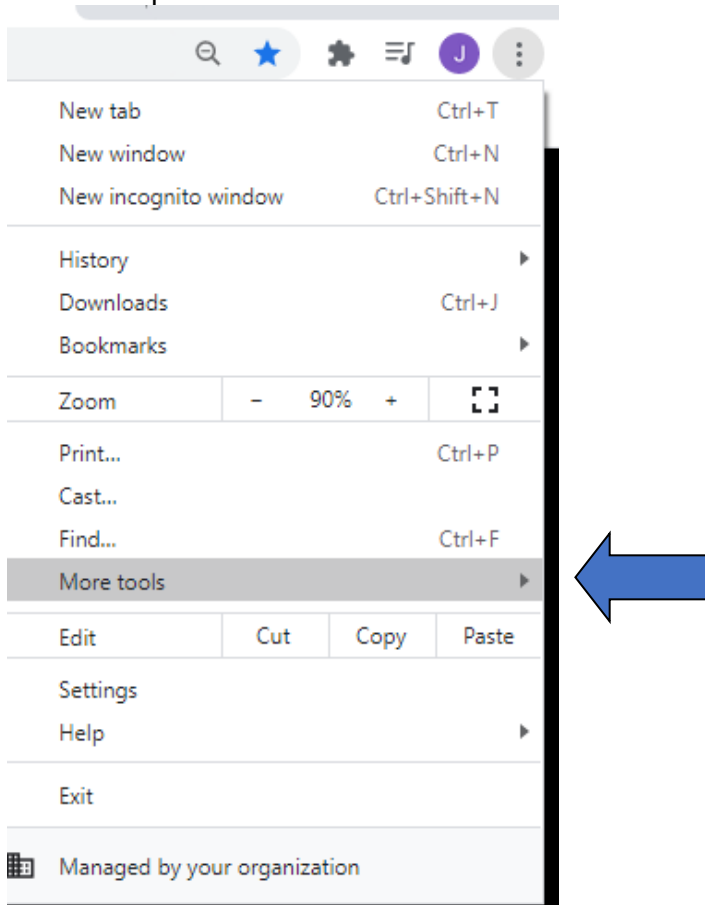 From the Customize and control Google Chrome drop down menu hover over the More Tools option

Figure 1.3

- **Step 4: Select the Clear Browsing Data... option:**

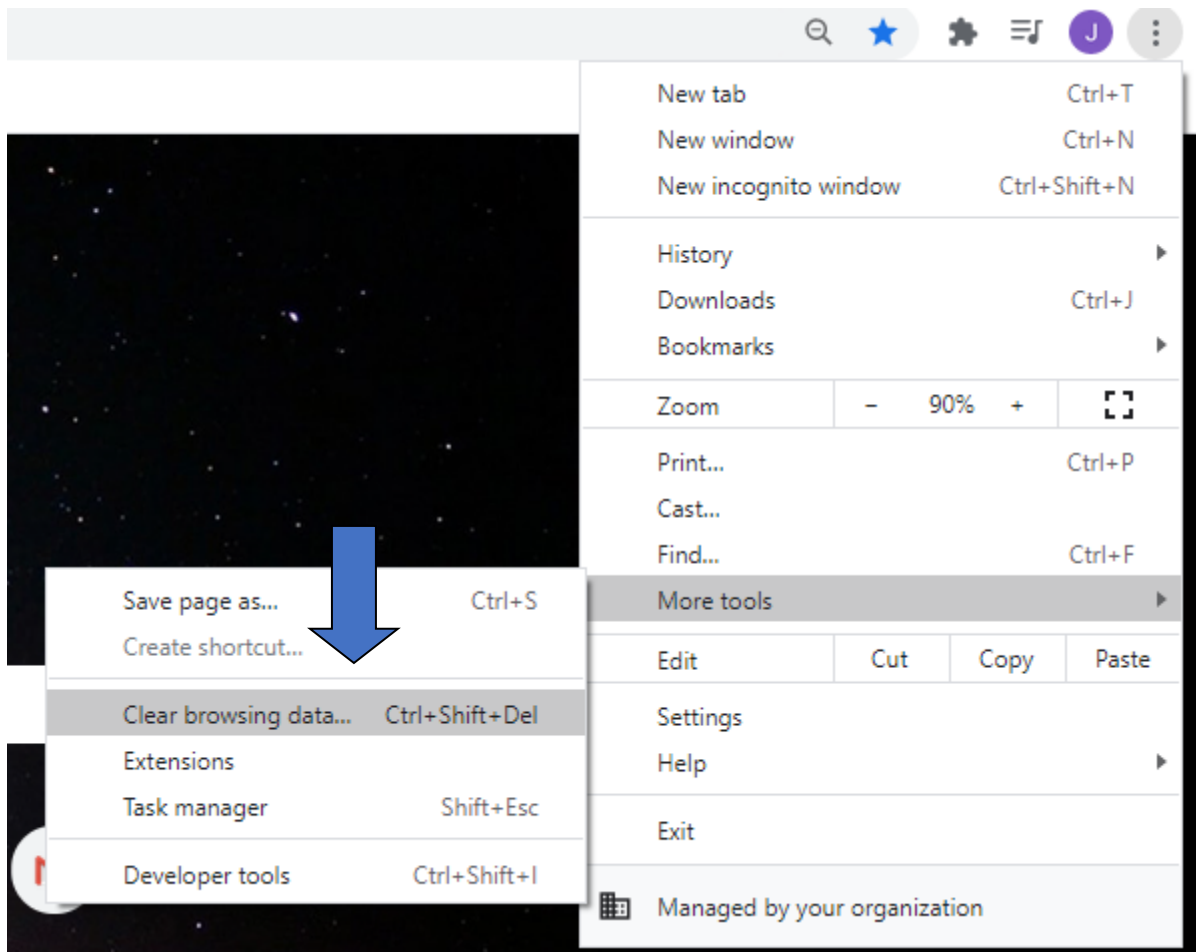 After hovering over the More tools option click on the Clear browsing data... option

Figure 1.4

- **Step 5: Check off Cached Images and Files:**

  Make sure to check the Cached Images and files option. If you would like to clear the data from Browsing History and Cookies and Other site data you may leave them checked as well. Their definitions can be found in the Terms section on page 7.

  By selecting the Time range the user also has the option to clear the cache from the minimum of the last hour to a maximum of all time. (See figure 1.5b)

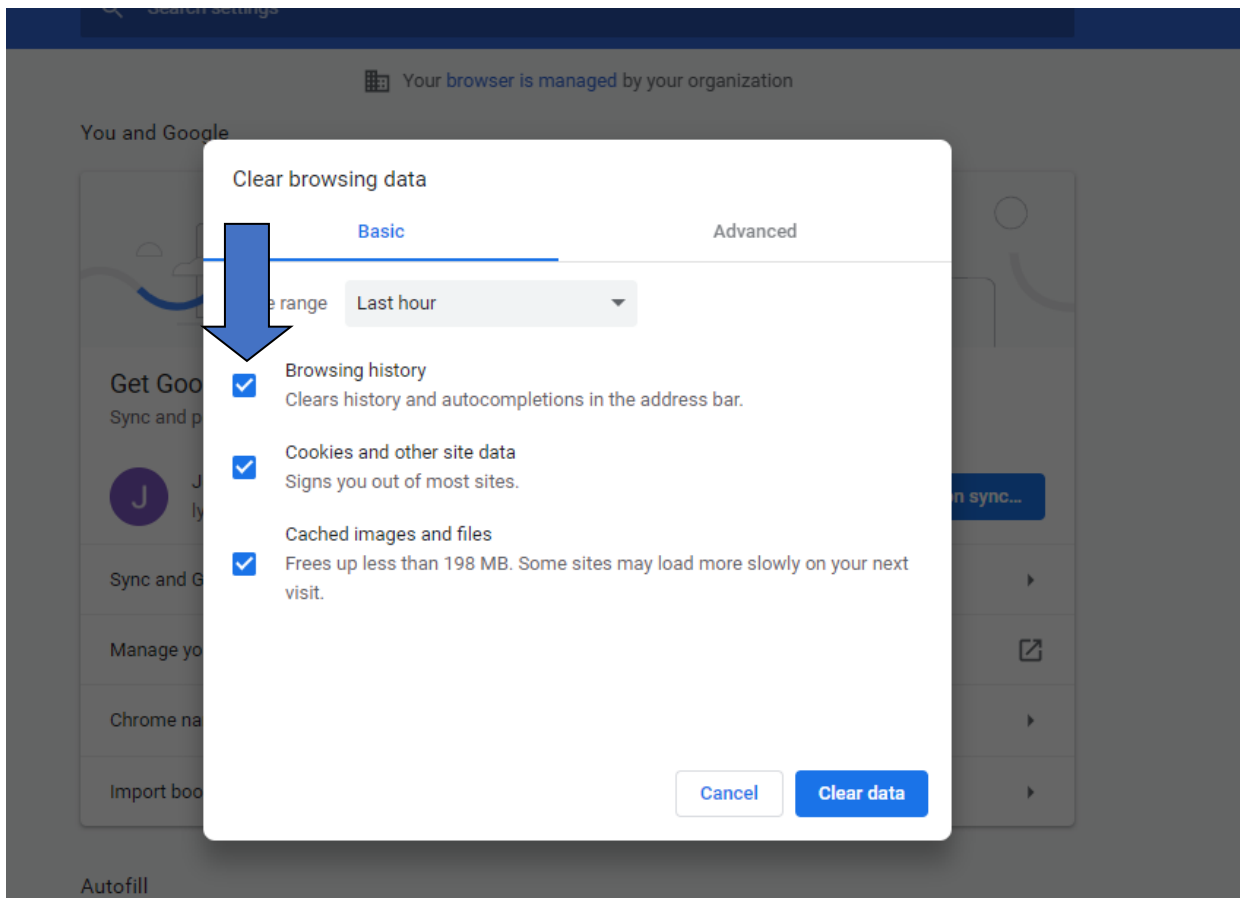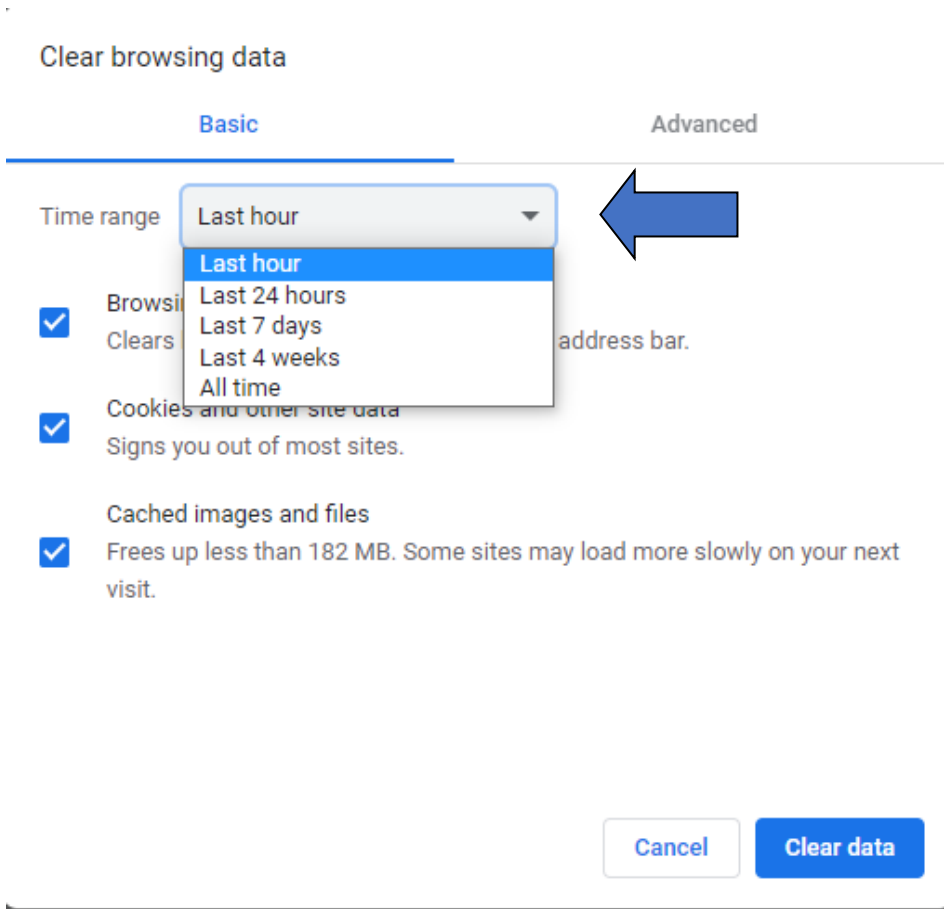Figure 1.5a

Figure 1.5b

- **Step 6: Clearing Data:**

  Once you are ready select, Clear data

Figure 1.6

Progress Map:

Step 1:
Open Chrome
(start)

↓

Step 2:
Locate the "Customize and Control Google Chrome" buttons

↓

Step 3:
Hover over "More Tools"

↓

Step 4:
Click on "Clearing Browsing Data"

↓

Step 5:
Check off "Cached Images and Files"
(decision)

↓

Step 6:
Click "Clear Data"
(end)

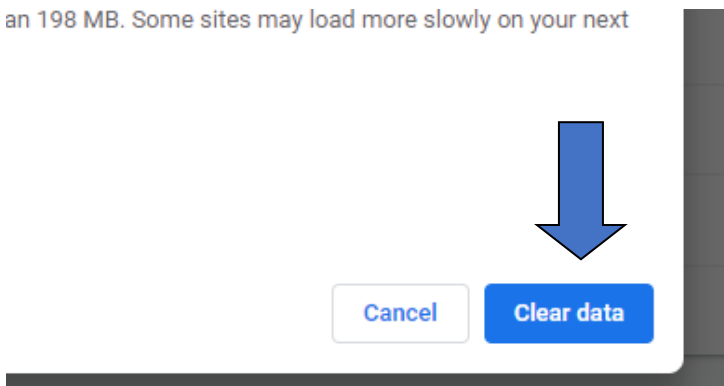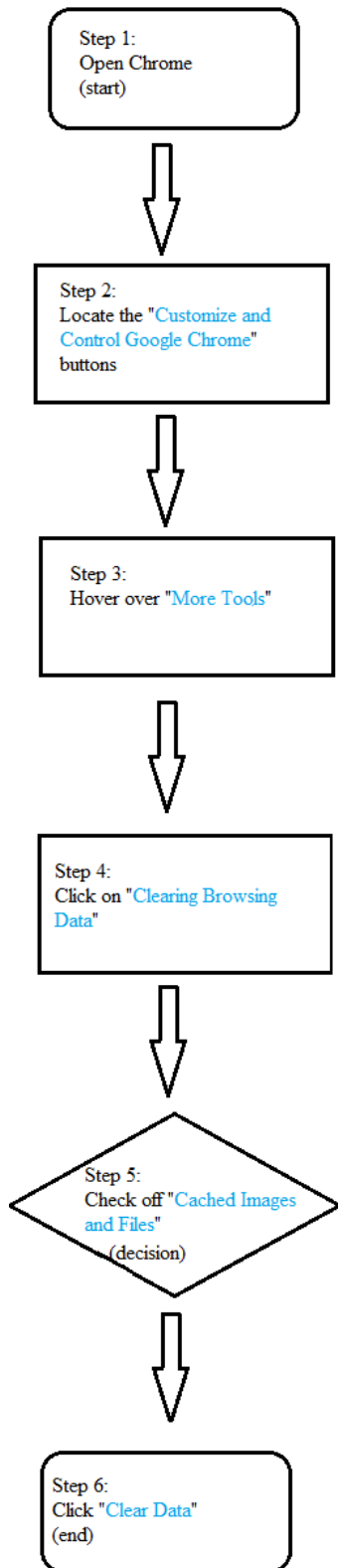**Terms:**

- **Cached Images and Files-** The cached Images and files are used to store online data on the user's computer from websites that have been visited.

- **Browsing History-** A list of websites where the user visited recently on a specific browser (e.g. Chrome shows websites that were visited on Chrome, Internet Explorer (IE) shows websites that were visited on IE, etc.). Can also include the date, time, and name of the website.

- **Cookies and Other site data-** Cookies are used to store user information from a webpage (e.g. passwords, site preferences like dark mode, etc.).

4.1   ESCALATION PROCESS

If the cache is not deleted please contact Google for further troubleshooting.

If the computer performance remains slow, perform the following steps:

- Clear the cookies. Further information can be located through the following link- *https://support.google.com/chrome/answer/95647?hl=en&ref_topic=7438325*

- Run a Virus check with your respective antivirus program

- if performance still remains suboptimal contact your local computer helpdesk (e.g. Geeksquad)

4.2   KEY CRITERIA

N/A

5.0   REFERENCES

General Chrome support-
https://support.google.com/chrome/?hl=en#topic=9796470

Clearing Chrome Browsing Information-
https://support.google.com/chrome/answer/2392709?hl=en&ref_topic=7438325

6.0   PERFORMANCE MEASUREMENT

The user will be able to visually see that the cache is cleared once the procedure has been completed. The performance measurement is based on the computer performance and webpage loading speeds. If the speed is noticeably greater than before clearing the cache, then it was effective.

7.0   REVISION HISTORY

Date Revised	Version #	Section / Item(s) Changed	Author / Reviewer
9/17/20	1.0	Initial version	Jessica Vega / Jessica Vega
9/25/20	2.0	Conducted run through of the steps, wording updated, and images enhanced	Jessica Vega / Sagiv Lapkin
9/26/20	2.0	Final run through	Jessica Vega / Sagiv Lapkin

Part 2:

Notes from the Volunteer-

The volunteer thought the instructions were clear and concise; he was able to complete the task easily without any difficulty or misunderstanding of the steps. However, there were a few comments regarding the images and image placements. He recommended the use of arrows with the screenshots to help promote clarity when following the steps. Furthermore, he suggested moving the Process Map after the Step-by-Step process for better flow.

Based on the feedback from the volunteer, I updated the images so that it was easier for the reader to understand the steps (i.e. the arrows next to the screenshots). I was able to better appreciate the use of visual cues to enhance the images for the reader's understanding.