

## Cookies and Cache

Cookies, which are files created by websites you've visited, and your browser's cache, which helps pages load faster, make it easier for you to browse the web.

Clearing your browser's cache and cookies means that website settings (like usernames and passwords) will be deleted and some sites might appear to be a little slower because all of the images have to be loaded again.

It is a good idea to clear your browser cache because it:

- prevents you from using old forms
- protects your personal information
- helps our applications run better on your computer

When you visit a website, your browser stores:

- information (such as the location of the site you visited)
- files used to run an online application
- downloads (such as old versions of forms)

When we update our application, your browser may still use old files. If you don't clear your cache, you may see old forms. Old files can cause display or access problems when you apply online.

### On Google Chrome:

1. On your computer, open Chrome.
2. On your browser toolbar, click More > **More Tools** > **Clear Browsing Data**.
3. In the "Clear browsing data" box, click the checkboxes for **Cookies and other site data** and **Cached images and files**.
4. Use the menu at the top to select the amount of data that you want to delete. Choose **beginning of time** to delete everything. **Note:** This option does not appear on all devices.
5. Click **Clear browsing data**.

Please be sure to check other browsers clear cache steps. For example:

[Internet Explorer](#)

[Edge](#)

[FireFox](#)

[Safari on your iPhone, iPad, or iPod](#)

[Safari on your desktop](#)