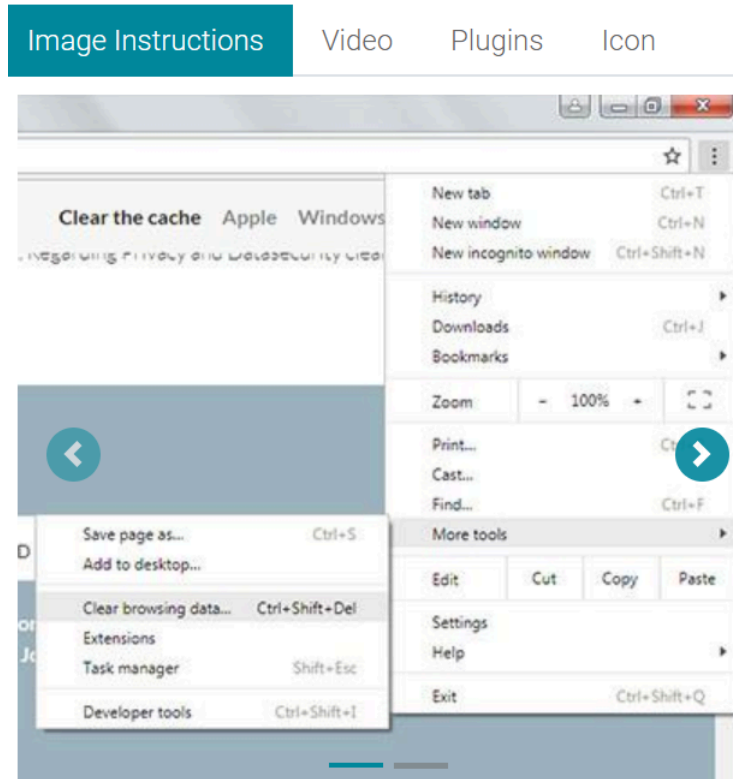# Basic Troubleshooting Guide

Computer running slow? Some things are not loading properly? Were you told to "clear your cache"?

Clearing your cache is a little like spring cleaning and may help with some errors.
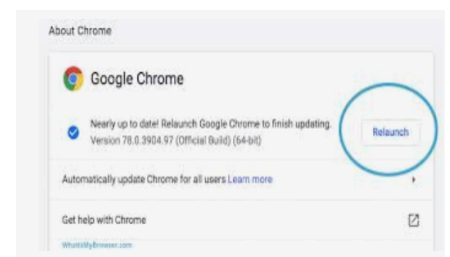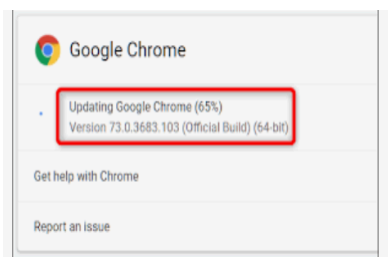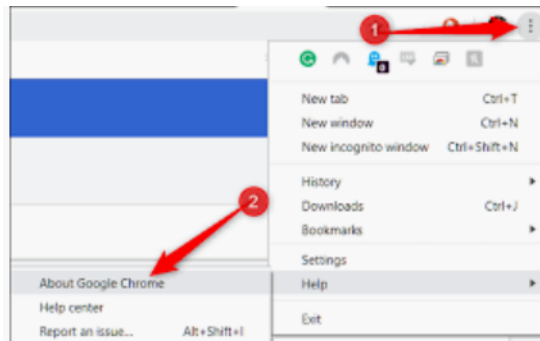
Google Chrome directions

Clear My Cache site (this allows you to pick your browser)

How do I make sure I have an updated version of my Chrome Browser?

To update Google Chrome:

1. On your computer, open **Chrome**.
2. At the top right, click More .
3. Click **Update** Google **Chrome**. Important: If you can't find this button, you're on the latest version.
4. Click Relaunch.

When in doubt, shut down and restart your computer.
This can be especially helpful if the computer hasn't been shut down or restarted in a while and the latest updates have not had a chance to load.