Clearing the cache in Google Chrome

If you find that your timecard or calendar aren’t displaying properly in Kronos, or a pop-up window isn’t functioning the way it should, or you only see coding gibberish somewhere within the system, it is time to clear the browser cache.

1. Open the Google Chrome browser to a blank page and open the “Clear browsing data” window using one of these options:
   - Option 1: Hold down the CTRL + Shift + Delete keys (Windows) or Command + Shift + Delete (MacOS)
   - Option 2: Click on the Menu command (three dots circled in red below).

   ![Menu command](image1)

   Hover over the More Tools command and then select Clear browsing data... from the pop-up menu.

   ![Clear browsing data](image2)

2. A new tab opens with the Clear browsing data pop-up window, shown below.

   ![Clear browsing data](image3)
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3. You will have the option to clear the following items:
   • Browsing history
   • Cookies and other site data
   • Cached images and files
   All three are chosen by default, but for Kronos purposes, you only need to select **Cached images and files**. You can choose to clear other items at the same time if you want to do so.

4. Specify the time period for which you want the browsing data cleared using the **Time range** dropdown menu.

5. Click on the **Clear Data** command in the lower-right corner.

6. Depending on what you selected in step 4, and how long it’s been since you cleared your Google Chrome cache, this operation may take a few minutes to complete. Once it is complete, the Clear browsing data pop-up window disappears, and you can close the Google settings tab.

7. If you had Kronos open at the time you completed these steps, it will reload the page completely. If that didn’t resolve your issue, please contact the appropriate Kronos help mailbox:
   • Local Government Kronos help: time@albemarle.org
   • Albemarle County Public Schools Kronos help: time@k12albemarle.org