

## How to clear the cache in Chrome

If you encounter and unusual issues with EHR Your Way, you may need to clear the cache on your internet browser. Some of the issues include fields on a document that should auto populate are blank, or there is a blank screen when you log in to EHR Your Way. Follow the directions below if you encounter any of these issues.

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click More tools  Clear browsing data.
4. At the top, choose a time range, select "All time".
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes. Uncheck "Browsing history" if it is checked.
6. Click Clear data.
7. Close Chrome and then open it again.
8. Log in to EHR, everything should work normally. **Note:** If you saved a document as a draft and there was an issue with the document i.e., a field did not auto populate, you will need to start that document over for the missing field to populate.