XCitizens

ACHieve Access users: Update your bookmark and login using https://gateway.qacitizenscommercialbanking.com/ccp/

Other users please continue with instructions below to clear cache and cookies.

- 1. Launch Chrome browser
- 2. In top right corner, click three vertical dots (See red circle.)
- 3. From drop down box, choose 'settings'



4. On left, select 'privacy and settings'

5.	In center,	click	'clear	browsing	dataʻ
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Settings		Q. Search settings	
÷	You and Google	Privacy and security	
Û	Autofill	Clear browsing data	,
0	Safety check	set Sectory configuration, and more	
0	Privacy and security	Cookies and other site data Third-party cookies are blocked in Incognito mode	•
۹	Appearance	On Security	
Q	Search engine	V Safe Browsing (protection from dangerous sites) and other security settings	
	Default browser	Site Settings Controls what information sites can use and show (location, carriera, pop-ups, and more)	•
Û	On startup		
Advanced • Appearance		Appearance	
Exter	sinns [7]	Theme	2

- 6. From 'basic' tab, click down arrow and set range to 'all time'
- 7. Check 'cookies' and 'cached'
- 8. Select 'clear data'

Clear browsing data	
Basic	Advanced
Time range All time	
Browsing history Clears history and autocompleti	ions in the address bar.
Cookies and other site data Signs you out of most sites.	
Cached images and files Frees up less than 1 MB. Some visit.	sites may load more slowly on your next
	Cancel Clear data

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- 1. Launch Internet Explorer browser
- In top right corner, click gear wheel (See red circle.) 2.
- From pull down menu, choose 'internet options' 3.



- 4. From 'general' tab, click 'delete'
- 5. On 'browsing history' pop up, check 'temporary internet files' and 'cookies'
- 6. Select 'delete'. (Pop up should close.)

ternet Options	Delete Browsing History				
General ecurity Privacy Content Connections Programs Advanced	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.				
To create home page tabs, type each address on its own line. http://intranet.corp.internal.clitzensbank.com/defaul	Temporary termet files and website files metpoges, images, and media that are saved for faster				
Use current Use default Use new tab	preferences or improve website performance.				
Startup Start with tabs from the last session	List of websites you have visited.				
Start with home page Tabs Change how webpages are displayed in tabs. Tabs	Download History List of files you have downloaded.				
Browsing history	Saved information that you have typed into forms.				
Delete temporary files, history, cookies, saved passwords, and web form information. Delete browsing history on exit	Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.				
Appearance Colors Languages Fonts Accessibility	Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.				
Some settings are managed by your system administrator. OK Cancel Apply	About deleting browsing history Center Cancel				

- 7. Now click 'content' tab
- 8. Choose 'clear SSL state'
- 9. On pop-up confirmation, click 'ok'
- 10. On 'internet options' window, select 'ok'



