


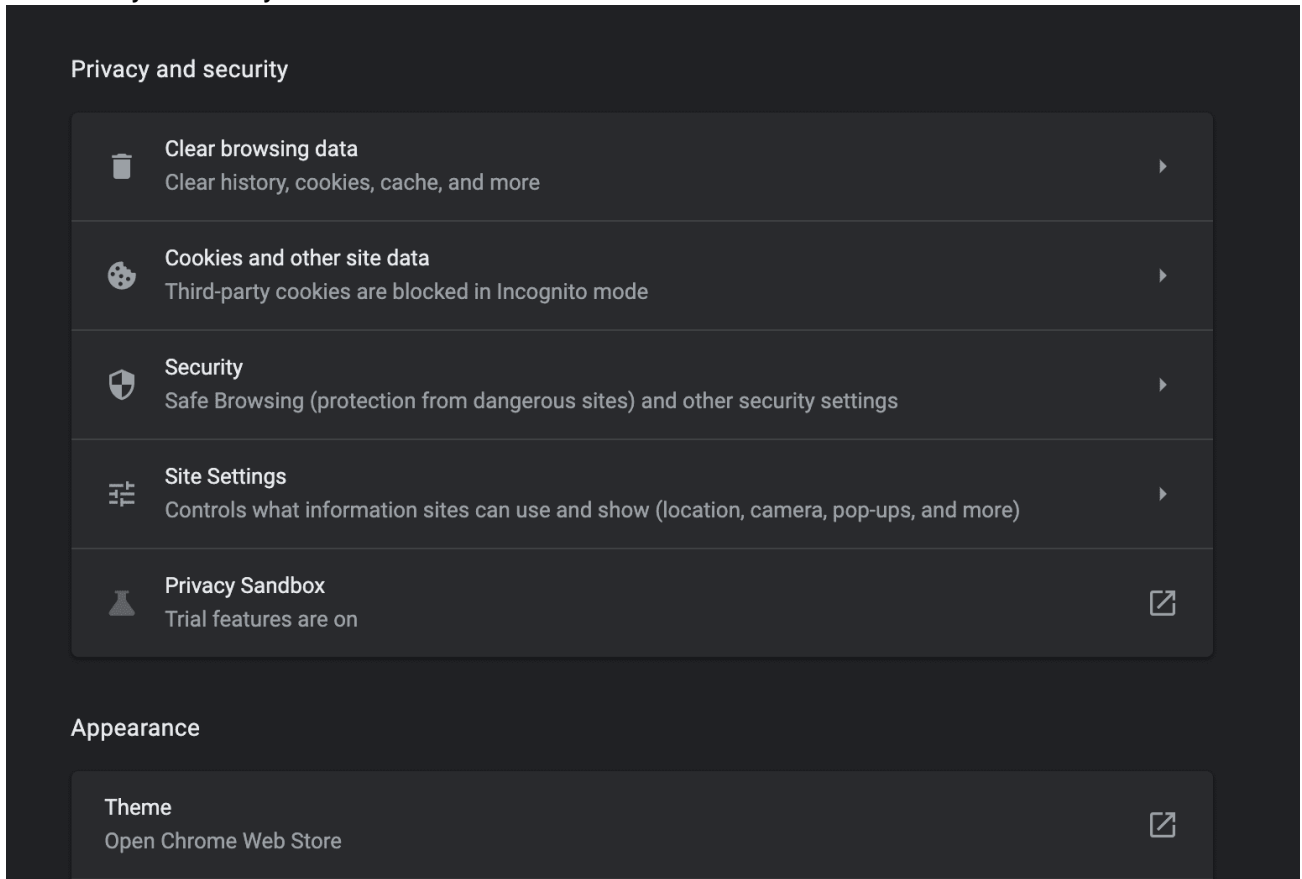
Clear Cache and Cookies to resolve authentication issues

 Ensure you are using a supported browser and version of the app. Note the instructions below apply to Chrome Version 90.0.4430.212 and yours may vary slightly

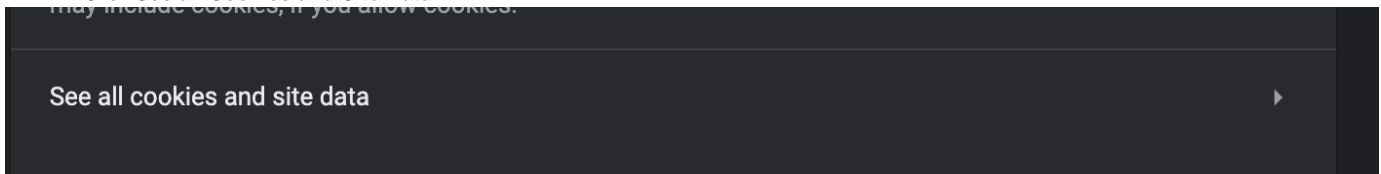
Chrome

Clear Cookies

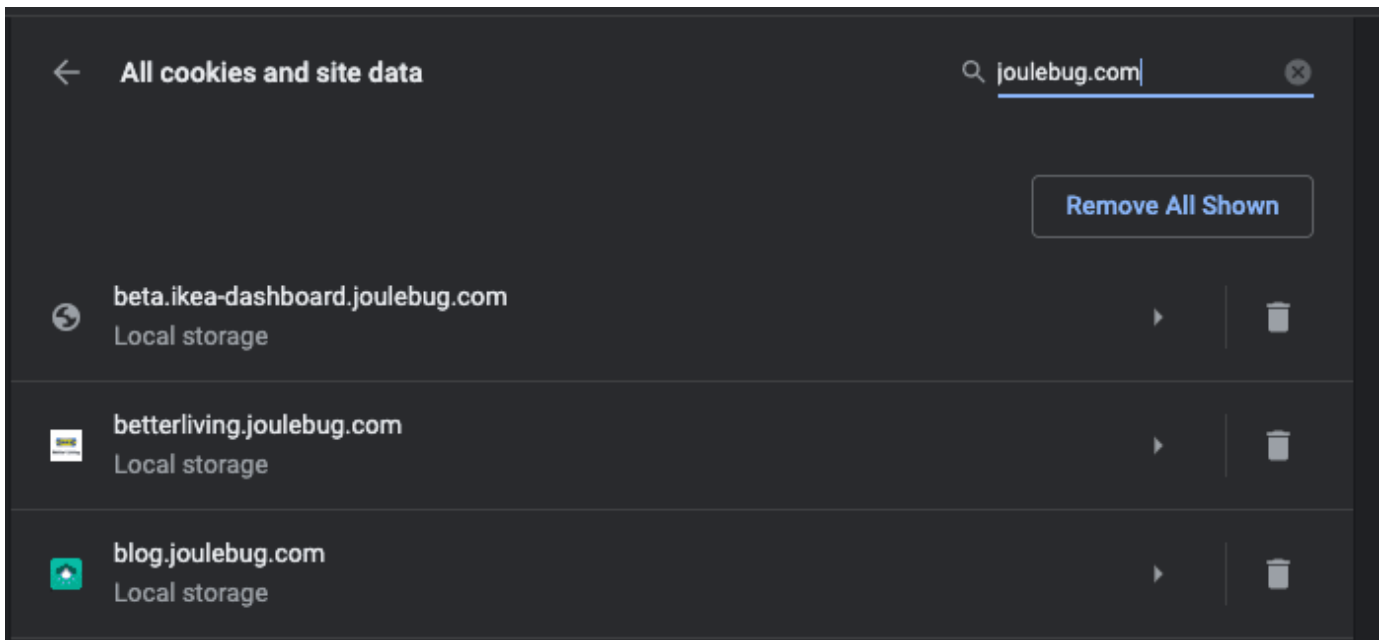
1. On your computer, open Chrome.
2. At the top right, click the three dots and then settings.
 - a. or navigate to the link <chrome://settings/siteData> If you choose this option, skip to step 5
3. Under **Privacy and security** click **Cookies and Other Site Data**.



4. Click **See all Cookies and Site Data**.



5. Under "All cookies and site data," search for **joulebug**.



6. Select **Remove All Shown**

⚠ If using MSAL to log in, ensure you clear cookies for microsoft.com by repeating step 5 above.

7. Navigate to `chrome://settings/cookies`

8. Ensure **Allow All Cookies** is selected under "General Settings"

Search settings

← Cookies and other site data

Search



General settings

Allow all cookies



Sites can use cookies to improve your browsing experience, for example, to keep you signed in or to remember items in your shopping cart



Sites can use cookies to see your browsing activity across different sites, for example, to personalize ads

Block third-party cookies in Incognito

Block third-party cookies

Block all cookies (not recommended)

Clear cookies and site data when you quit Chrome



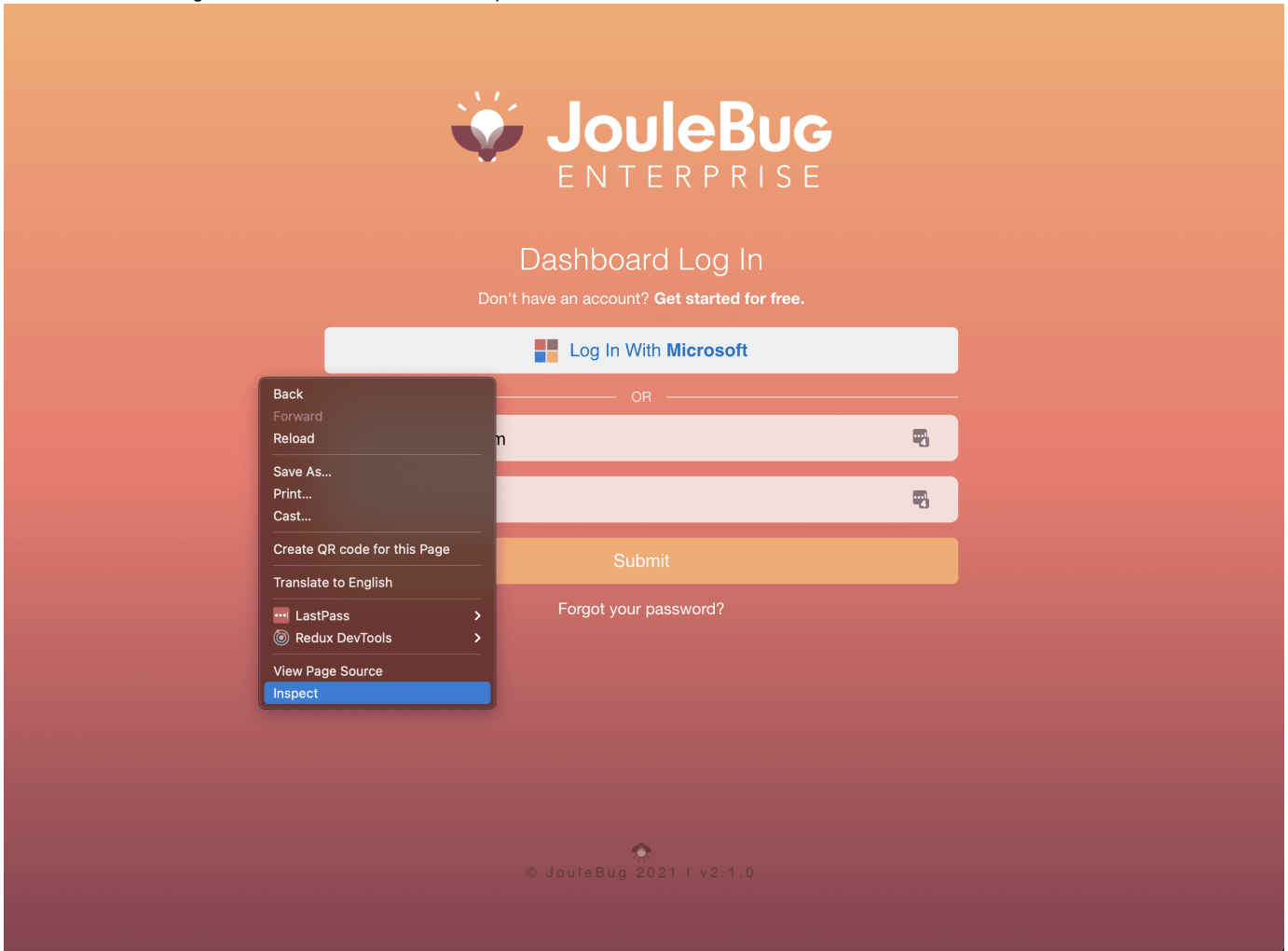
Send a "Do Not Track" request with your browsing traffic



Preload pages for faster browsing and searching

Clear Cache

1. Open the Dashboard in a new tab
2. Use the Developer Tools by pressing **F12**.
 - a. or Right Click on the window, select inspect



3. Once the chrome dev tools are open, Navigate to the Application tab, select storage and click on **Clear Site Data**.



Dashboard Log In

Don't have an account? [Get started for free.](#)

Application

- Manifest
- Service Workers
- Storage**

Storage

- Local Storage
- Session Storage
- IndexedDB
- Web SQL
- Cookies
 - https://dashboard.joulebug.com
 - Trust Tokens

Cache

- Cache Storage
- Application Cache

Background Services

- Background Fetch
- Background Sync
- Notifications
- Payment Handler
- Periodic Background Sync

Storage

Usage

0 B used out of 600145 MB storage quota

[Learn more](#)

Simulate custom storage quota

Including third-party cookies

Application

- Unregister service workers

Storage

✔ At this point, all joulebug related cookies and cache should be cleared on chrome. Reload the page and try again. If you are still experience issues, please create a screen recording and send it to the concierge.