

How to clear your browser cache and cookies for Aspen

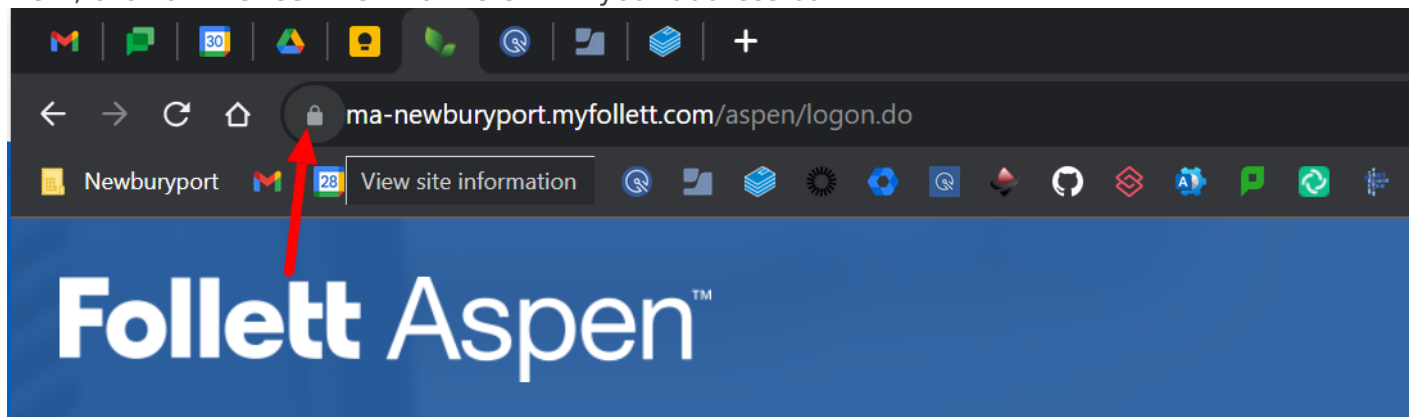
If you are getting an error when trying to access Aspen (such as a 500 error), clearing your cache and cookies may fix the issue.

Clearing the cache and cookies in Google Chrome

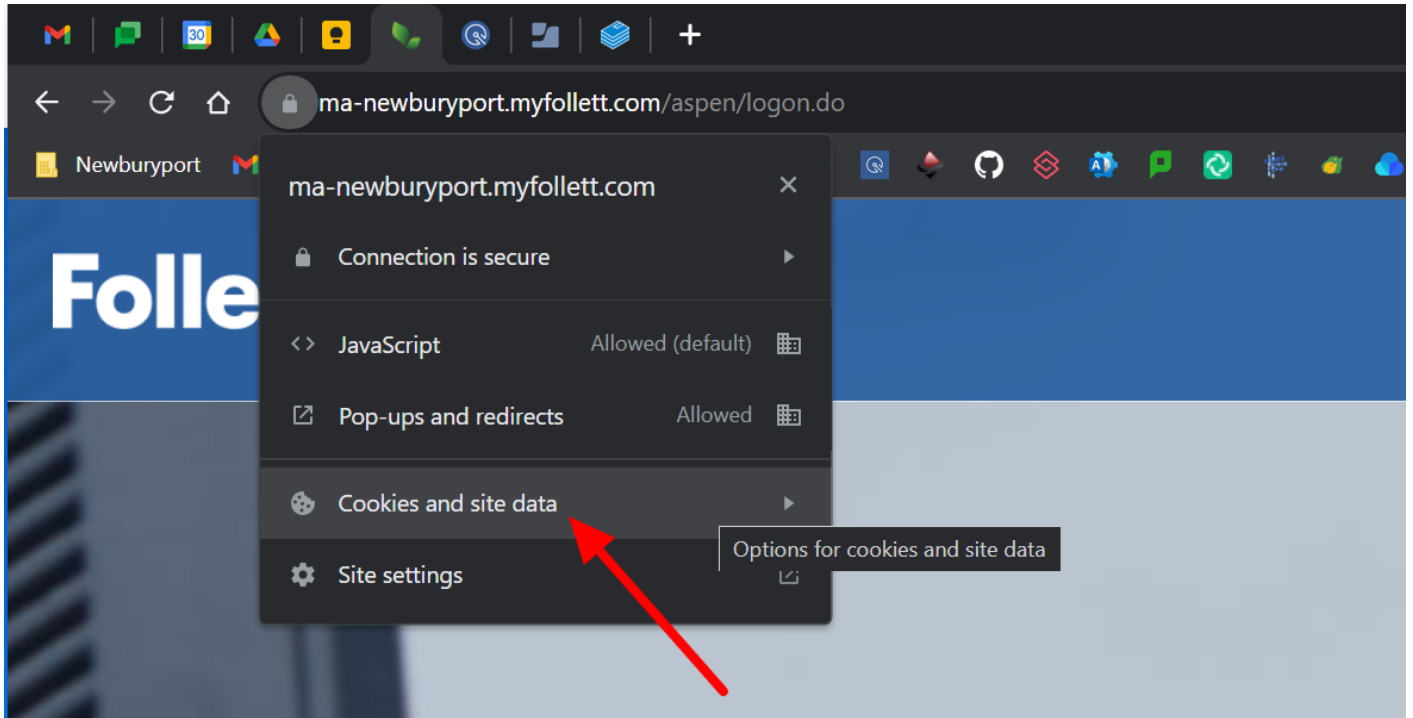
Go to the Aspen webpage for Newburyport (ma-newburyport.myfollett.com).

If possible, please wait for the Aspen webpage to fully load and the error to appear before proceeding.

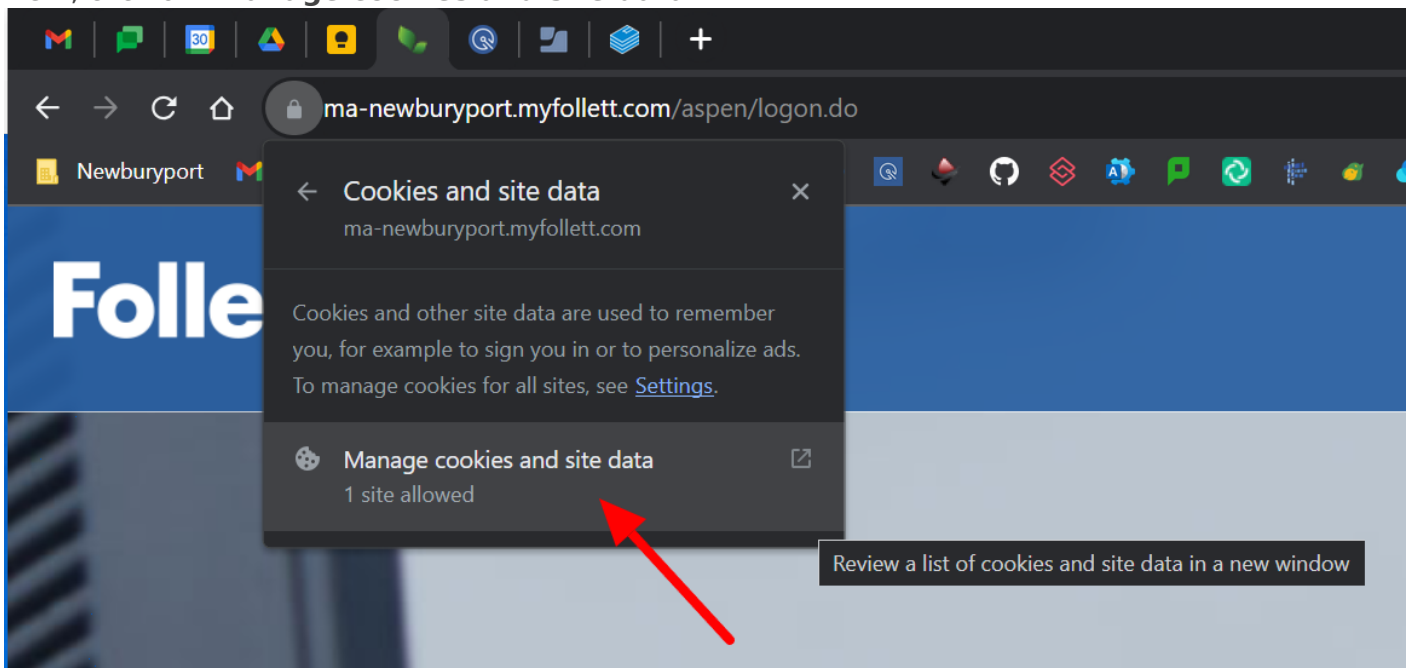
Next, click on the **icon** next to the URL in your address bar:



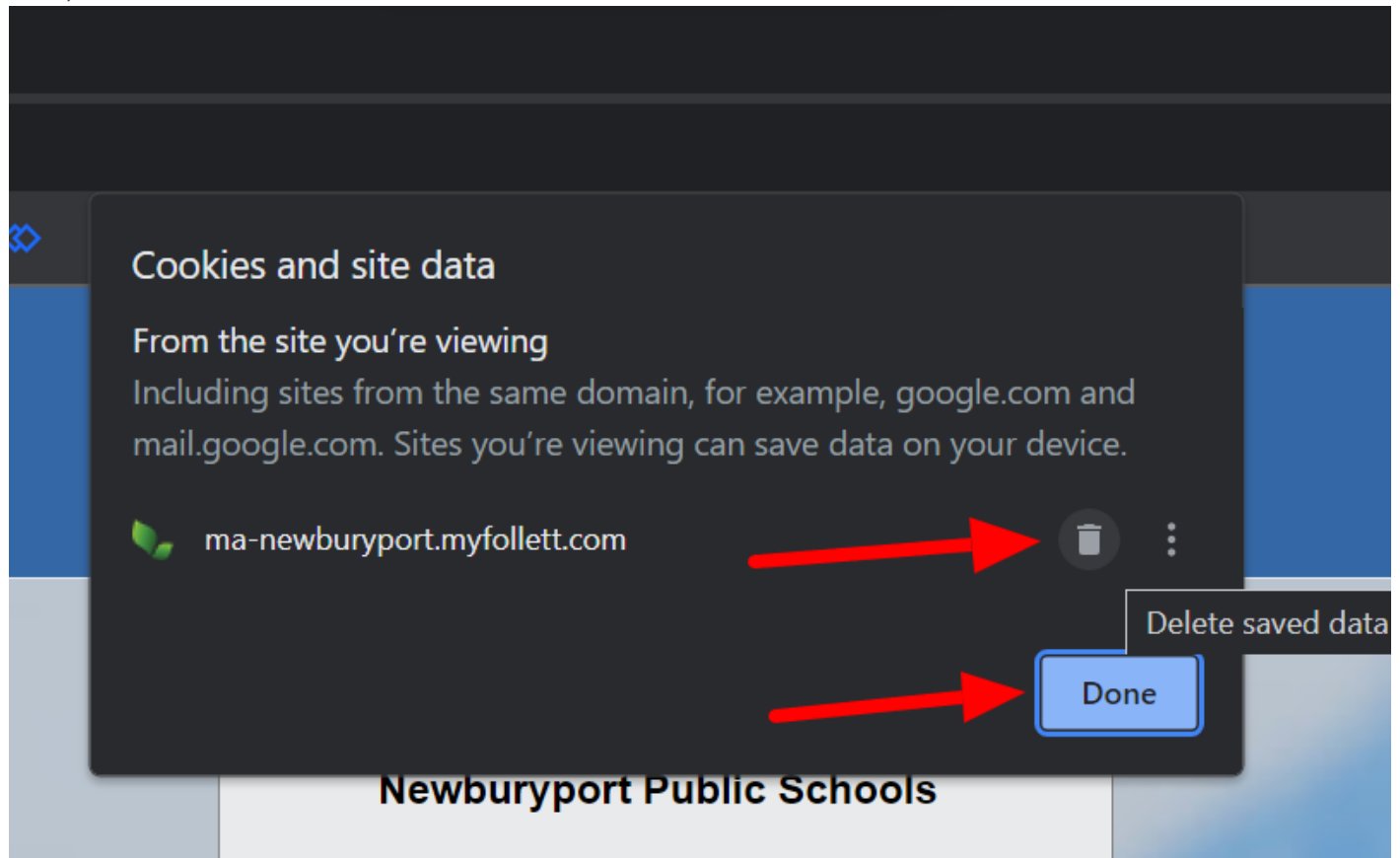
Then, click on "**Cookies and site data**":



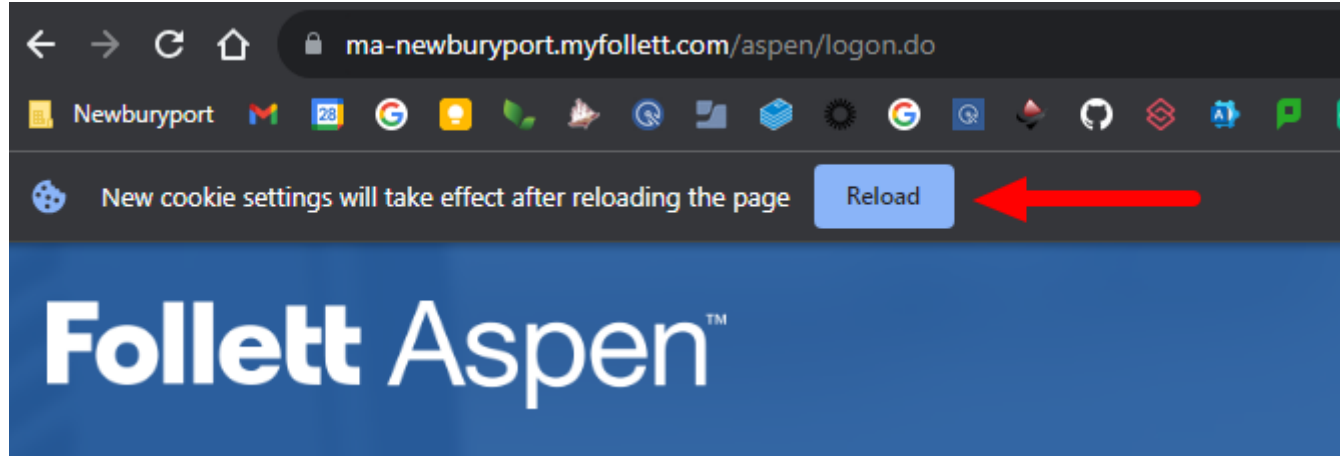
Next, click on "**Manage cookies and site data**":



First, click on the **trash can icon** next to the URL for Aspen to delete the cache and cookies. After that, click "**Done**":



Google Chrome will prompt you to reload the webpage. Click "**Reload**":



After that, the Aspen webpage will reload and you should no longer see an error.

Revision #5

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