

SLOWNESS OF GOOGLE CHROME BROWSER – WORK AROUND

1. Problem Description

Sometimes user may face slow performance in any Web Application such as Page Not Display, screen lagging, or screen keep loading.

2. Possible Root Cause

Cache build-up too many in browser causing the incident.

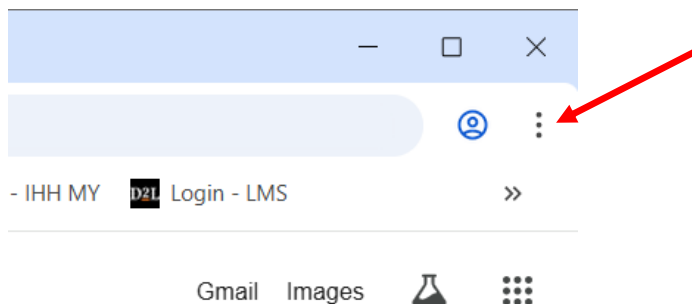
3. Resolution

The work around of solving above issue is to clear the cache inside google browser

4. Steps of User Guide:

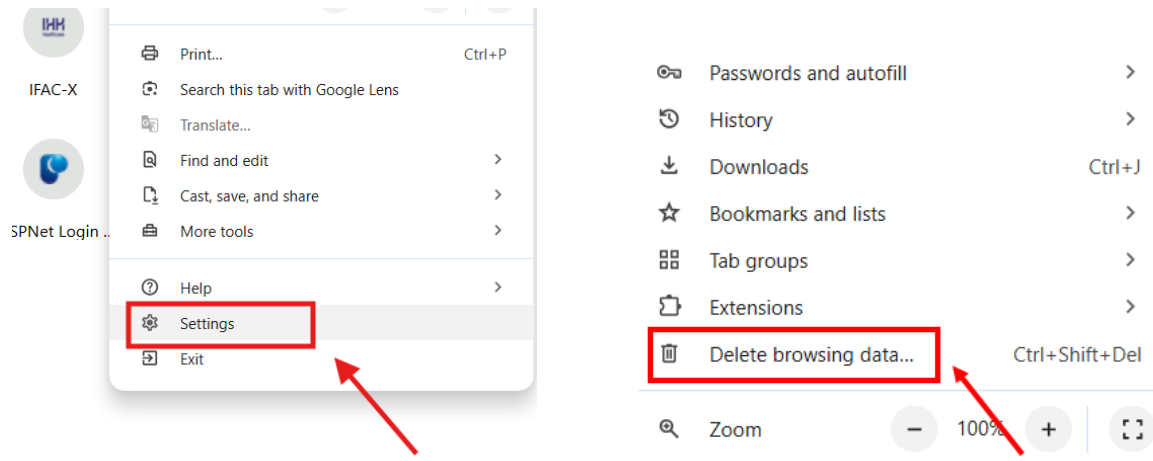
A. Open Menu

From google browser click the **three dots (:)** in the top-right corner.



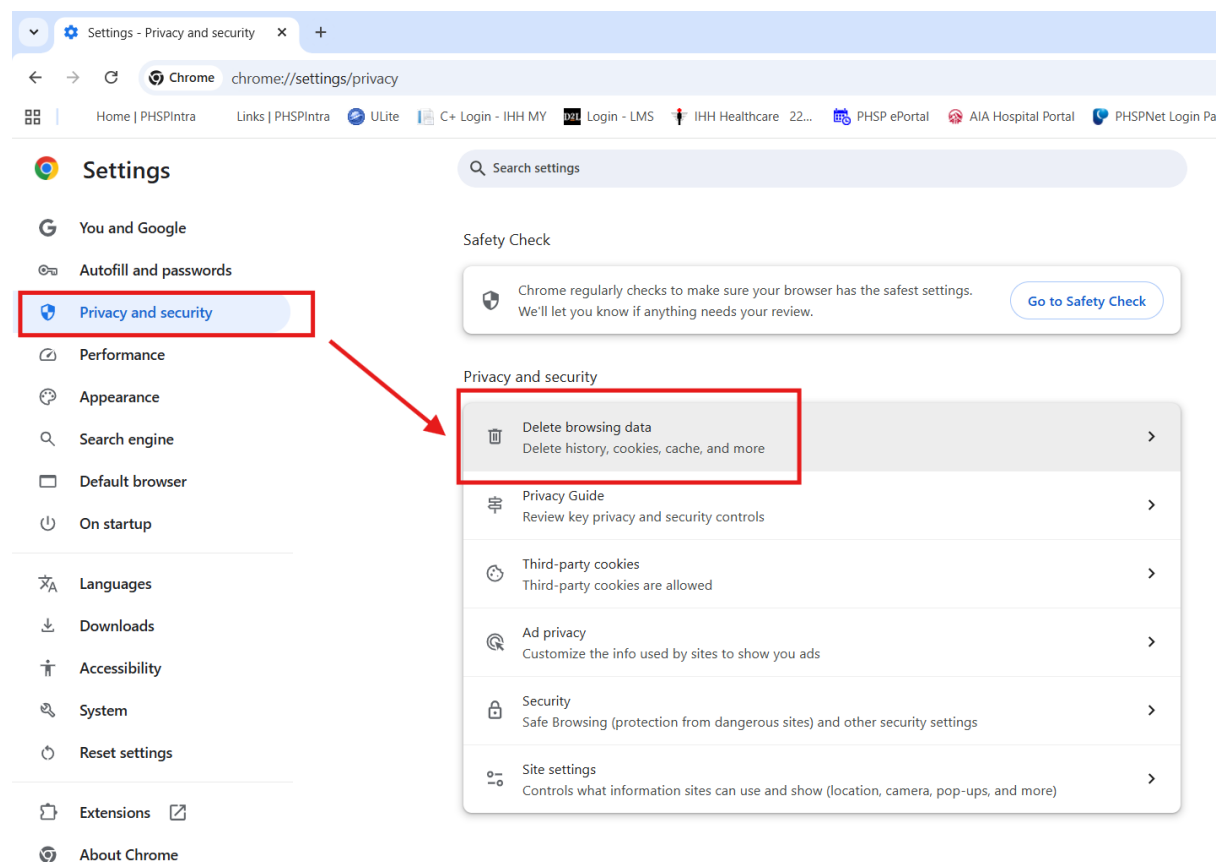
B. Go to Settings or Select Delete Browsing Data

Select **Settings** from the dropdown menu.



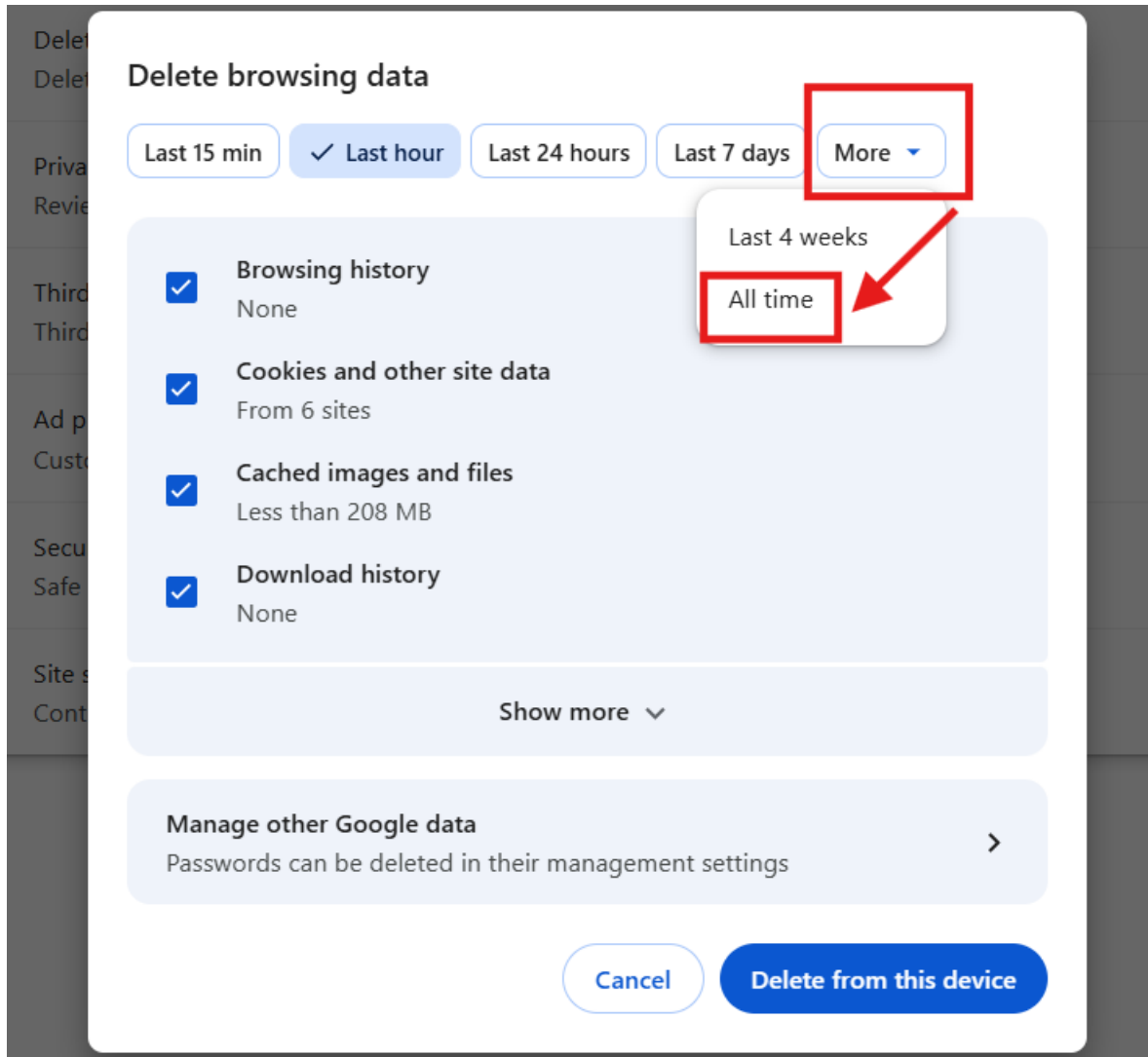
C. Clear Browsing Data

In **Privacy and security**, click **Clear browsing data**.



D. Choose Time Range

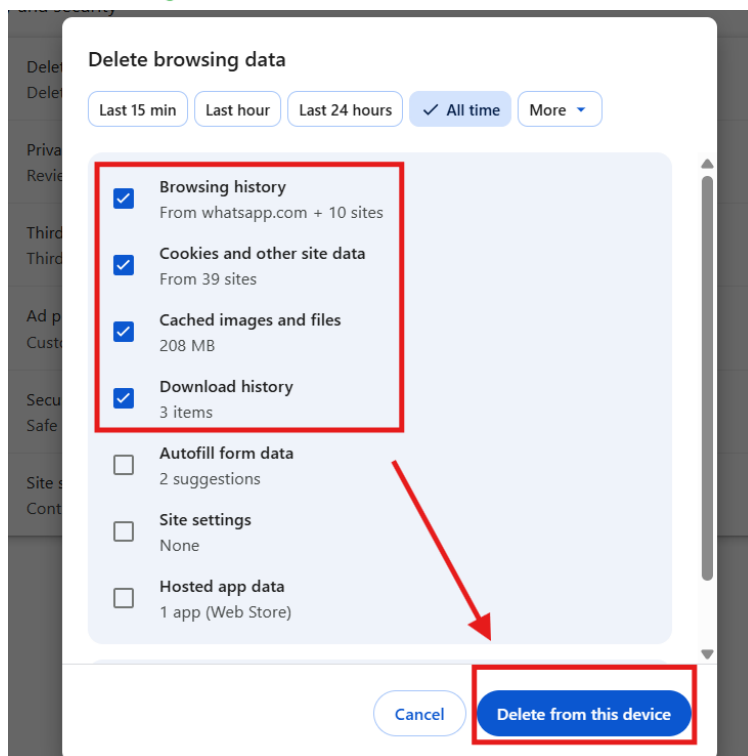
Select **All time** from the drop-down menu.



E. Select Data to Clear

Check:

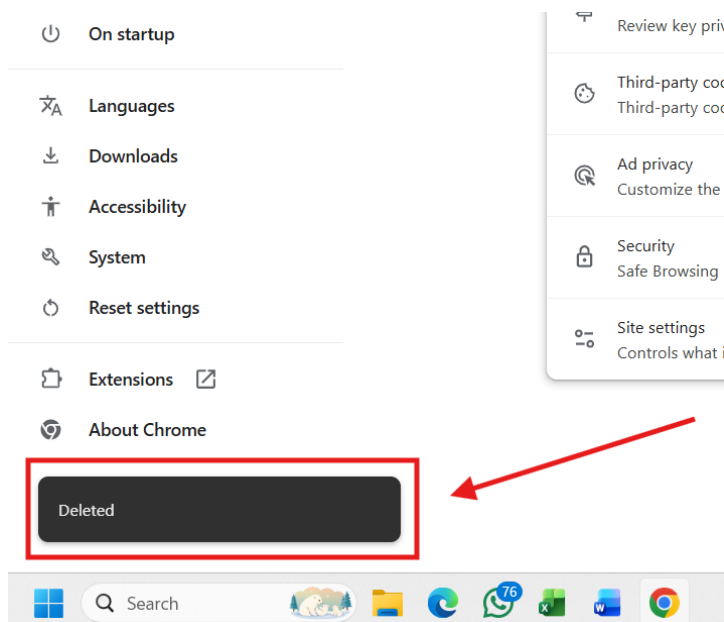
- Browsing history
- Cookies and other site data
- Cached images and files



F. Clear Data

Click the **Clear data** button to finish. Some of notification will pop-up to show progress, some are not.

G. Close Browser and Re-open Browser.



Escalate to IT Support If still not resolved