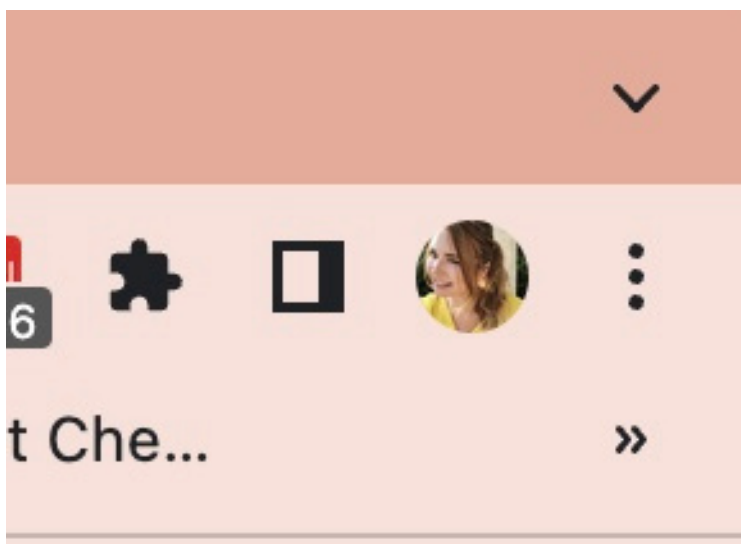
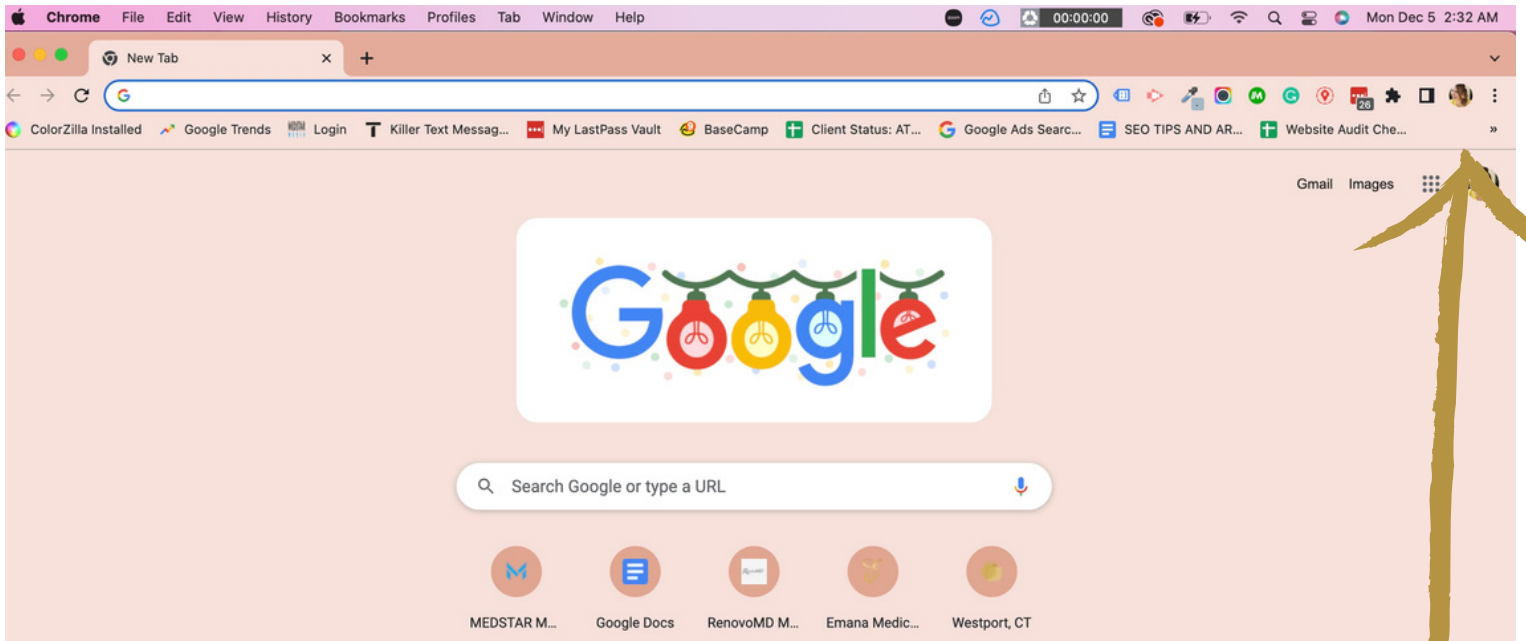


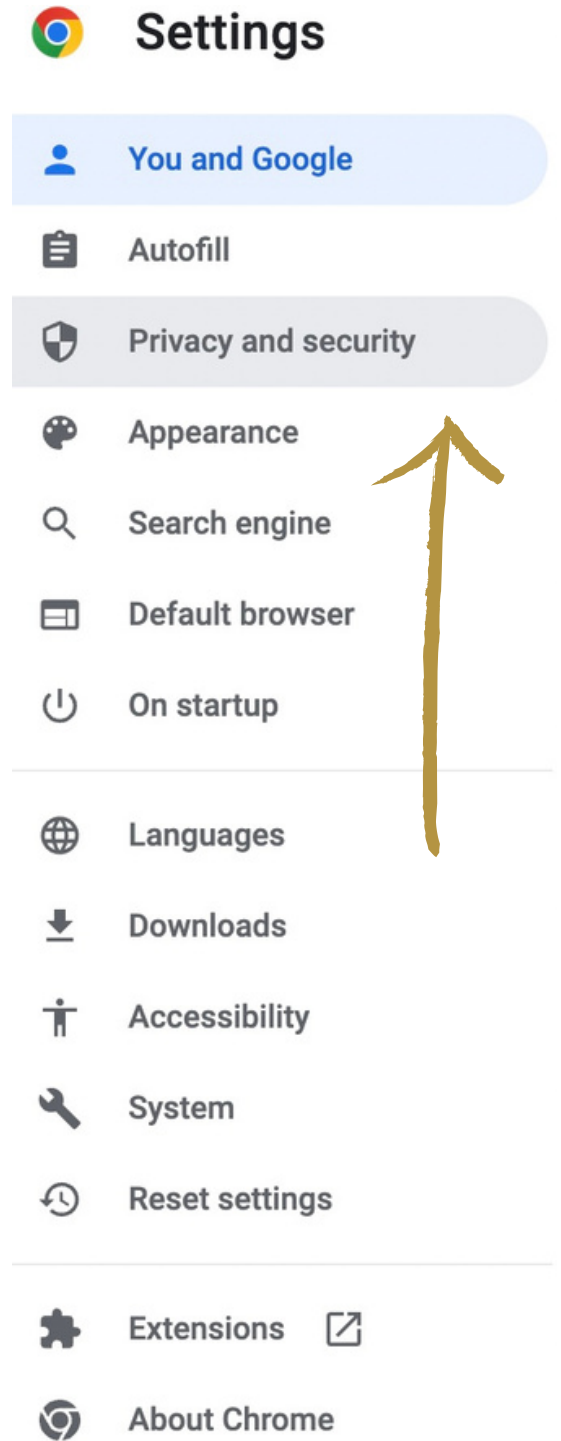
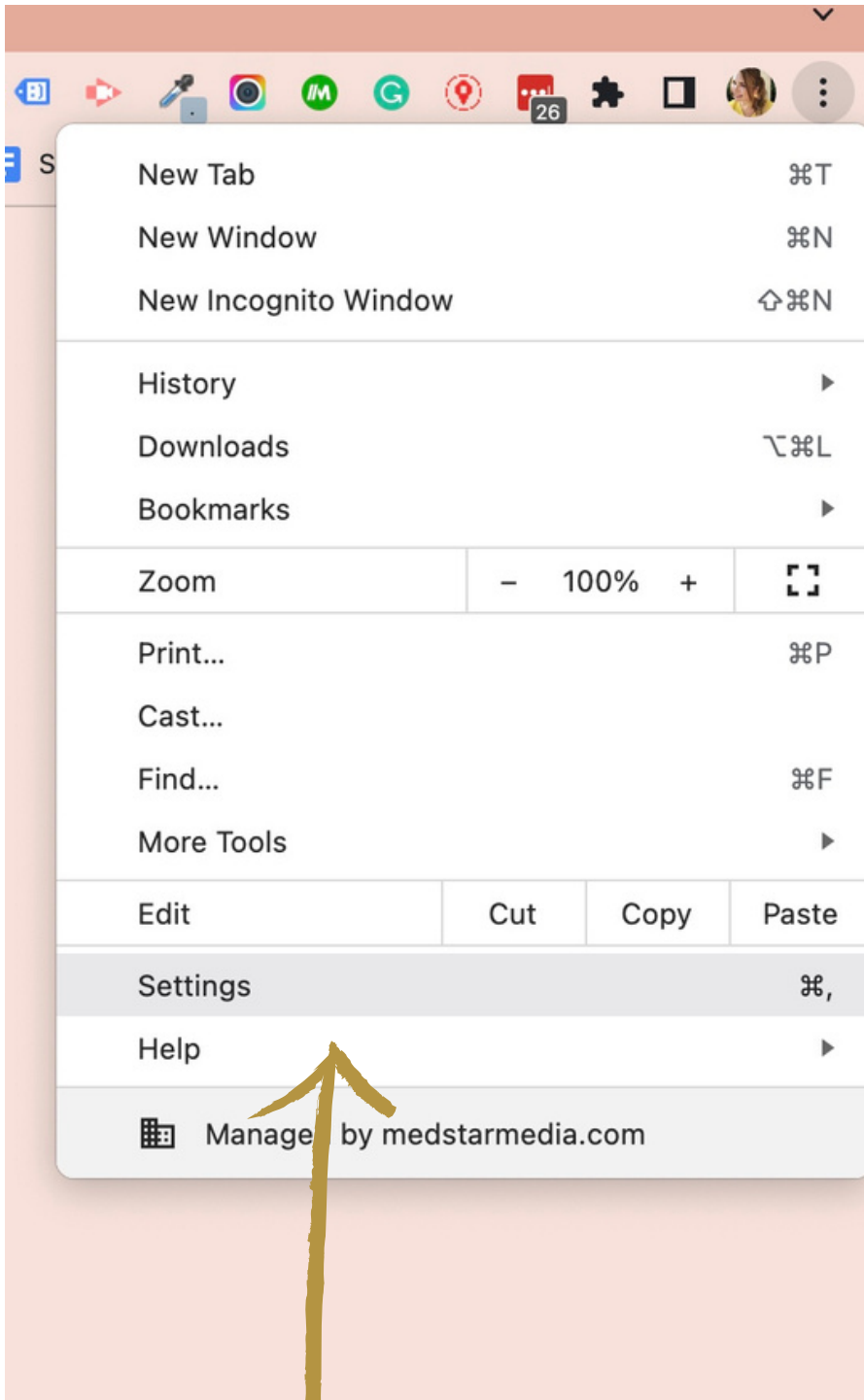
# FIX APP LOADING ISSUES GUIDE

## 1) BEGIN IN CHROME

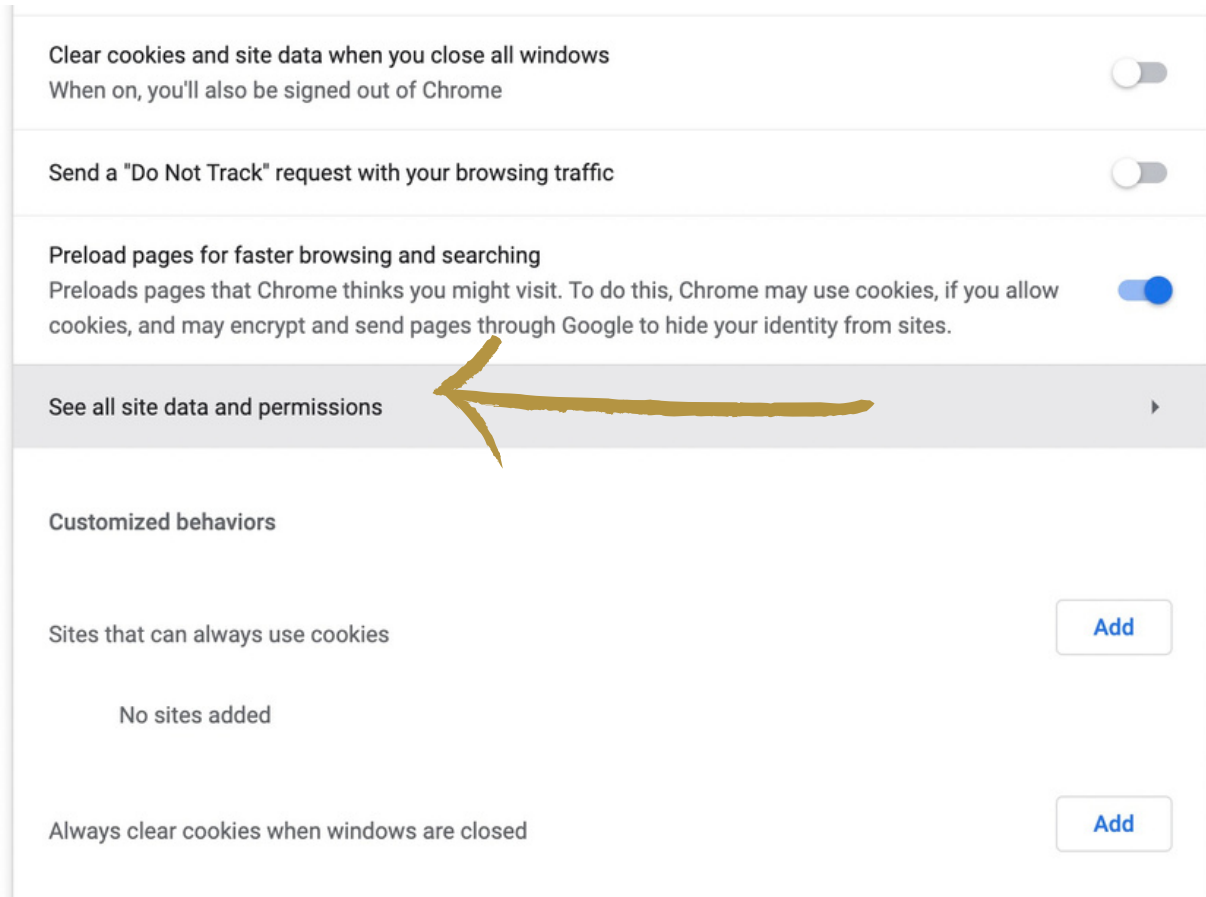


2) SELECT THE  
THREE DOTS IN  
THE UPPER  
RIGHT CORNER

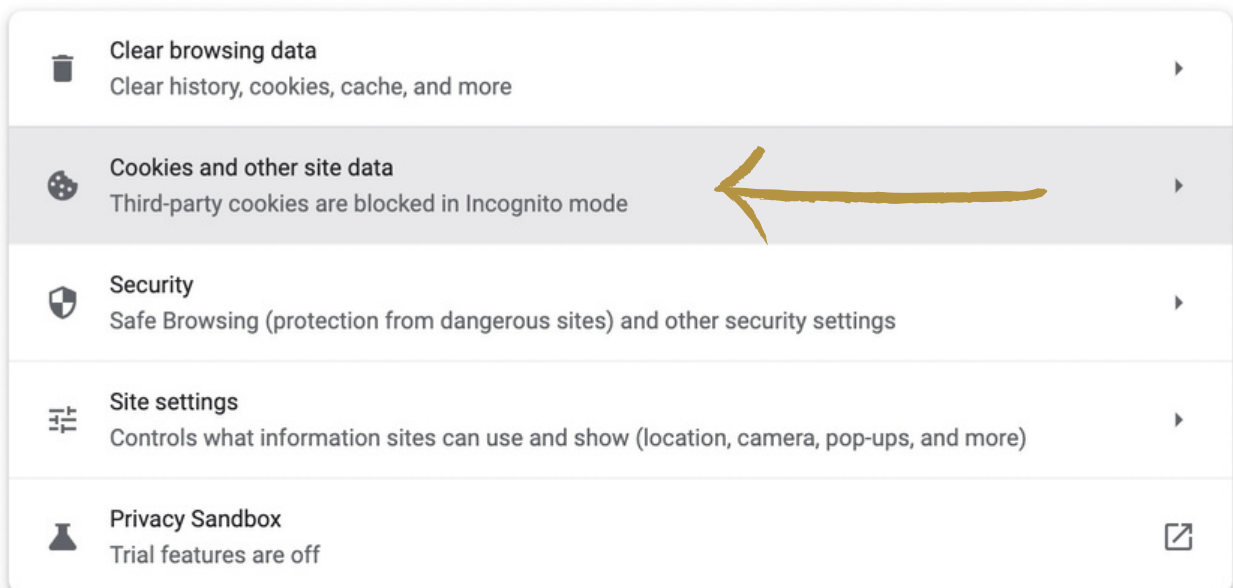
### 3) HIT “SETTINGS” AND THEN HIT “PRIVACY AND SECURITY”



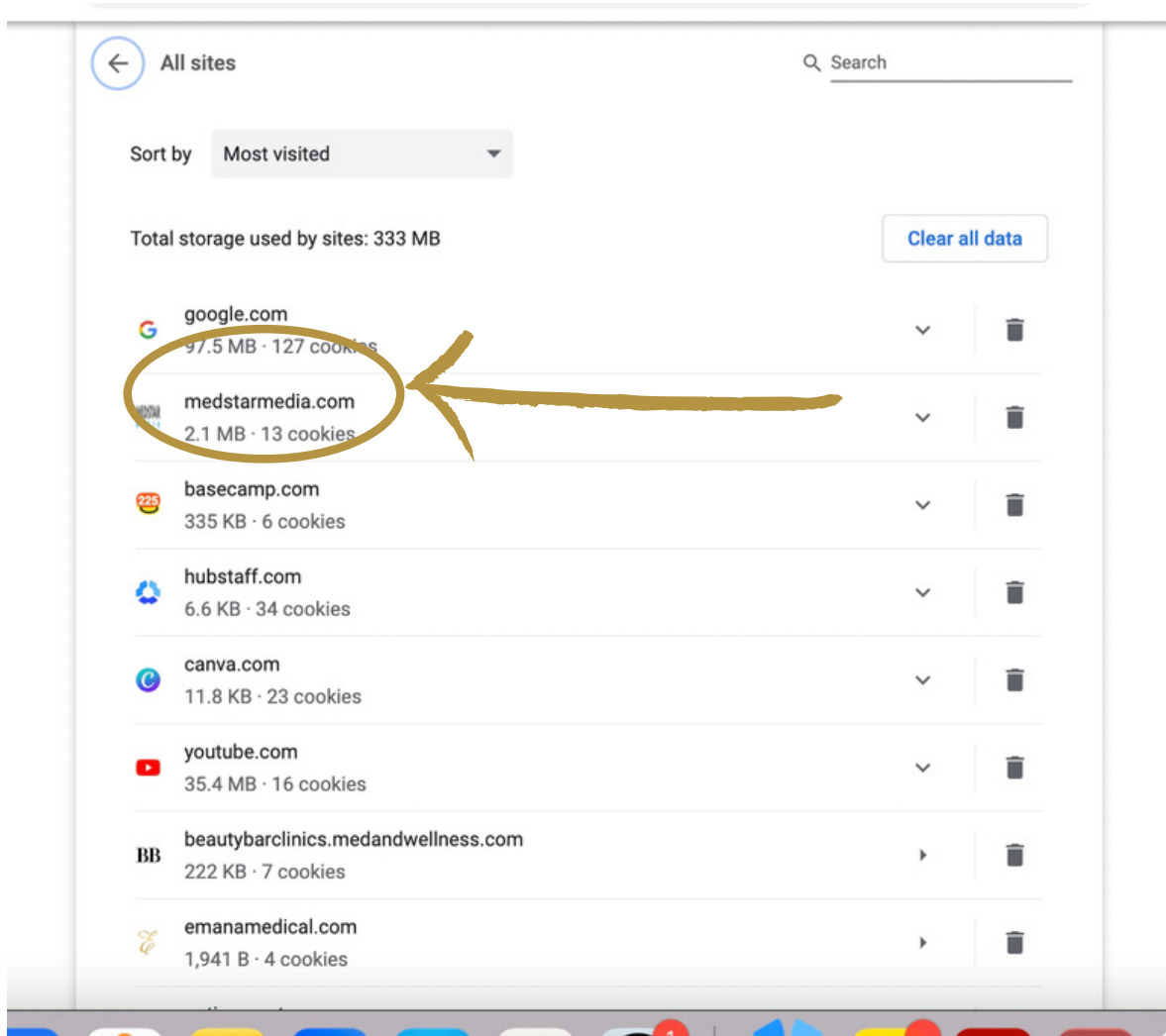
# 4) HIT “SEE ALL SITE DATA AND PERMISSIONS” AND THEN HIT “COOKIES AND OTHER SITE DATA”



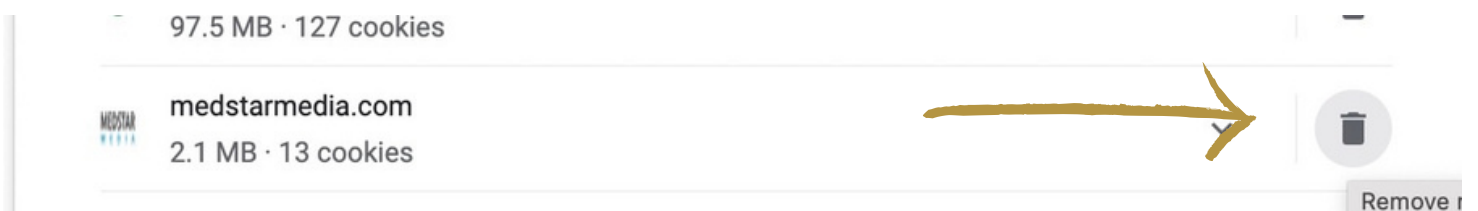
## Privacy and security



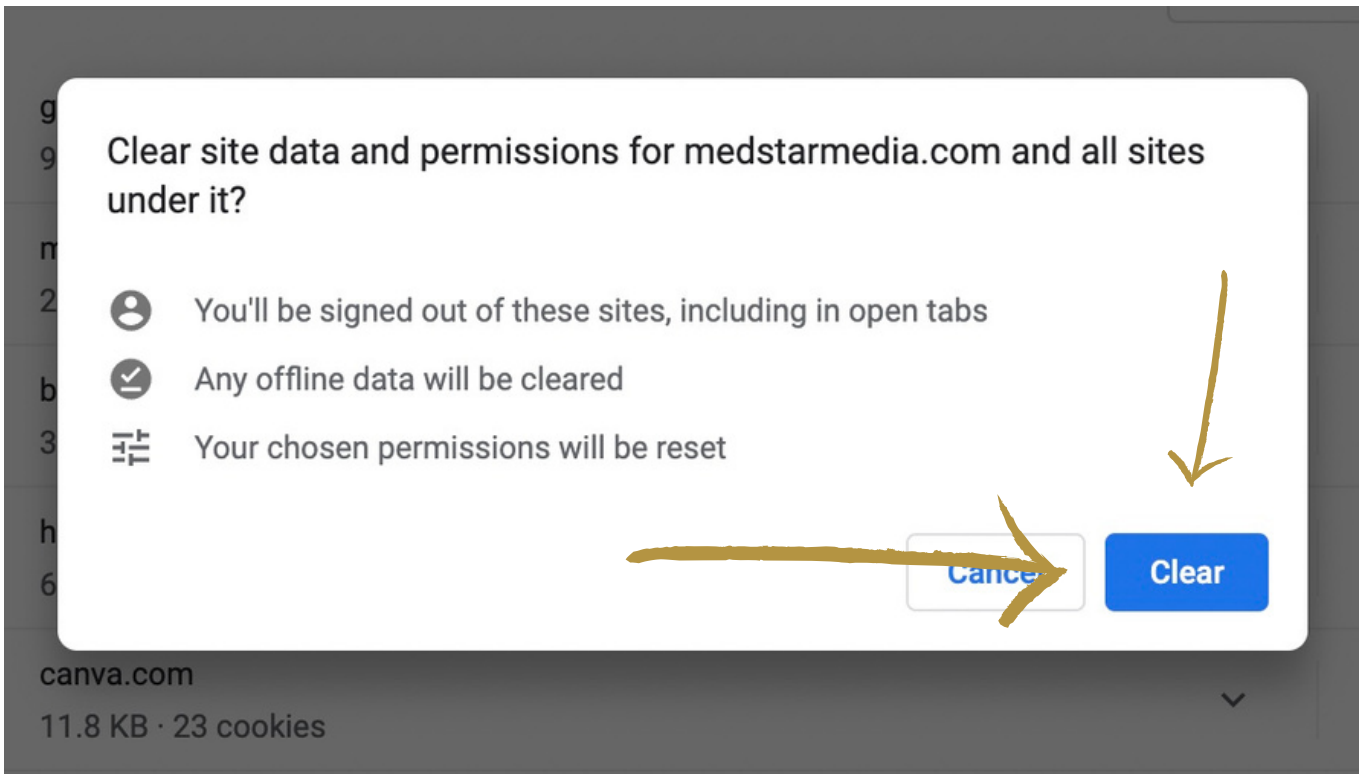
5) LOCATE MEDSTARMEDIA.COM IN THE LIST IT TAKES YOU TO.



6) HIT THE TRASH CAN TO THE RIGHT OF THE WEBSITE NAME.



## 7) HIT "CLEAR"



**NOTE: DOING THIS WILL LOG YOU OUT OF THE MEDSTAR APP. USE YOUR LOGIN AND PASSWORD TO LOG BACK IN.**

**WELL DONE!**