



MEDSTAR MEDIA

HOW TO FIX APP LOADING ISSUES

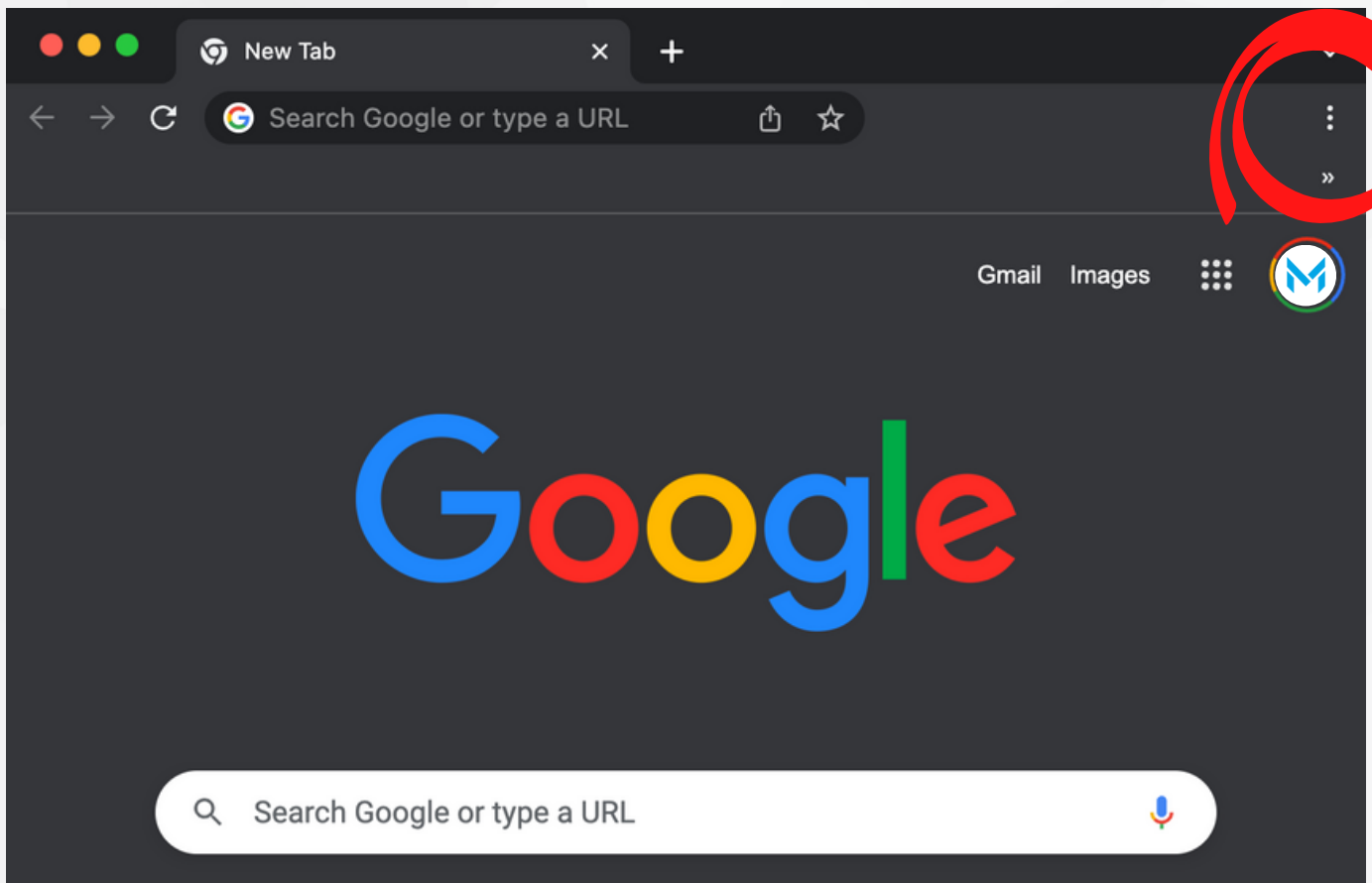
**COOKIE CLEARING**

— **GUIDE** —

## COOKIE CLEARING GUIDE

# STEP 1

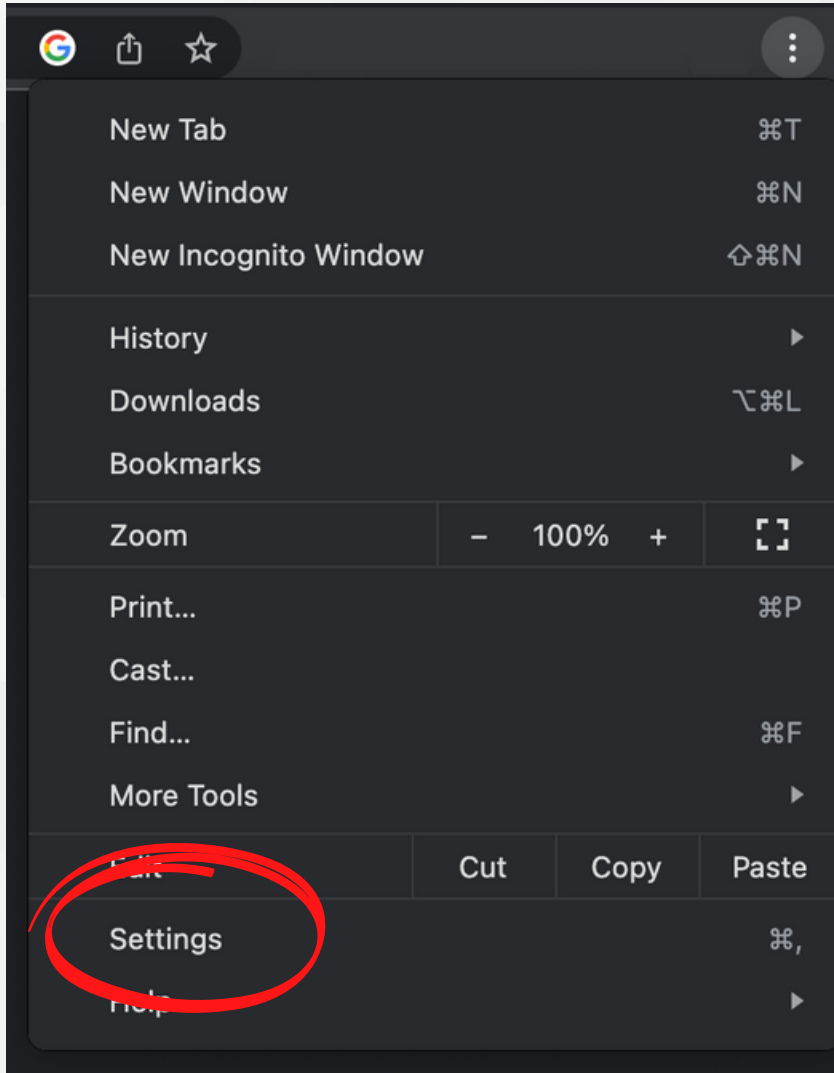
**Open your browser  
and click on the three dots  
in the upper right corner**



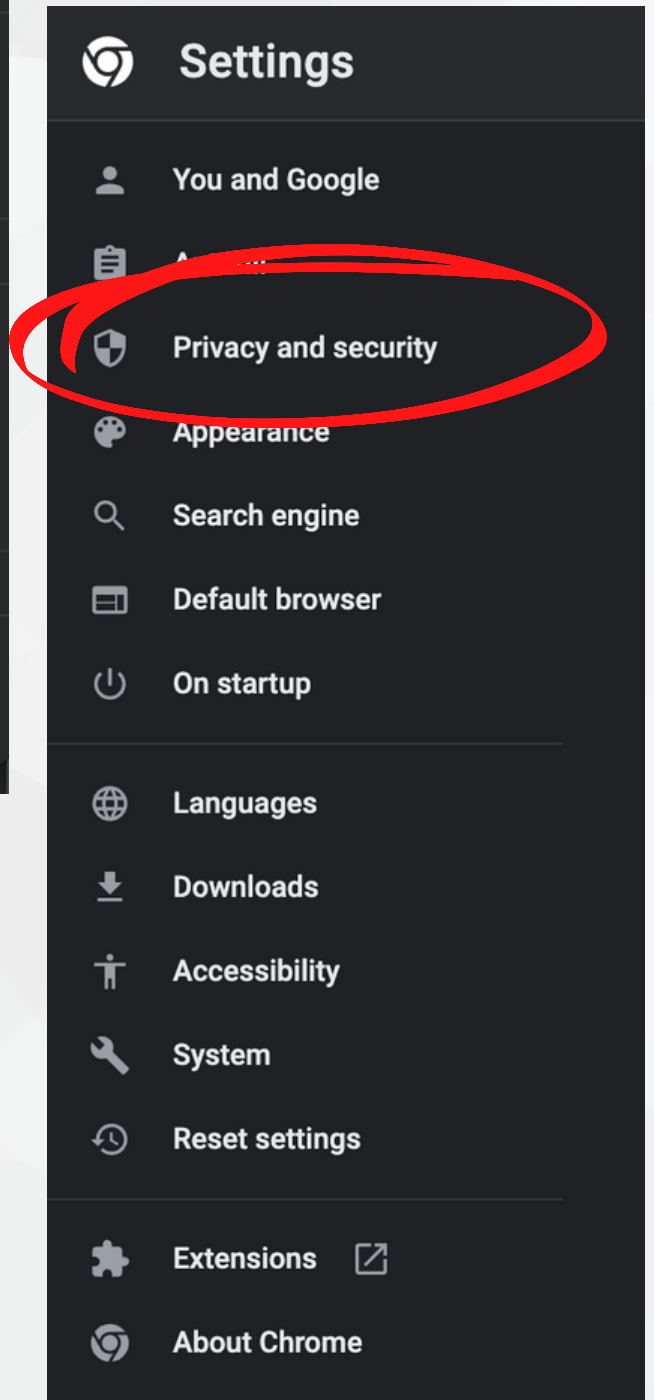
## COOKIE CLEARING GUIDE

# STEP 2

Click on "Settings"



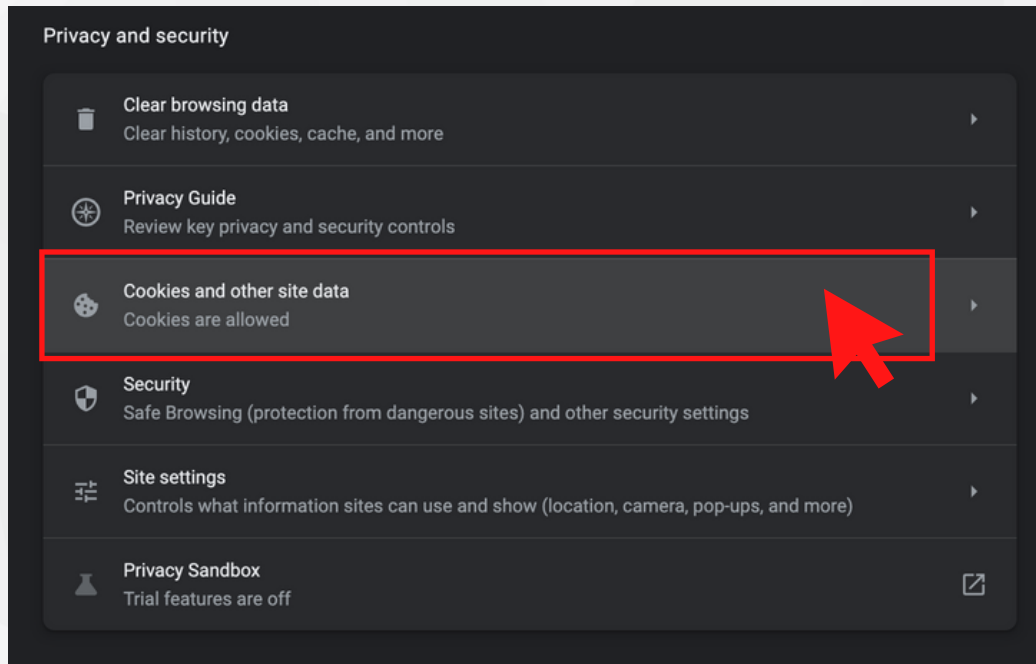
Then click  
"Privacy and Security"



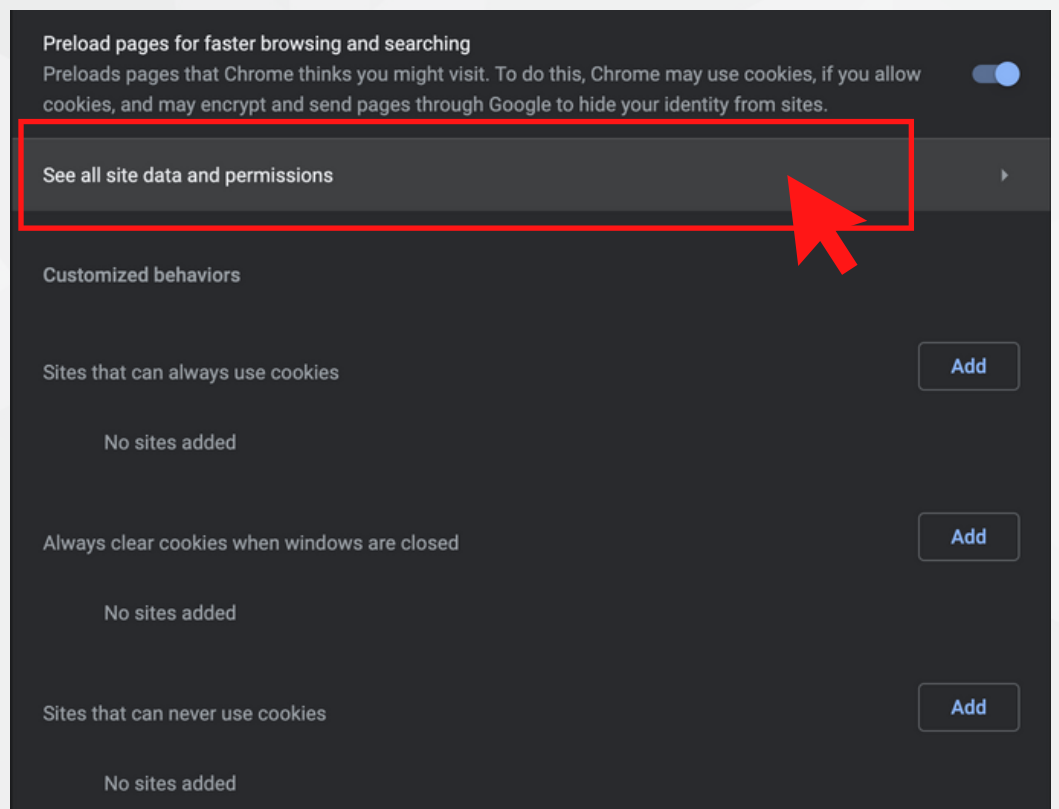
## COOKIE CLEARING GUIDE

# STEP 3

Click "Cookies and other site data"



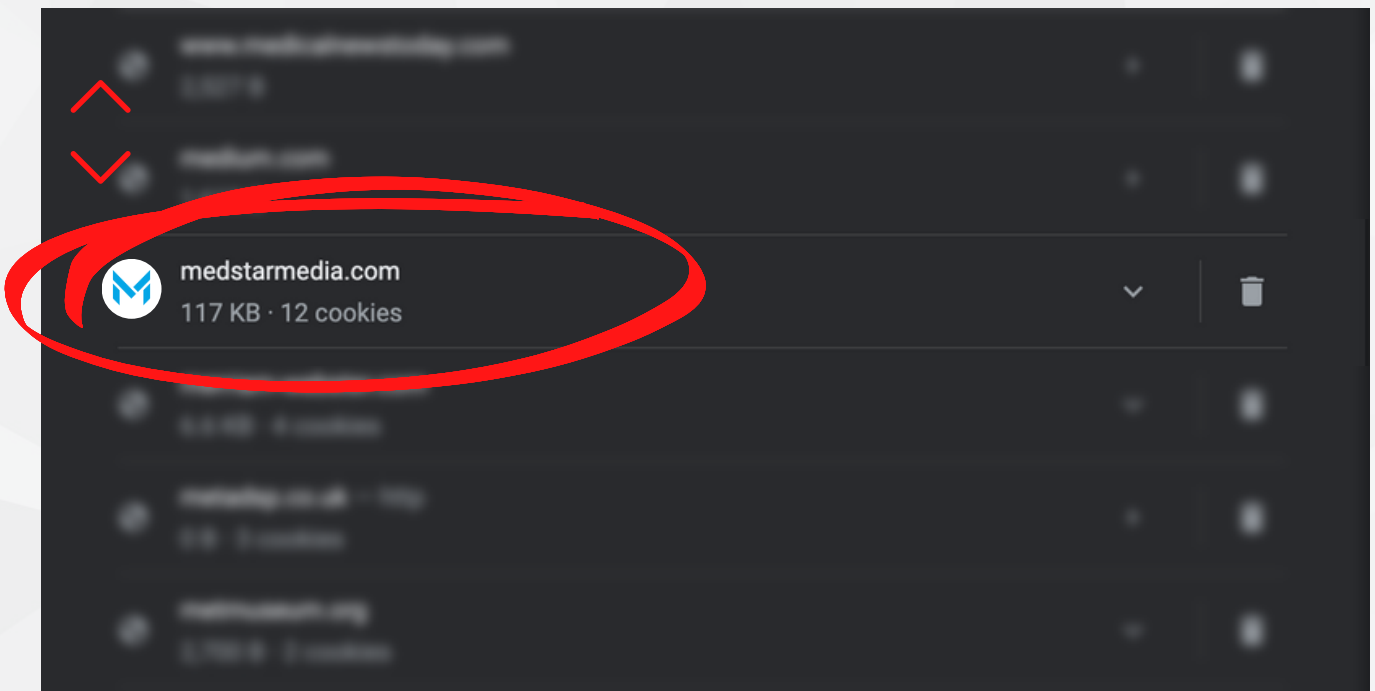
Then click  
"See all site  
data and  
permissions"



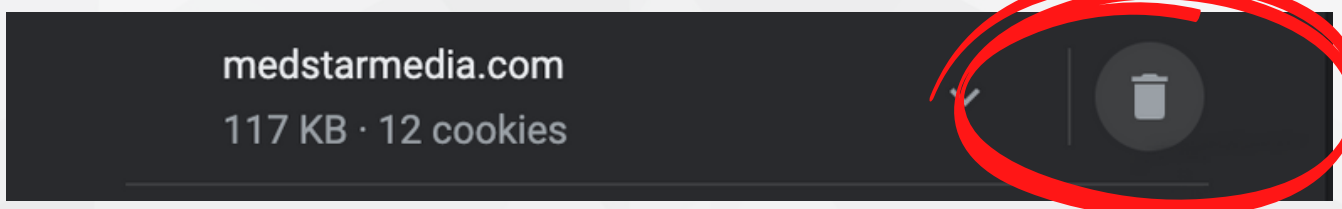
## COOKIE CLEARING GUIDE

# STEP 4

**Locate medstarmedia.com  
in the list generated for you**



**Click the trashcan icon to  
the right of the website**

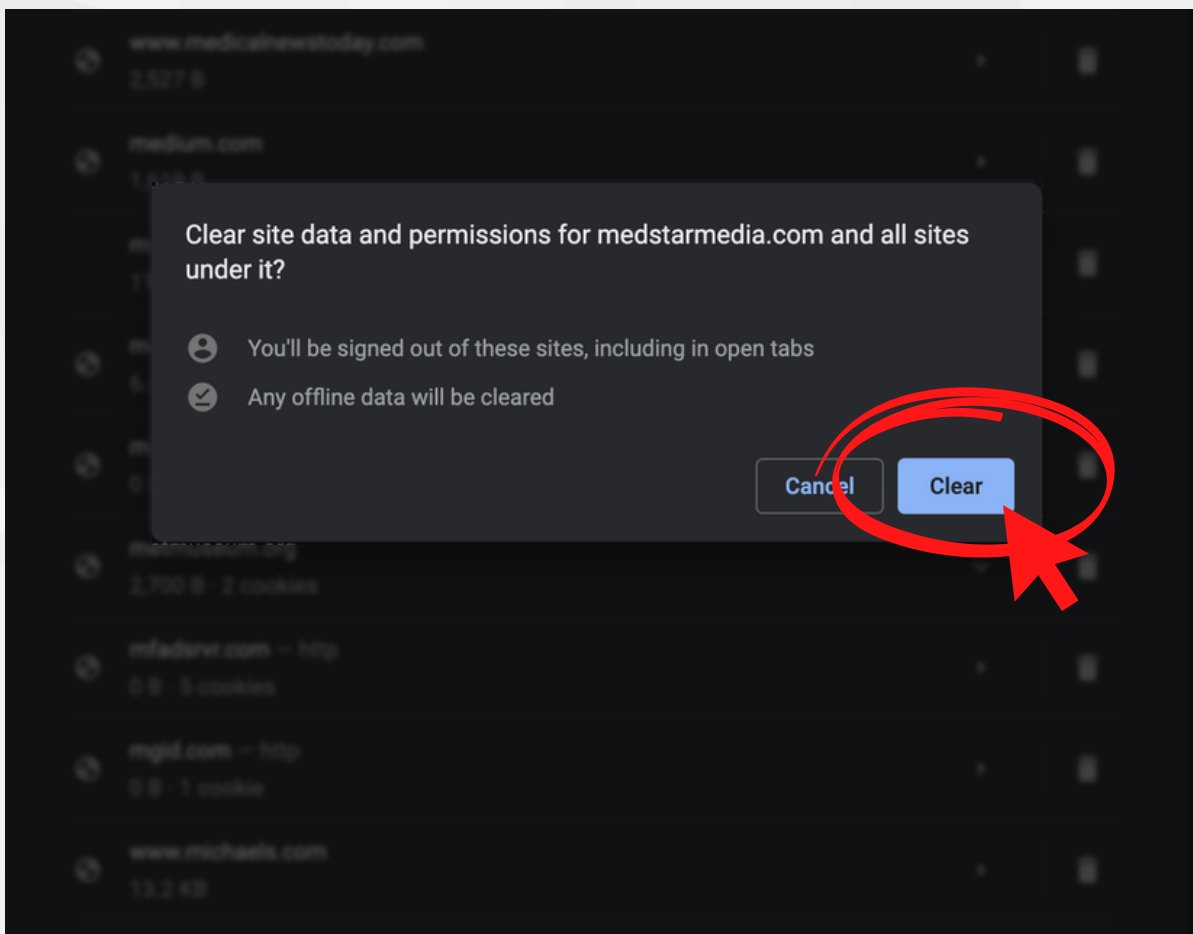


## COOKIE CLEARING GUIDE

# STEP 5

### Click "Clear"

NOTE: Doing this will log you out of the Medstar Media App.  
Use your login and password to log back in.



# AND YOU'RE DONE!