



# How to clear your Preqin cache and cookies in Google Chrome on a PC

This document will show you how to clear your cookies and site data for [www.Preqin.com](http://www.Preqin.com) and [Id.Preqin.com](http://Id.Preqin.com) in Google Chrome.

## Why delete your cache and cookies?

We're always updating the Preqin website and occasionally outdated caches and cookies prevent users from seeing our most recent changes. In many instances, this causes browser errors, blank screens or bad request errors.

Fortunately, the fix is simple, all you need to do is clear your cache and cookies to alleviate the problem.

## Clear your site data for Preqin.com on a PC

### Step One

Log out of Preqin Pro and close all windows in the browser.

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### Step Two

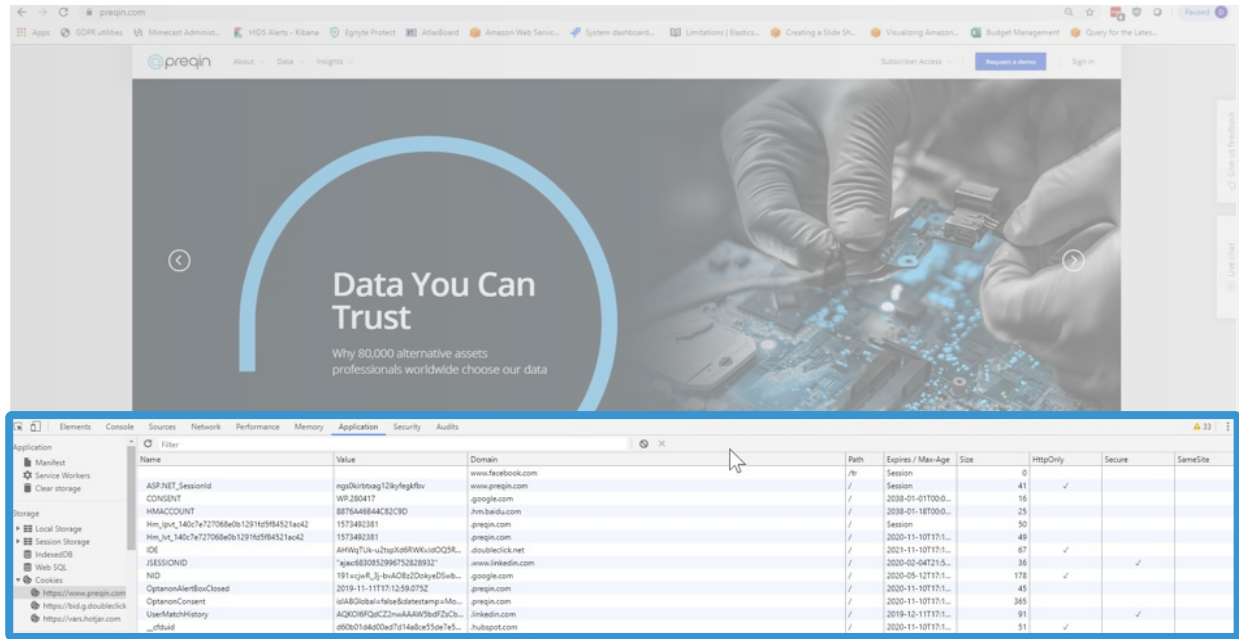
Open a window and navigate to [www.Preqin.com](http://www.Preqin.com)

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### Step Three

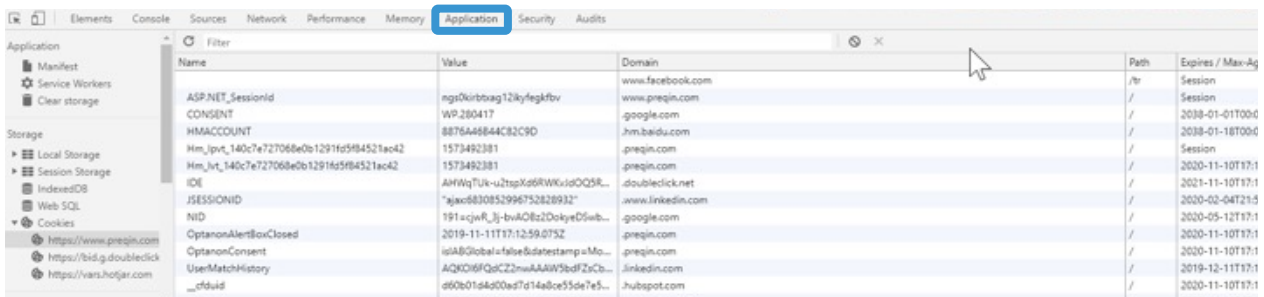
Press F12 to load the Developer Toolbar. A box should appear at the bottom of the screen:

(Example screen for step 3)



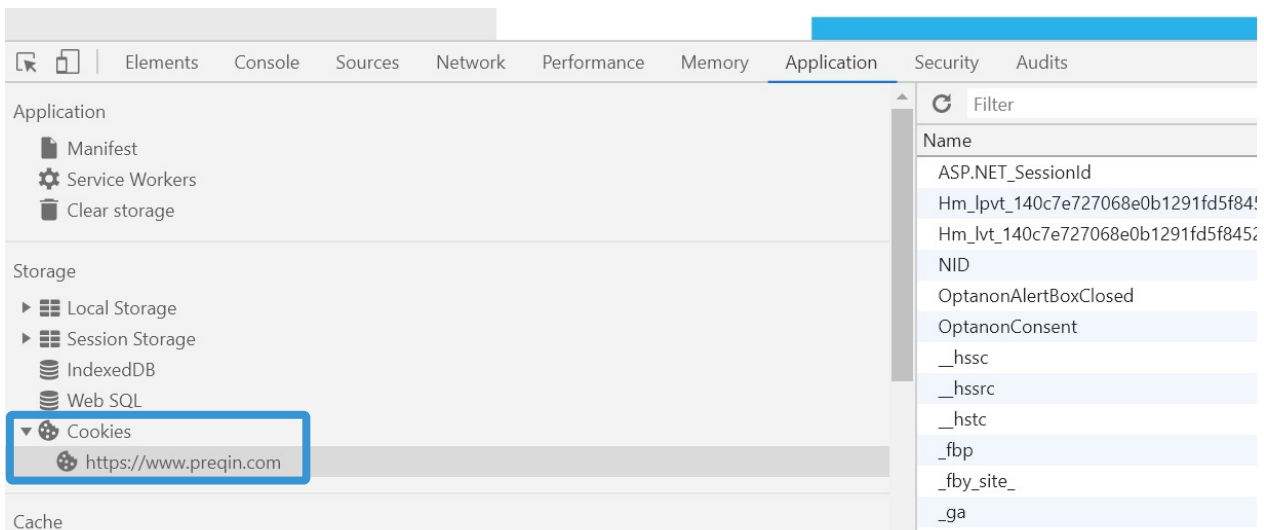
## Step Four

Click the 'Application' tab in the Development Toolbar:



## Step Five

In the Application section of the Development Toolbar, select the 'Cookies' option.

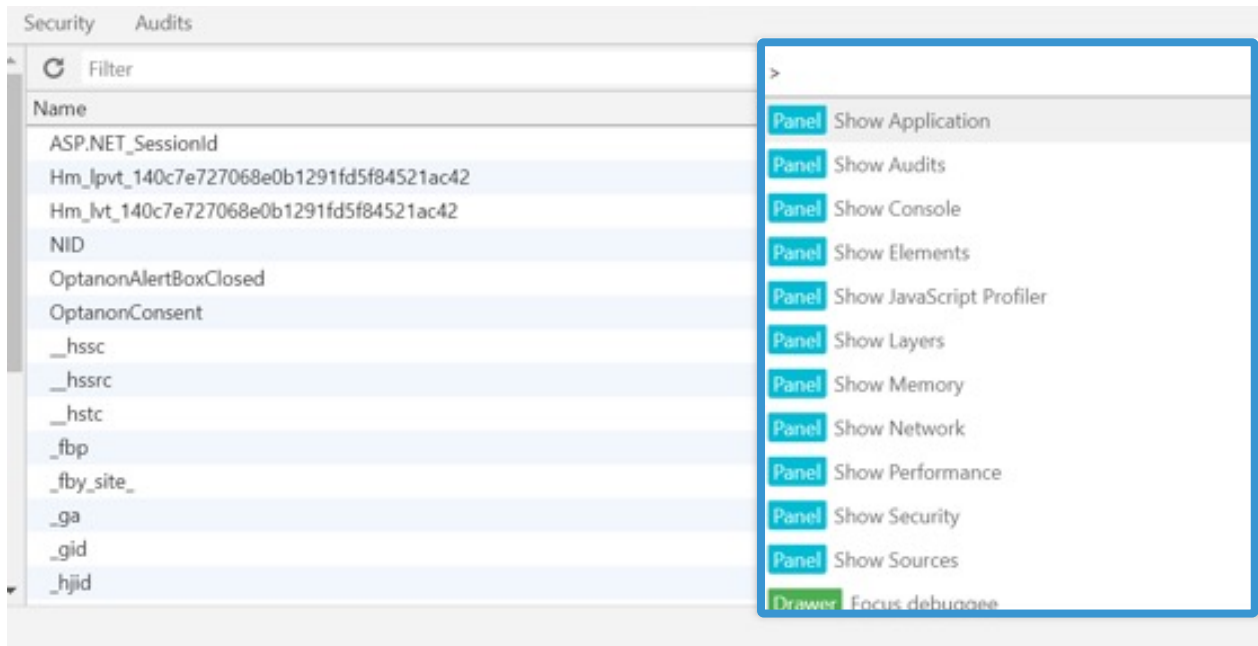


## Step Six

Under Cookies, find www.preqin.com, right click and select 'Clear' to remove all Preqin-related cookies.

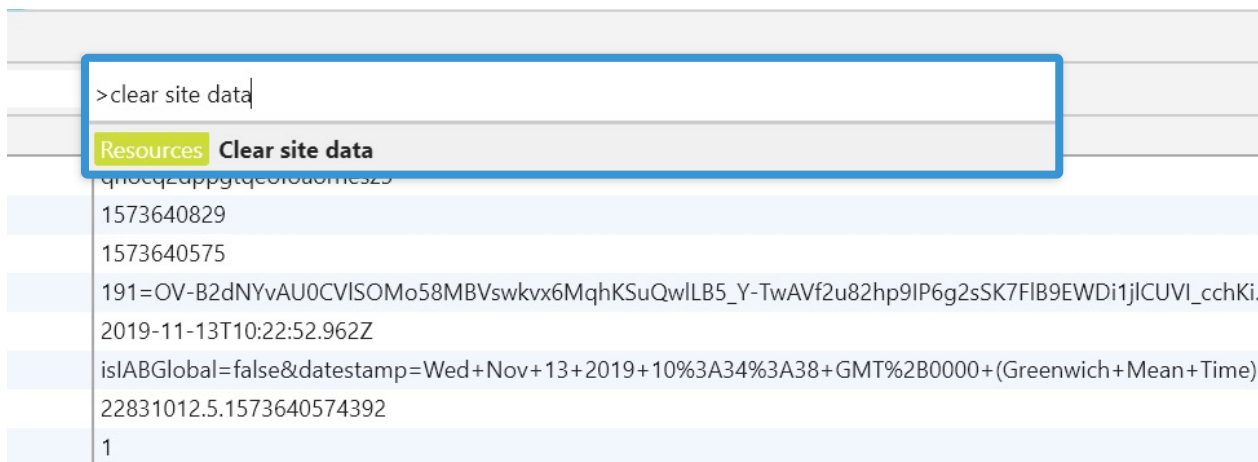
## Step Seven

With cookies removed, we'll now remove the site data. Remaining in the Development Toolbar, press CTRL-Shift-P. This will bring up a popup with an entry bar:



## Step Eight

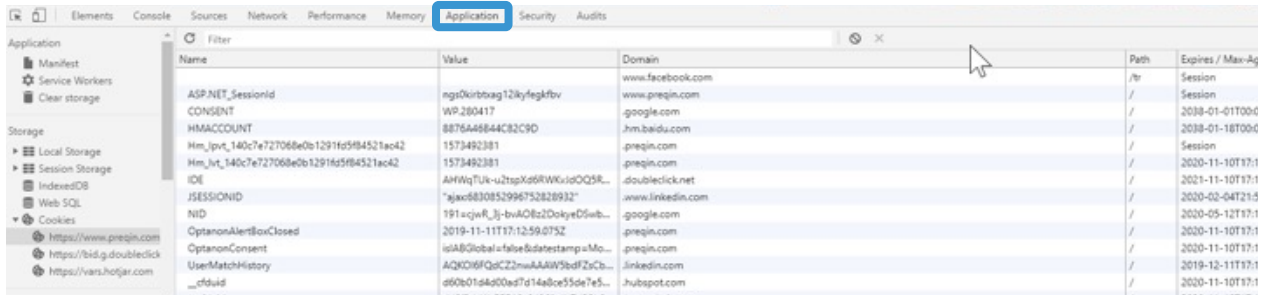
In the entry bar, type 'clear site data' (as shown in the screenshot) and press enter. This will delete all site data.





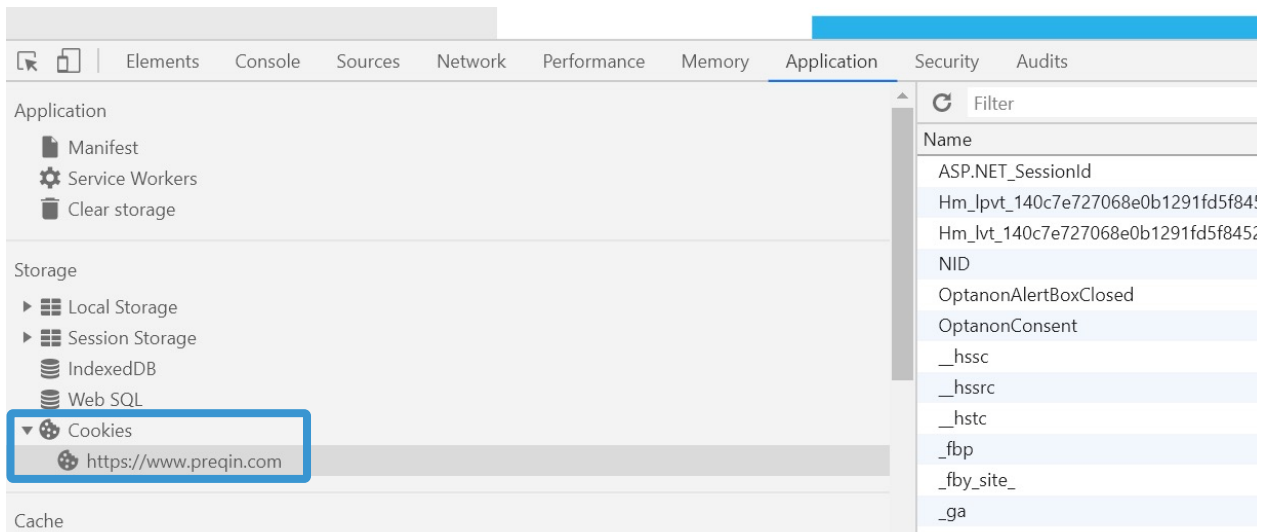
## Step Four

Click the 'Application' tab in the Development Toolbar:



## Step Five

In the Application section of the Development Toolbar, select the 'Cookies' option.



## Step Six

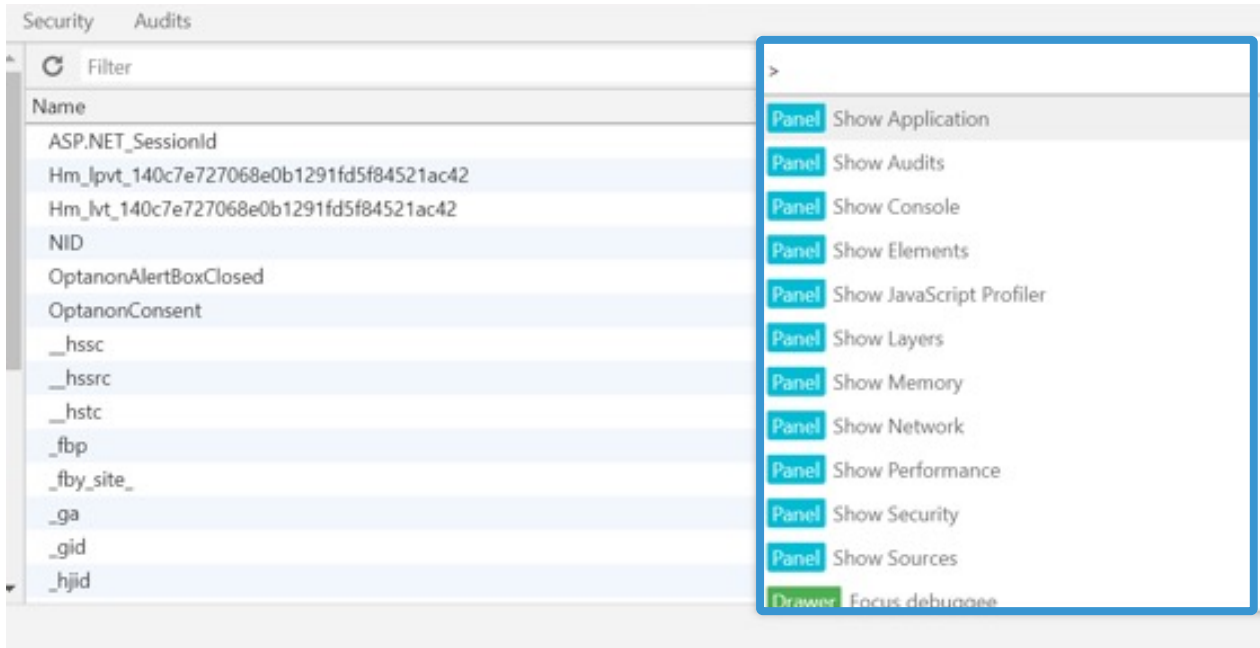
Under Cookies, find Id.preqin.com, right click and select 'Clear' to remove all Preqin-related cookies.

## Step Seven

With cookies removed, we'll now remove the site data. Remaining in the Development Toolbar, press CTRL-Shift-P. This will bring up a popup with an entry bar:

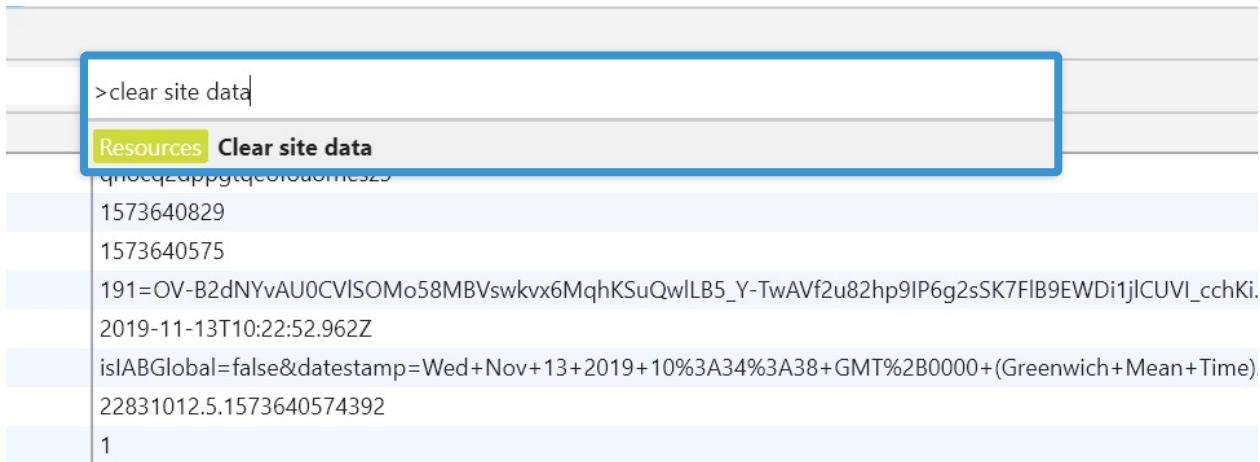
(Example screen on following page)

(Example screen for step 7)



## Step Eight

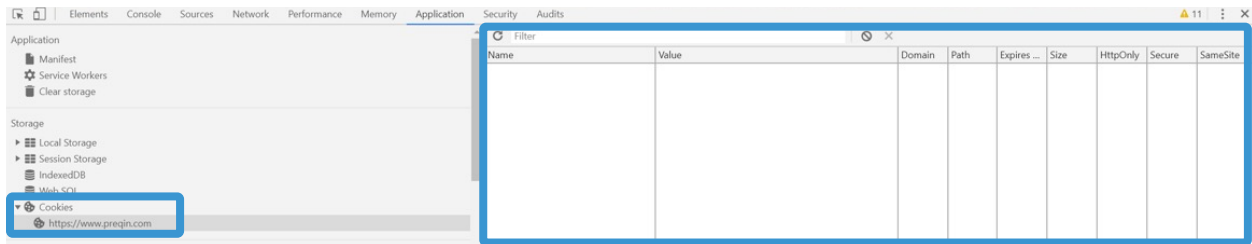
In the entry bar, type 'clear site data' (as shown in the screenshot) and press enter. This will delete all site data.





## Step Nine

To ensure all site data has been erased, go back to the Cookies section of the Development Toolbar and click on [www.preqin.com](https://www.preqin.com). The boxes on the right (Name, Value etc) should now be empty. This confirms all related data has been erased.



By following these steps, all cookies and site information related to [Id.preqin.com](https://www.preqin.com) should now be deleted.