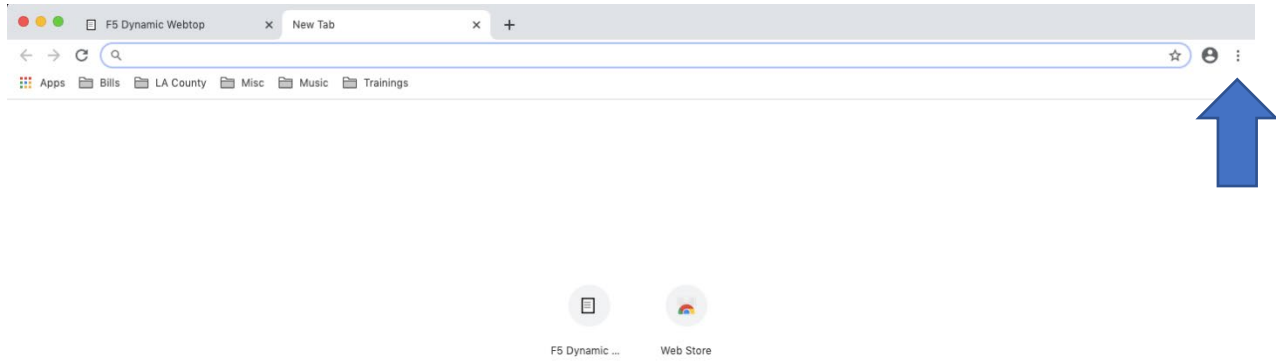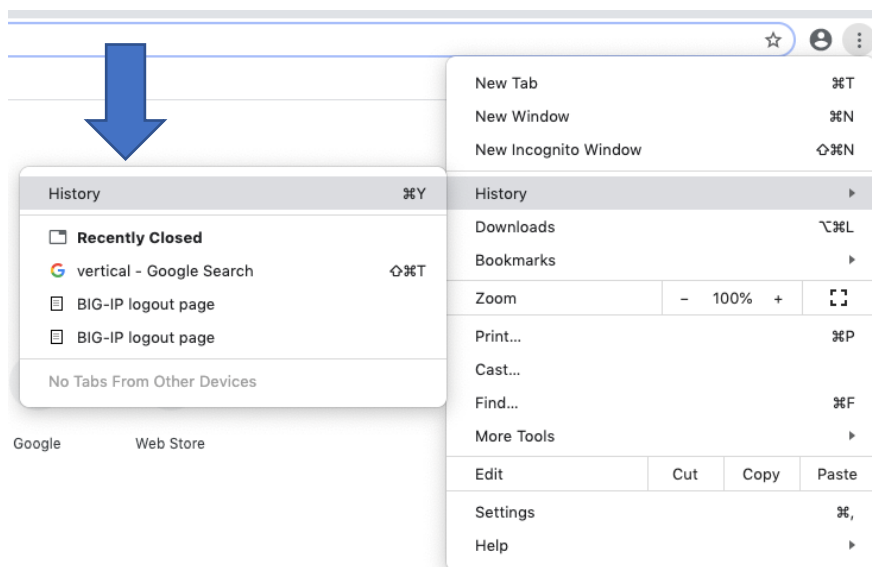# Instructions for Clearing Cache & Zoom

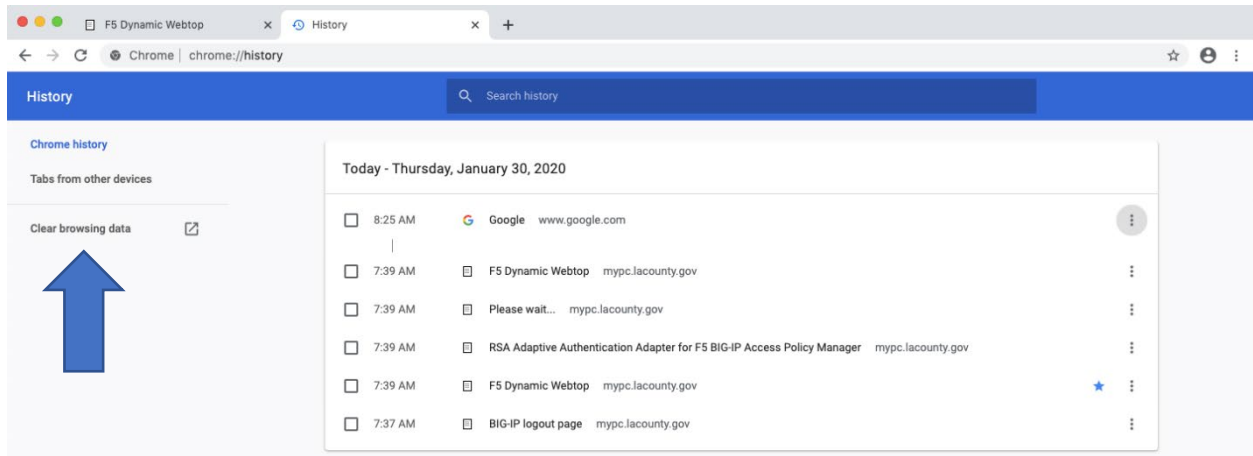**Step 1:** Open your Google Chrome browser.

**Step 2:** Click on the 3 dots in the upper right corner of the Google Chrome window.

Step 3: Scroll down and highlight "History" option, which will open another scroll down screen. Click on the "History" option in the second scroll down screen.
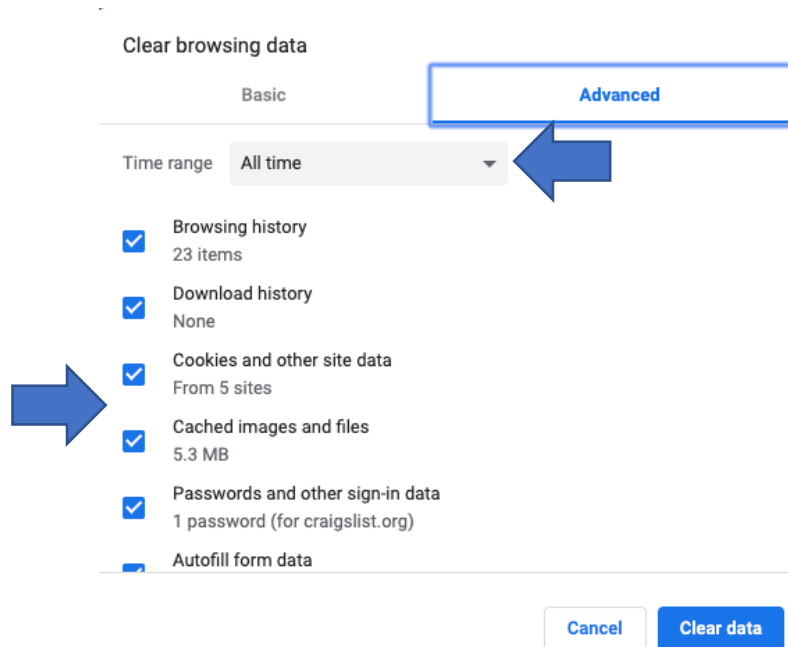
**Step 4:** Once the "History" page opens, click on "Clear Browsing Data".

Step 5: Once the "Clear Browsing Data" window opens, select the "Advanced" tab (Note: You may already be on the Advanced tab).
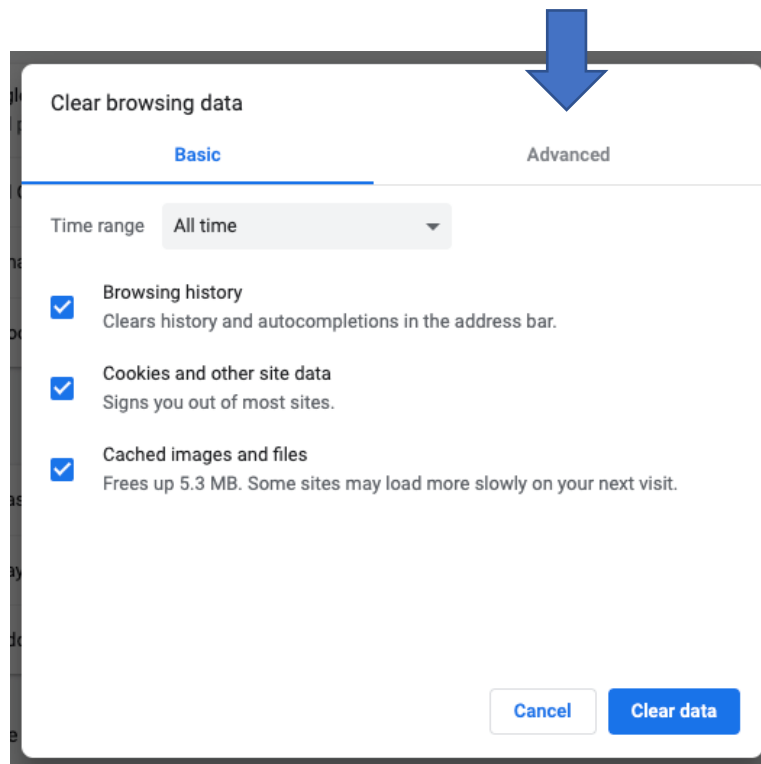
Step 6: On the Advanced tab, select "All Time" in the Time Range scroll-down field and check off all boxes on the page.


Step 7: Click on "Clear Data" to finish the process. This should have successfully cleared all your cache (browsing history).
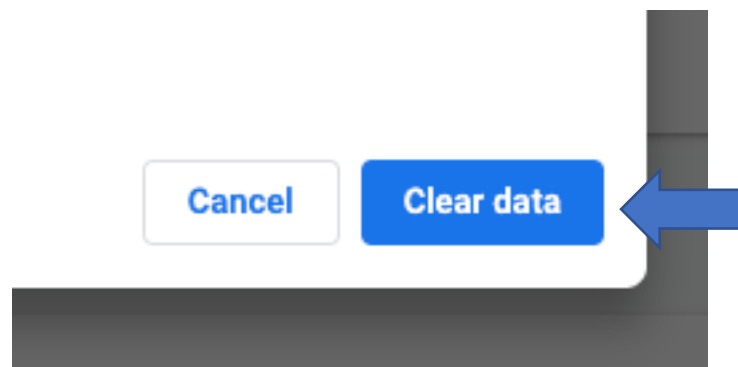
Step 8: Once all data has been erased, close the Google Chrome window, and then restart Google Chrome.

Step 9: Go back to your onboarding email from LA County and click on the link provided, then once you open the onboarding portal webpage, login again using the credentials provided in the email.

Step 10: Before clicking on your email to access the Onboarding Document Submission page, click again on the 3 dots in the upper right corner of the Google Chrome window, and scroll down to the zoom option. Click on the minus to zoom out to 80%.
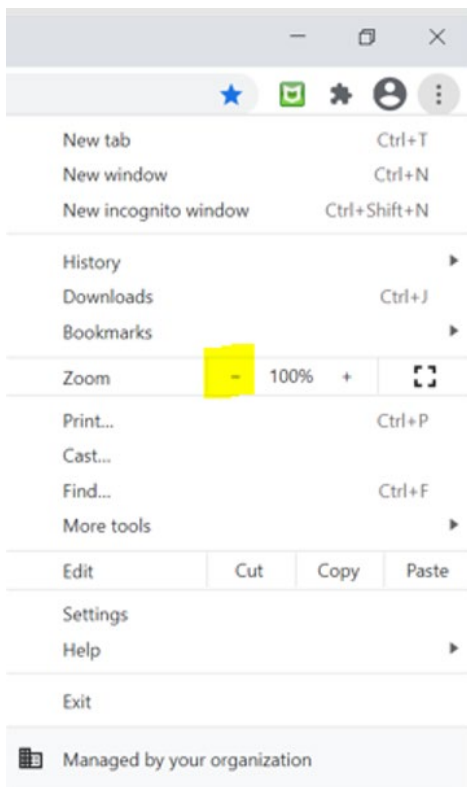
Step 11: Click on your email to go to the Onboarding Document Submission page.

Step 12: Click and select one of the forms from the "Forms to Complete and Sign" section to fill-out the form (follow the onboarding instructions provided).
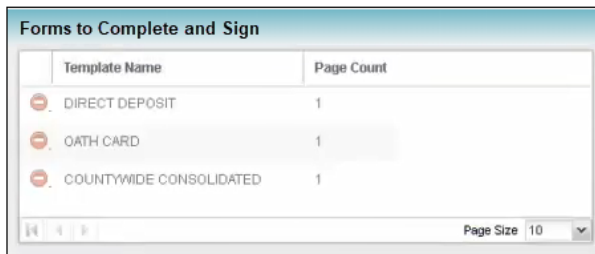
Step 13: You should now be able to view the entire form and the 'DONE' button should appear in the upper-right corner of the form.