

# Clearing Cookies and Cashed Images and files in Chrome

Information Sheet

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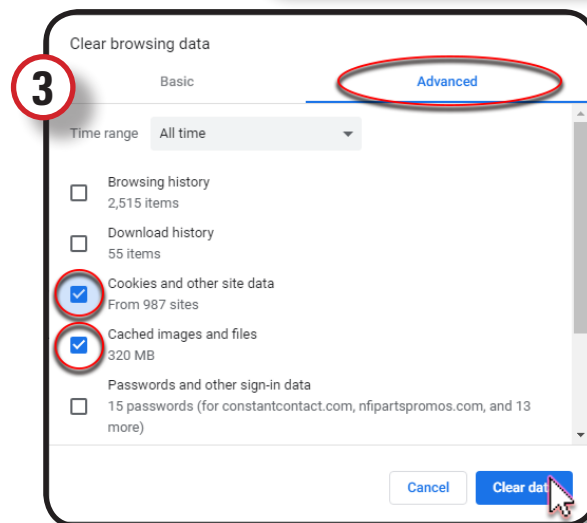
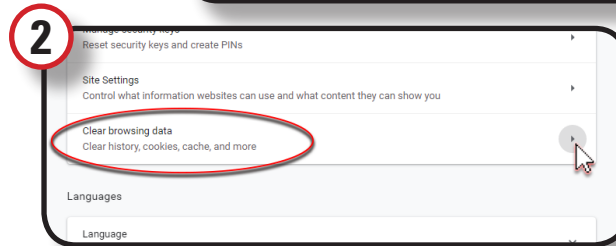
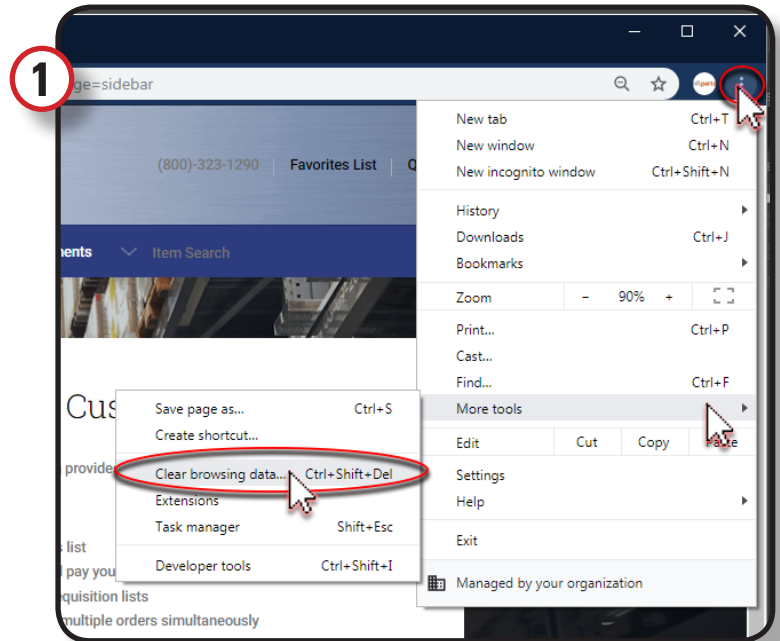
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If you are still experiencing issues with completing the checkout process, please **clear your internet browsers cookies, cached images and files** in Chrome and **allow pop-ups**. If you need further assistance, call our customer service department at 800-828-4142.

## Steps

1. Open Google Chrome and in the upper right corner of the screen, click on the **three horizontal lines** to open a menu of options. Move your mouse to the section that says **"More Tools,"** which will open another menu.
2. If it doesn't automatically pop up for you, scroll down and click on the "Clear browsing data" option, which will launch the **"Clear browsing data"** pop-up menu.
3. Click the Advanced tab and Check the box next to **"Cookies and other site data"** and **"Cached images and files"** from the list. Then, select **"Clear data."**

Once complete, **Restart your browser** and sign on to the [partsstore.mcicoach.com](http://partsstore.mcicoach.com) site. Make sure you allow pop-ups.



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