

# Chrome – Clear Application Cache

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## Description

The Chrome cache temporarily stores images, scripts, and other parts of websites you visit in order to speed up your browsing experience.

## Resolution

To resolve this issue, please do the following:

1. In Chrome, click the address bar in your browser and type or copy and paste the below text, then press the “Enter” or “Return” key on your keyboard.  
chrome://appcache-internals

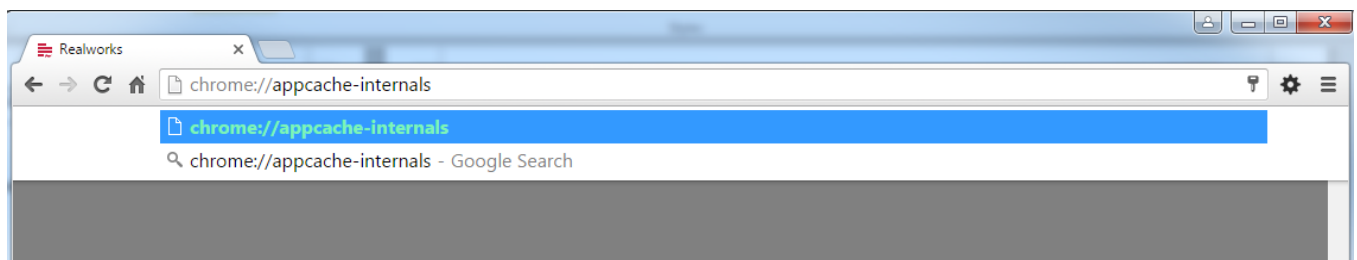


Figure 1 – Chrome Address Bar

2. On the Application Cache page (see Figure 2), look for any of the following sites:
  - \*.realworks.com.au
  - \*.reiformslive.com.au

**NB:** The asterisk (\*) is a placeholder, any text is valid. See Figure 2 for examples.

3. Click the “Remove Item” links for all matching sites.
4. Close all open Chrome windows.

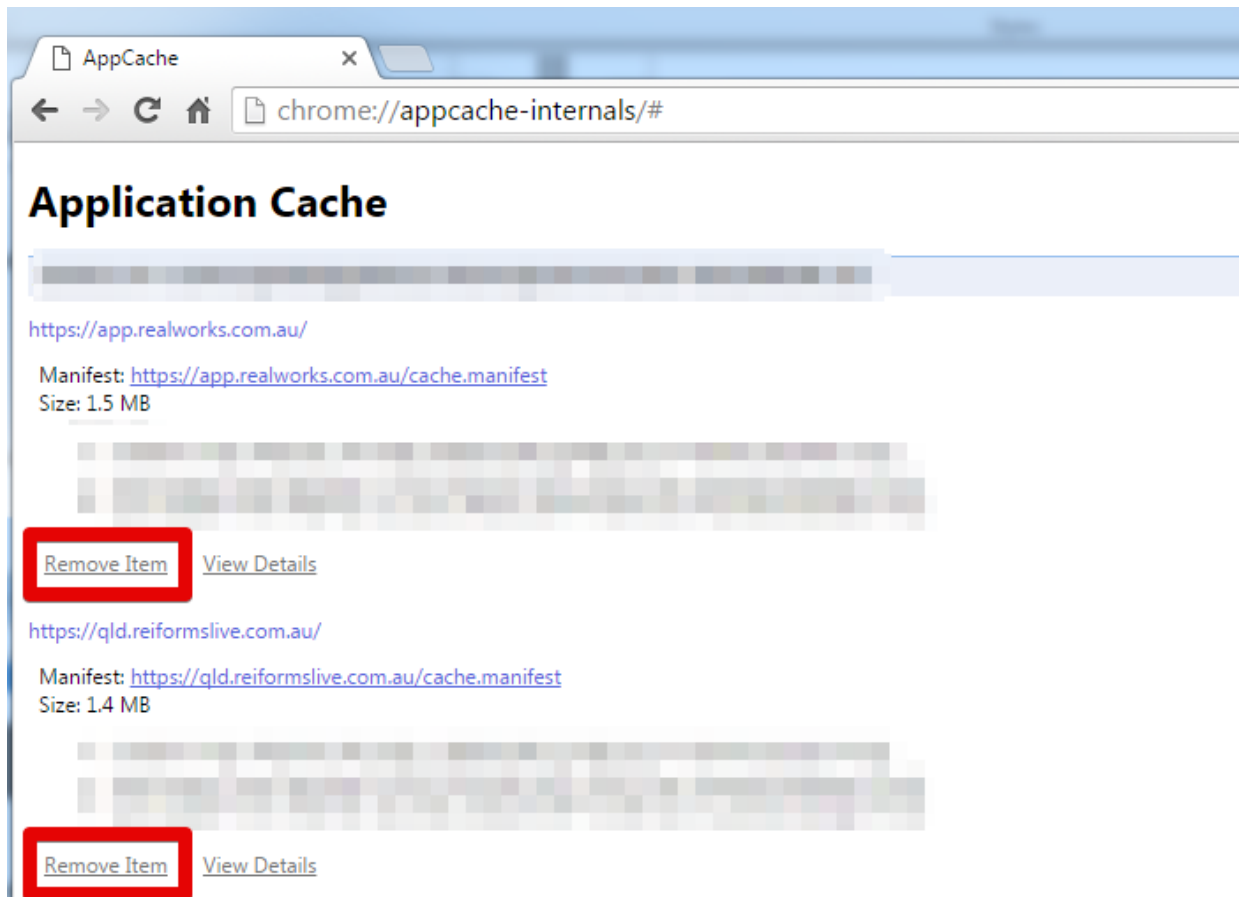


Figure 2 – Chrome Application Cache

**NB:** In this example, both sites should be removed.

You can now reopen Chrome and open the Realworks site.

If issues persist, please contact the Realworks support team. Details can be found at <https://help.realworks.com.au/#support>