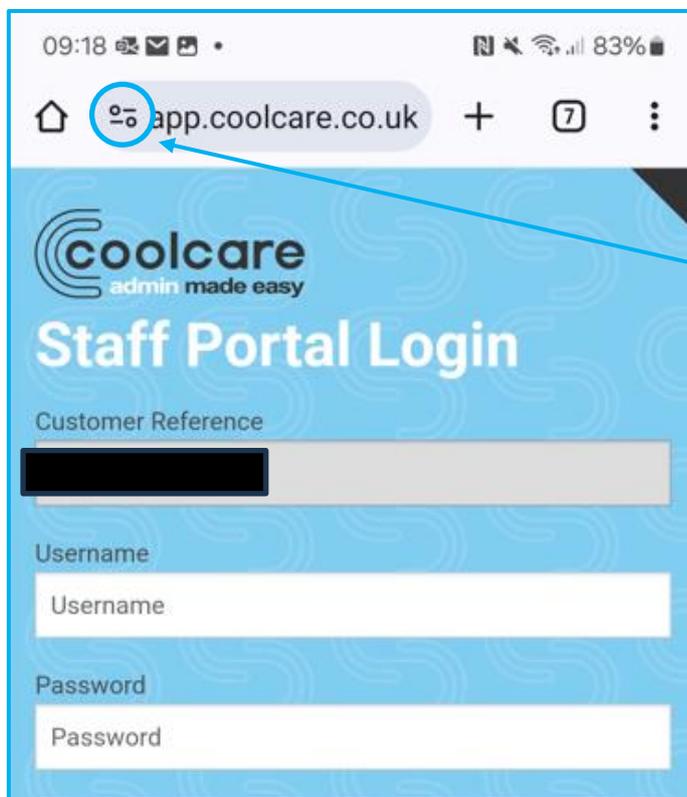


deleting cookies to access staff portal/coolcare.

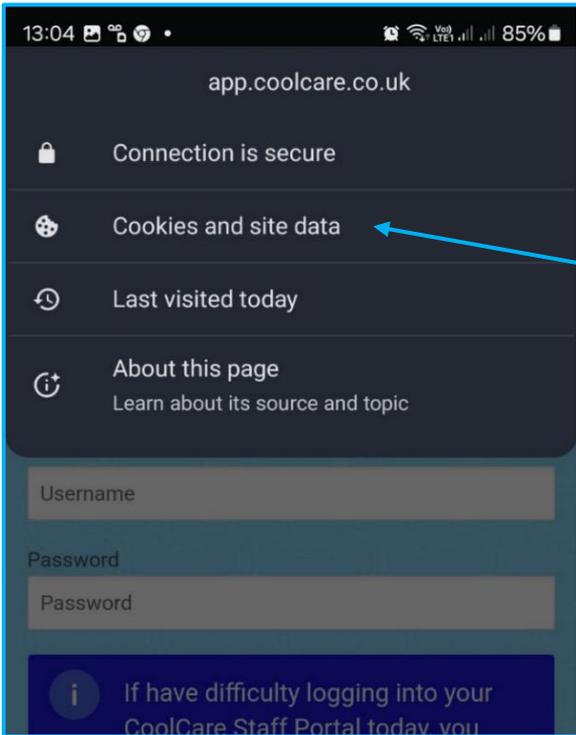
This guide is designed to support users of the staff portal or main CoolCare system who are unable to log in and is for users on both Google Chrome and Safari browsers.

We can delete cookies in a way that only removes data relating to CoolCare. This will prevent your browser signing you out of other sites you may use. It also deletes all cookies relating to CoolCare, so you don't need to select a time period.

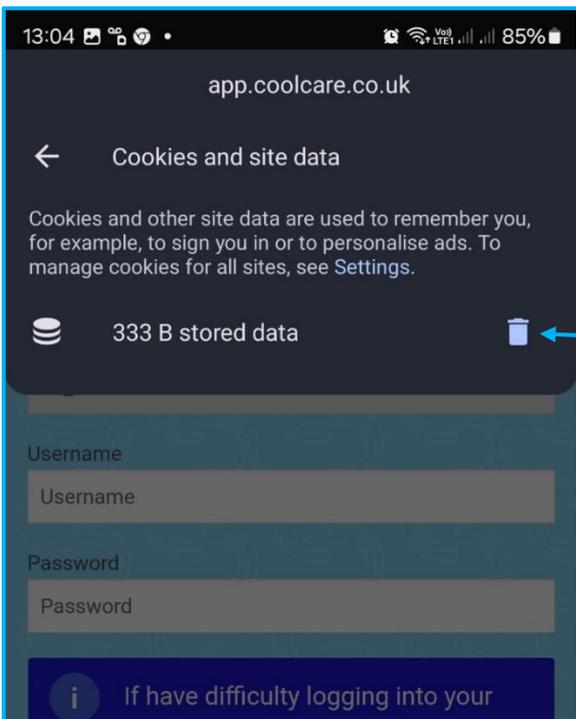
google chrome.



Touch the slider icon to the left of the URL.
This may be a padlock on your browser.



Select **Cookies and site data** from the menu. Some browsers present a **Clear cookies and site data** option at this point. If that's you, choose that option, then press **delete**.

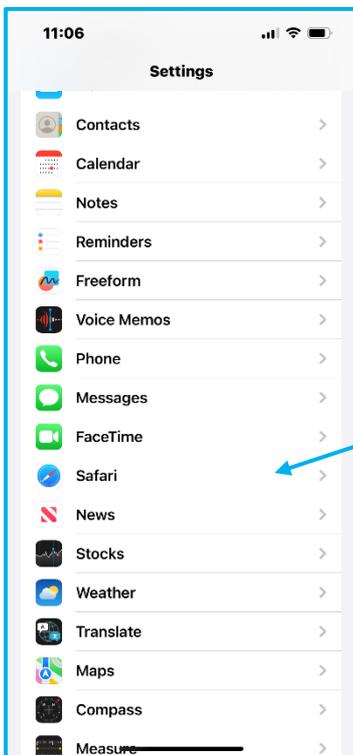


Press the bin icon that appears on the next menu.

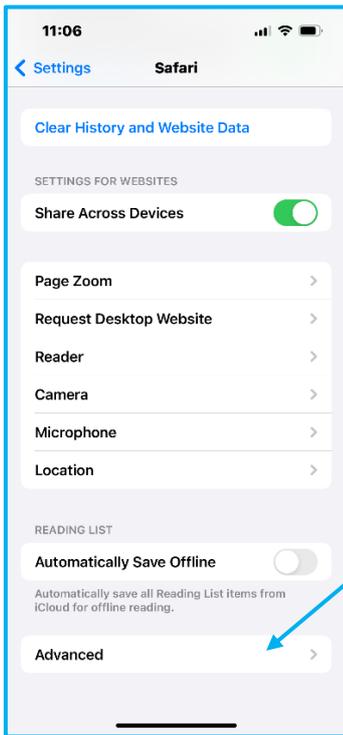
Safari



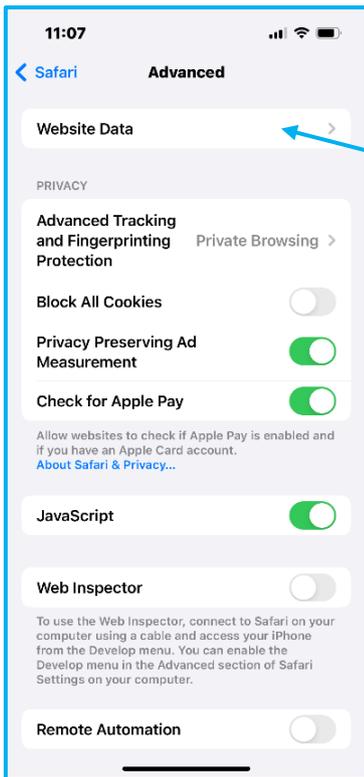
From the home screen find and click settings (Gear Icon)



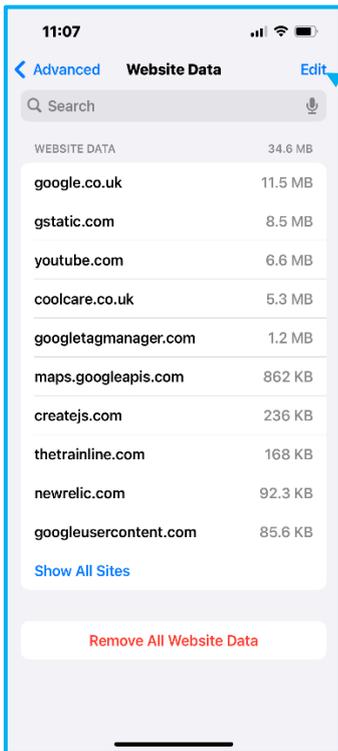
Scroll down until you find **Safari** and click on it.



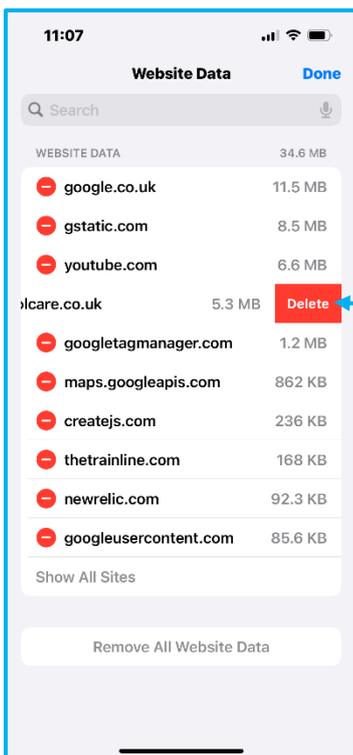
Scroll down to the bottom of the page and click **Advanced**.



Click **Website Data** at the top the page.



Select **Edit** on the top right of your screen.



Scroll down and find **Coolcare.co.uk**, click the red circle and click **Delete**.

You can now close Safari and open a new tab. You should now be able to log in to CoolCare and your staff portal.