



# Step by step guide for Google Chrome browser



Saved Passwords and AutoFill can prevent you from using a newly created password on your Sentara MyChart web site. Passwords are saved in your internet browser, not on web sites. Storing your password in your internet browser's saved password list can expose your information to anyone who uses your computer, and possibly to others on the internet.

## How to remove a saved Password from your Google Chrome browser



*Desktop*

1. Open the Chrome Menu
2. Select Settings
3. Click Show advanced settings
4. Click Manage Saved Passwords in the Passwords and Forms section
5. Click the X for any listed website you want to delete the passwords for



*Mobile Devices*

1. Open the Chrome Menu
2. Select Settings
3. Select Save Passwords
4. To delete select the Edit button and choose Delete or -





AutoFill is a feature of your internet browser that allows you to fill out commonly-entered information on a web site. This information might be your name, your e-mail address, or login ID. This is a function of your internet browser and the sensitive information is only AutoFilled on your computer.

## How to turn off and clear AutoFill in your Google Chrome browser



*In Google Chrome, you will want to not only turn off AutoFill data, but also clear it. Instructions are listed below.*

### *Turning Off AutoFill in Chrome*

1. Click the Chrome Menu
2. Click on Settings
3. At the bottom of the page, click Show advanced Settings
4. In the Passwords and Forms section, uncheck Enable AutoFill to fill out web forms in a single click



### *Clearing AutoFill Data in Chrome*

1. Click the Chrome Menu
2. Click on Tools
3. Select Clear browsing data
4. At the top, choose the beginning of time option to clear all saved data
5. Make sure that the Clear saved AutoFill form data option is checked
6. Click Clear browsing data



**Note:** *This action may take some time to complete, depending on how often you clear your browsing history.*



A cookie is short text file that web sites place on your PC so the site will load faster each time you visit. Issues with wireless connections, accessing web sites, or using features of a web site such as Password Reset may be resolved by allowing cookies for that site. You can control how you treat cookies with your Internet browser privacy settings. Search cookies in your browsers tool or menu icon for information on how to control and manage cookies on your PC.

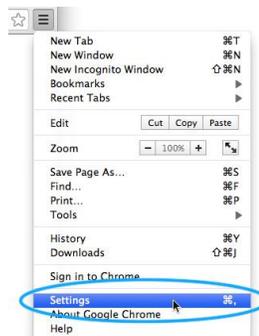
## How to turn on Cookies in your Google Chrome browser



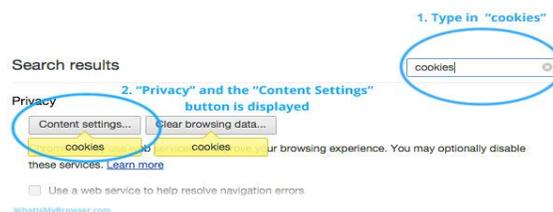
1. Click the Chrome menu



2. Select Settings

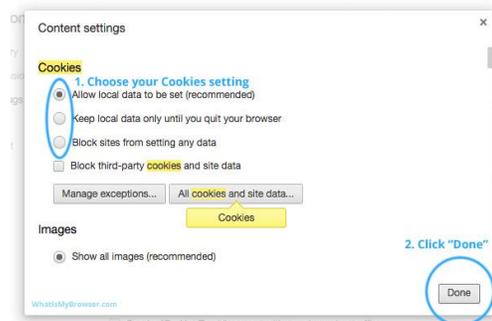


3. Search for Cookies



4. Choose your Cookies setting

5. Select Allow local data to be set (recommended)



## Did You Know...

Favorite links and Bookmarks need to be deleted occasionally to allow websites to load properly. Once you delete the old links in your Favorites and Bookmarks you can re-save the Sentara MyChart link.

Clearing cache and enabling cookies will, also, allow the web site to load properly so you can login successfully.

## How to delete Bookmarks on your Google Chrome browser

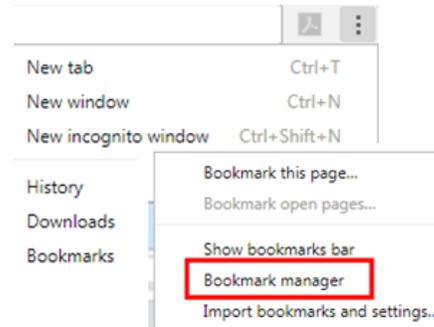


### Delete Bookmarks

1. Click the Chrome menu



2. Select Bookmarks>Bookmark Manager



3. Highlight Bookmark or Folder to delete
4. Right click, select delete