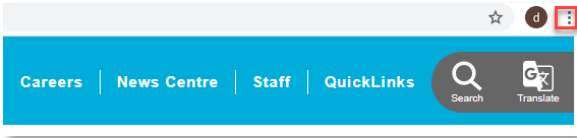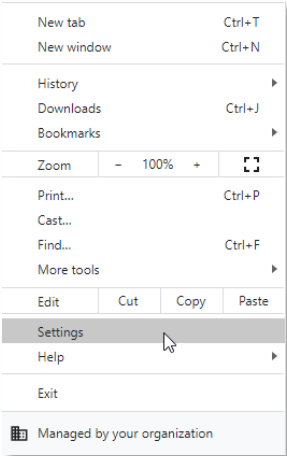# Calgary Board of Education

Introduction

This document provides instructions on troubleshooting your CBE Job Account login. Click the links to jump to a topic.

- [Clear browsing data in Google Chrome](#)
- [Delete browsing history in Internet Explorer](#)
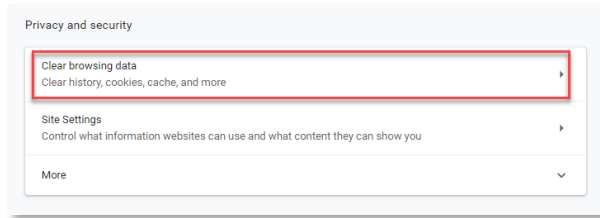
Rebooting Your Device

If you are having issues logging into CBE Job Account, the first step is to reboot your device, and attempt logging in again. Failing this, proceed to the steps below.

The **Instructions** column below lists the steps required to complete each task. The **Notes** column provides additional information and/or screenshots to help you locate the input field on the screen.
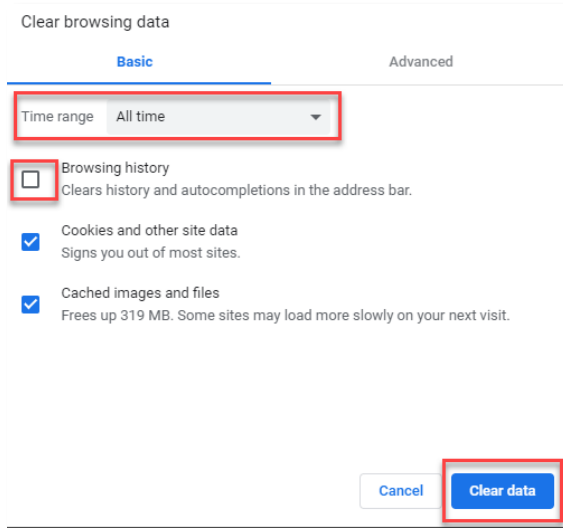
Instructions	Notes
Clearing browsing data in Google Chrome	*While you browse the Internet and visit websites, your browser saves content and data in temporary storage called "cache". At times, it is necessary to clear "cache".*
1. Click the 3 dots (or green arrow ⬆) in the top right hand corner of Chrome	
2. Click Settings	

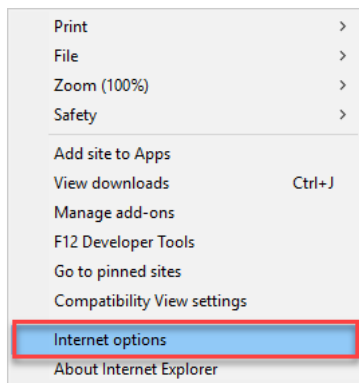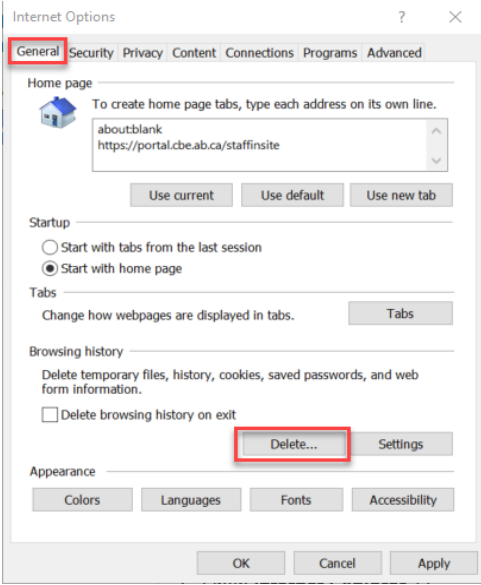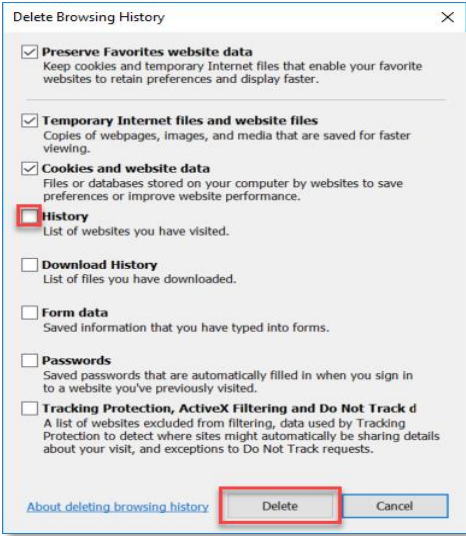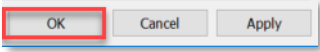| Instructions	Notes
3. Scroll down, and find **Clear Browsing Data**.	
4. Click the **Time Range** drop-down, and select: **All time**, uncheck **Browsing History**, and click **Clear Data**.	 **NOTE:** This can take some time to complete.
5. Once the browsing data has been cleared, close and reopen Chrome.	
Deleting browsing history in Internet Explorer	
1. Click the **Gear Icon**	
2. Select **Internet Options**	
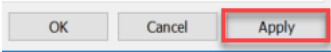
Instructions	Notes
3. In the **General** tab, click **Delete**	
4. Uncheck **History** and click **Delete**	
5. Click **Apply**	
6. Click **OK**	
7. Close and reopen Internet Explorer	

For answers to further questions regarding logging into your CBE Job Account call the **HR Employee Contact Centre (ECC)** at **(403) 817 7333**.