

## ANDROID DEVICES

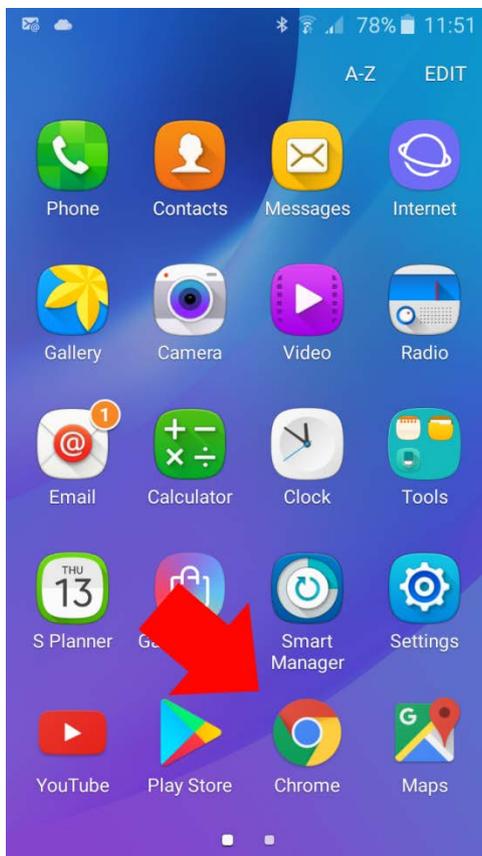
IF YOU HAVE ISSUES WITH LOGING IN OR LOGING OUT TO YOUR ACCOUNT ON YOUR **PHONE OR TABLET** PLEASE TAKE THESE STEPS (THIS GUIDE COVER "CHROME" BROWSER FOR ALL ANDROID PHONES. IN CASE YOU ARE USING DIFFERENT ONE PLEASE SWITCH TO "CHROME" AS EVERY ANDROID DEVICE BY DEFAULT HAVE IT INSTALLED IN APS):

# 1. CHROME – PLEASE GO TO APPS

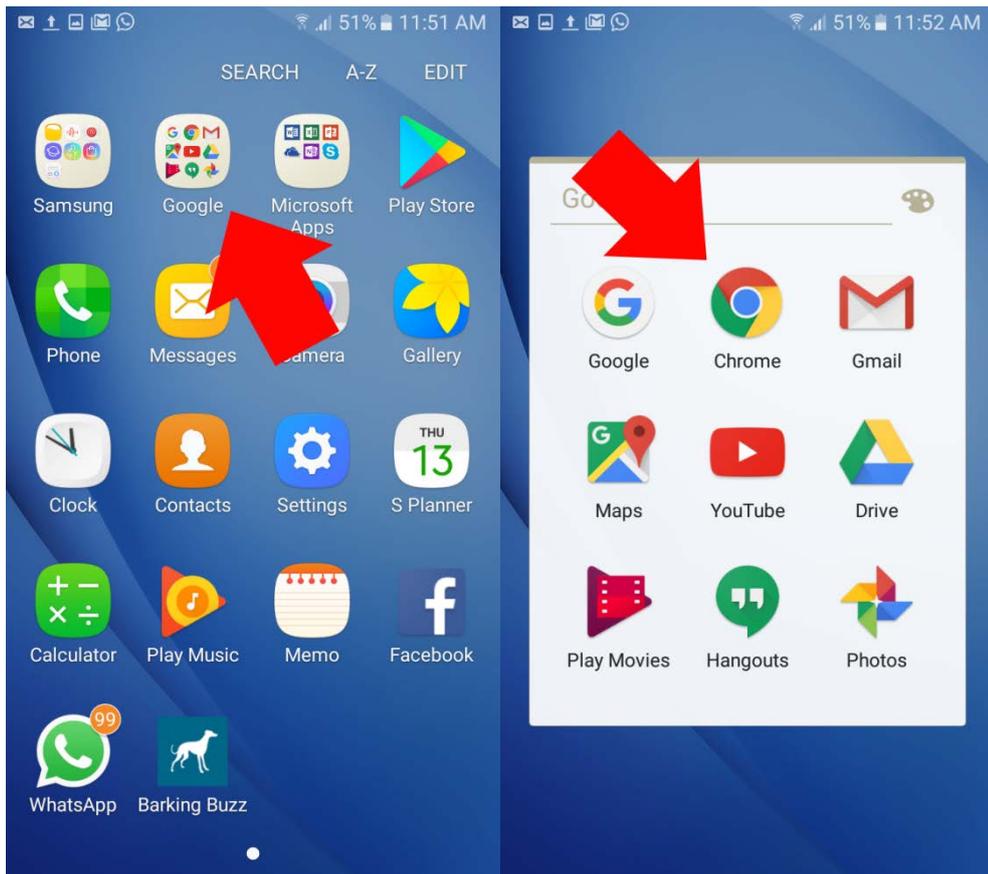


1.1. PLEASE OPEN YOUR CHROME BROWSER (THERE ARE TWO PLACES ICON COULD BE IN)

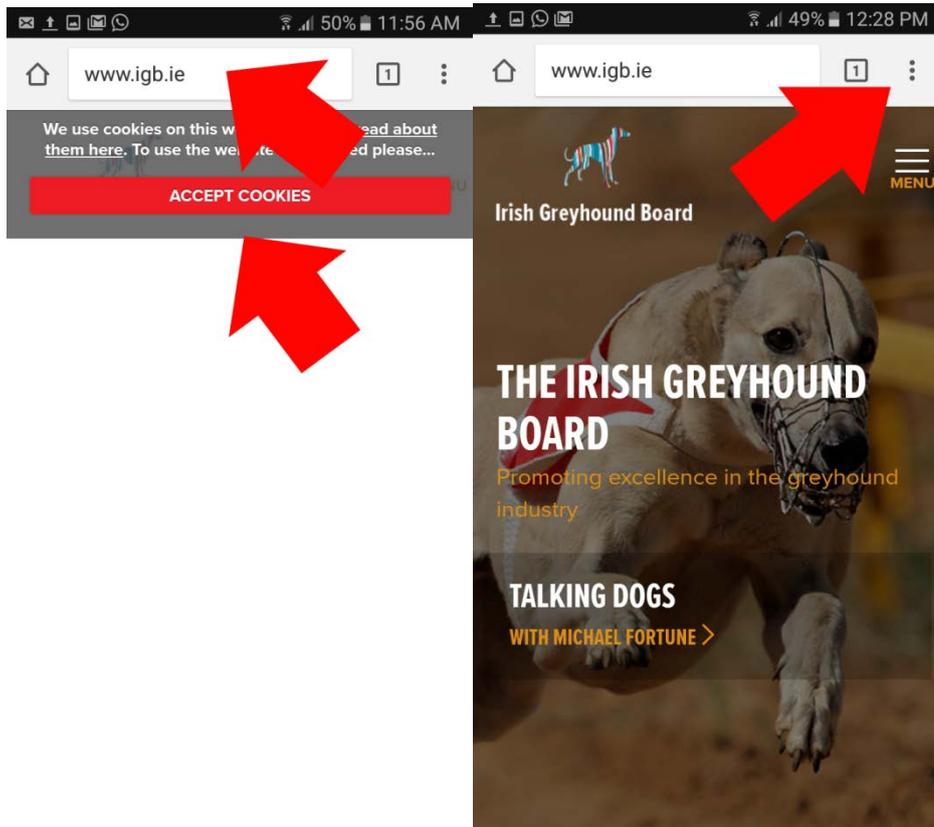
1.1.1. CHROME ICON 1 PRESS ON “CHROME”



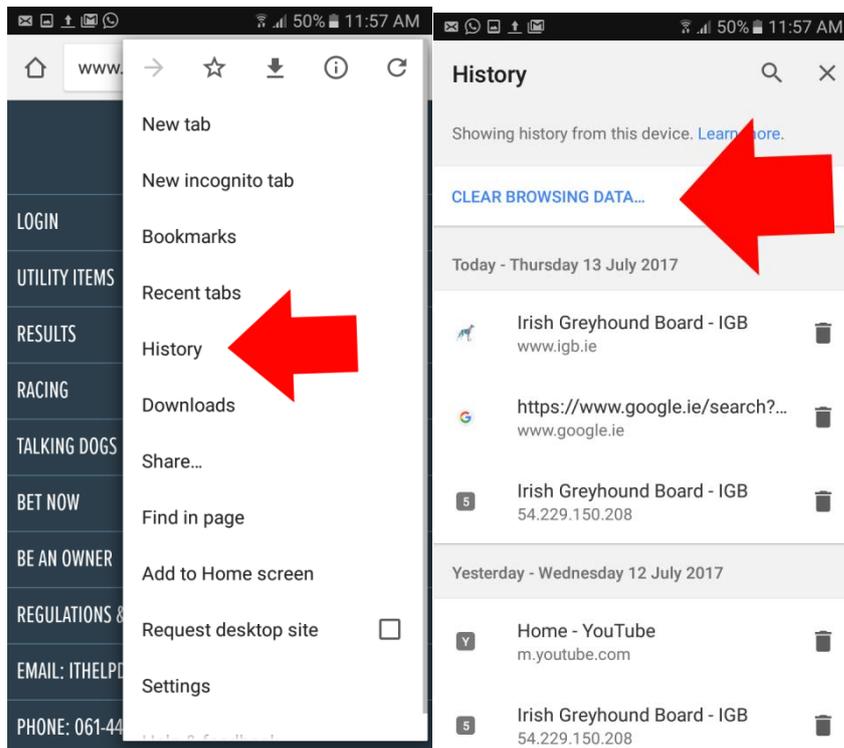
### 1.1.2. CHROME ICON 2 – PRESS “GOOGLE” AND THEN “CHROME”



1.2. ENTER WEB URL [www.igb.ie](http://www.igb.ie) AND GO (IF ASKED ACCEPT COOKIES) THEN IGB WEBSITE SHOULD LOAD AND PRESS “THREE DOTS”



1.3. IN MENU WHICH POPUP PRESS “HISTORY” AND PRESS “CLEAR BROWSING DATA...”



1.4. CHOOSE FROM OPTIONS “BEGINNING OF TIME” AND TICK THREE OPTIONS “BROWSING HISTORY” & “COOKIES AND SITE DATA” & “CACHED IMAGES AND FILES” AND THEN CLICK “CLEAR DATA” AFTER GO BACK AND TRY TO LOGIN IF THESE STEPS DIDN’T HELP PLEASE CONTACT IT HELP DESK

