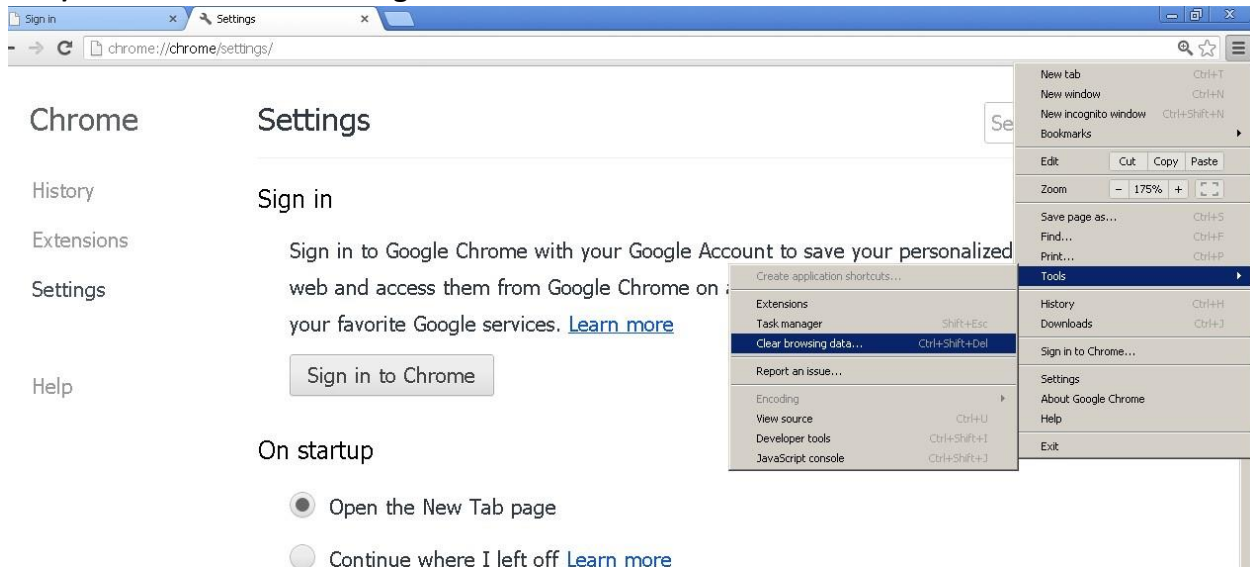


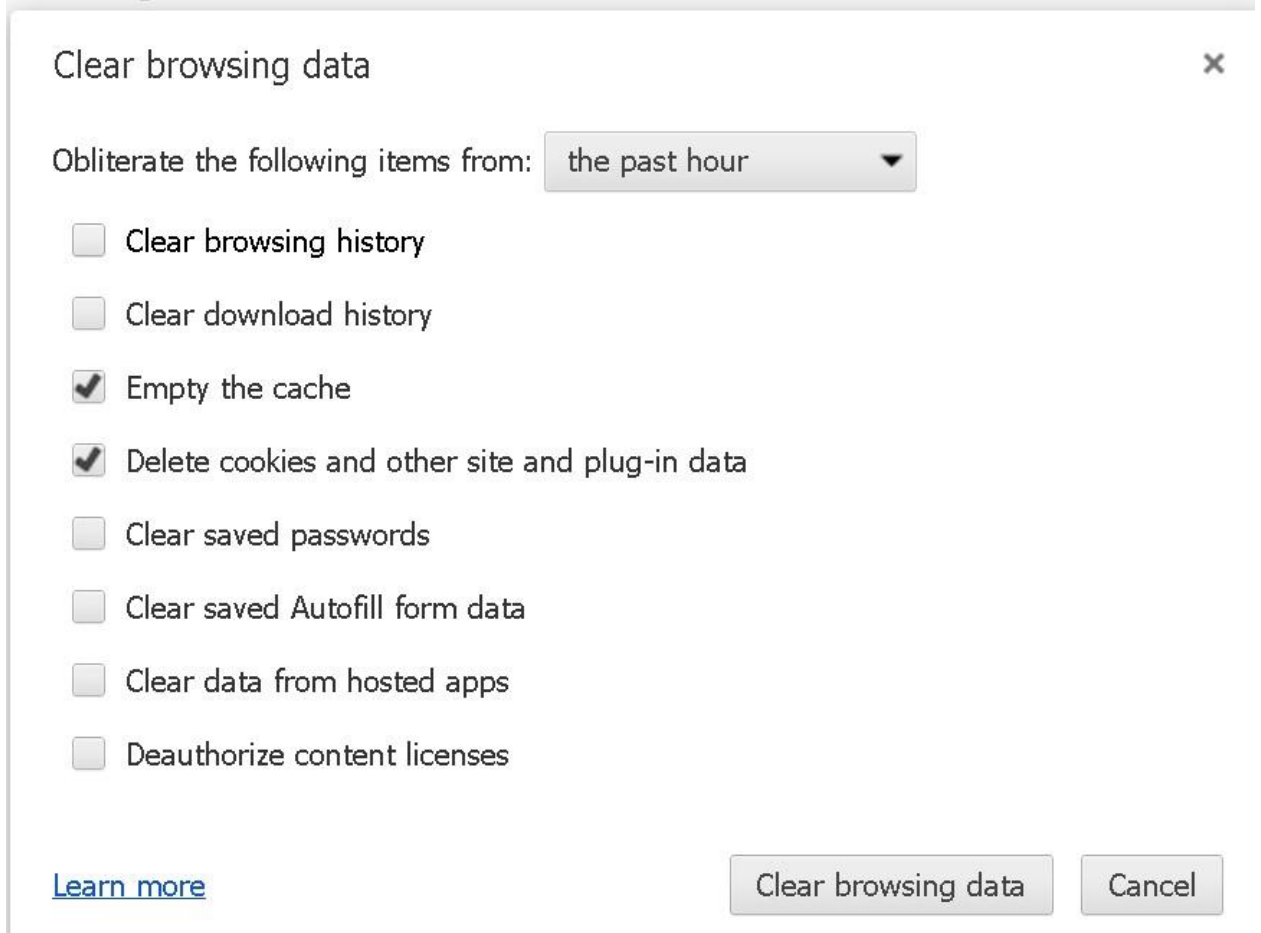
Version: Chrome

- 1) Click the  button at the top right hand corner

2) Tools → Clear Browsing Data



- 3) Tick “Empty the Cache” and “Delete Cookies and Other Site and Plug-in Data” → Clear Browsing Data



Clear browsing data ×

Obliterate the following items from: the past hour ▼

- ☐ Clear browsing history
- ☐ Clear download history
- ☒ Empty the cache
- ☒ Delete cookies and other site and plug-in data
- ☐ Clear saved passwords
- ☐ Clear saved Autofill form data
- ☐ Clear data from hosted apps
- ☐ Deauthorize content licenses

[Learn more](#) Clear browsing data Cancel

- 4) Click CTRL+F5 at the browser, the browser will blink once.

- 5) Go to <https://advance.lexis.com> and sign in again

If problem persists, please feel free to contact our customer service hotline at 1-800 88 8856 or [click here to chat with our support team](#) via webchat.