Clear DevResults Cookies

When DevResults makes software upgrades or rebuilds your site, you should not need to clear your cookies or site data. However, sometimes there's a traffic jam in the interwebs that gives you an error like this:

Sorry...

⚠ **You do not have permission to see this page. If this doesn't seem right, please contact support@devresults.com.**

If DevResults or your supervisor has confirmed that it looks like you *should* be able to log in, you can usually resolve the issue by clearing your cookies.

This process varies based on the version of Chrome you're using.

Step 1: Clear DevResults cookies:

- Older versions of Chrome: Chrome/Settings/Privacy/Content Settings/Cookies/All Cookies and Site Data
- New versions of Chrome: Chrome/Settings/Show advanced settings/Privacy/Content settings.../Cookies/All cookies and site data
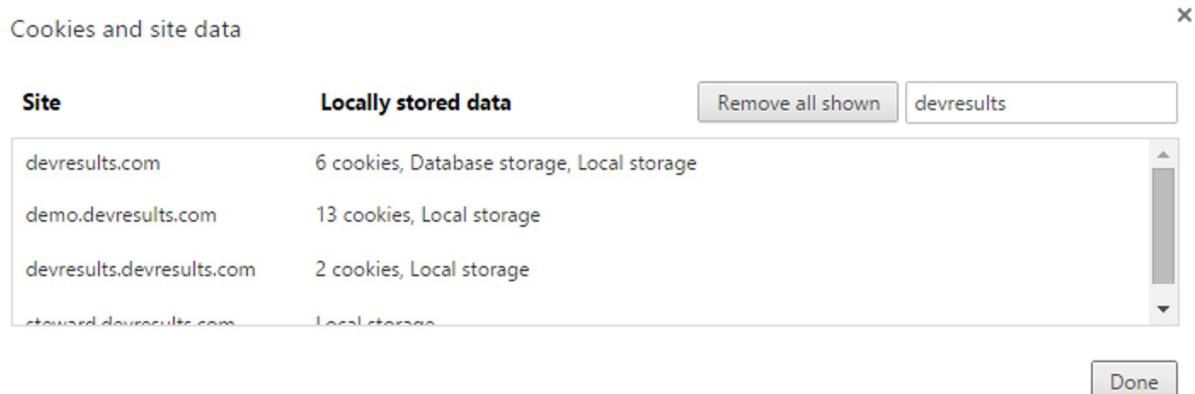
Step 2: If that doesn't work, try clearing all cookies and cached content.

- Newer versions of Chrome: Chrome/Settings/Show advanced settings/Privacy/Clear browsing data...

Clear browsing data   ✕

Obliterate the following items from: [the beginning of time ▼]

☐   Browsing history

☐   Download history

☑   Cookies and other site and plug-in data

☑   Cached images and files

☐   Passwords

☐   Autofill form data

☐   Hosted app data

☐   Content licenses

Learn more   [Clear browsing data]   [Cancel]

Didn't answer your question? Please email us at**help@devresults.com** .

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