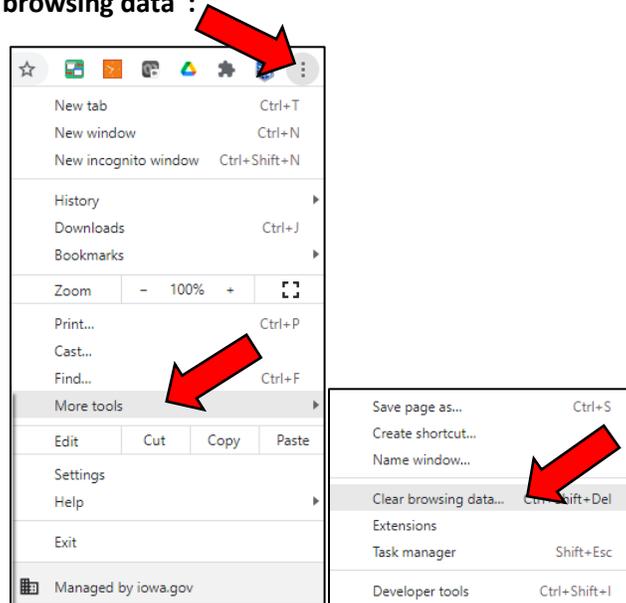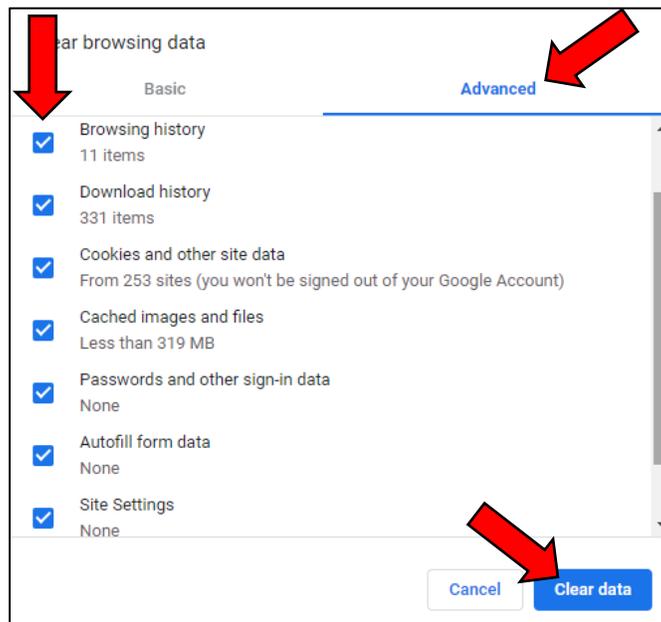# Iowa Department of Inspections and Appeals
Clearing Chrome Browser Data

Complete these steps if you receive the "YOU DO NOT HAVE PERMISSION TO ACCESS THE REQUESTED RESOURCE" error when launching Kronos in Chrome.

1. **Click on the 3 dots in the upper right hand corner of Google. Hover over "More tools" and then click "Clear browsing data":**

2. **On the Clear browsing data window that pops-up, select "Advanced" and the click every item (browsing history, download history, etc.), and click "Clear data".**

3. **Sign-out of Google and sign back in. Kronos should now open correctly when launched in Chrome.**