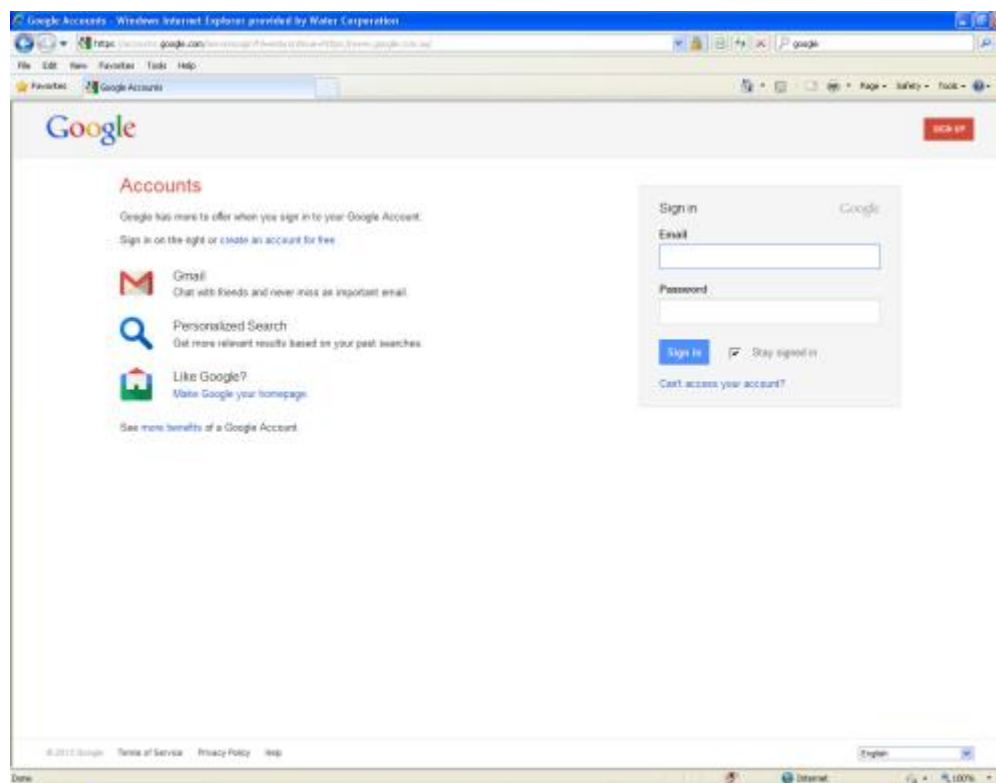# Croquetwest - Document Access Issue

Some people when they click on a link to a document on the website they get the following page (or a similar Google page that asks you to sign in).

There are two ways to resolve this.

1. If you have a Google account or gmail account enter your email address and the correct password (if you can't remember your password there is a forgotten password option). This will then log you into Google and also give you access to the linked document.
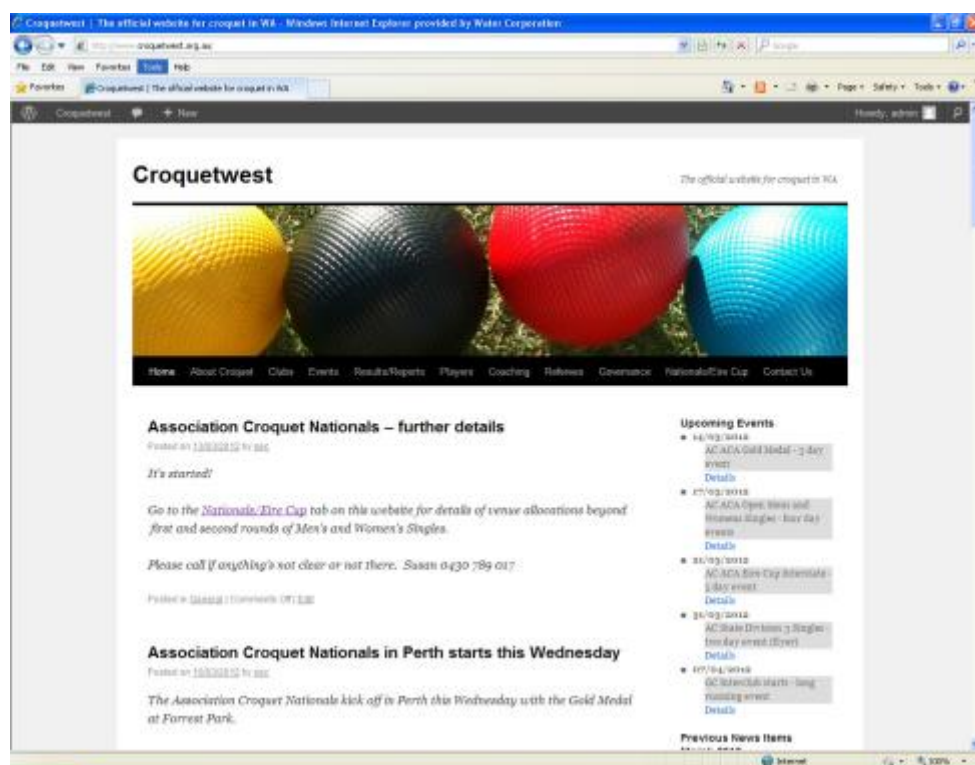
Croquetwest - Document Access Issue

2. The alternative is to clear your browser cookies (these hold previously used information and are the cause of the issue). This will not have any other impact on your computer.

The way you do this depends on the browser you are using. Standard Windows based machines generally use Internet Explorer (IE). For other browser types scroll to the bottom of the document for information or search on how to clear cookies for your browser.

For Internet Explorer users:

You can do this by clicking on 'Tools' on the menu bar (or the 'Tools' options of the right hand side of the Command bar). The option may be in different places depending on the version of Internet Explorer you are using.
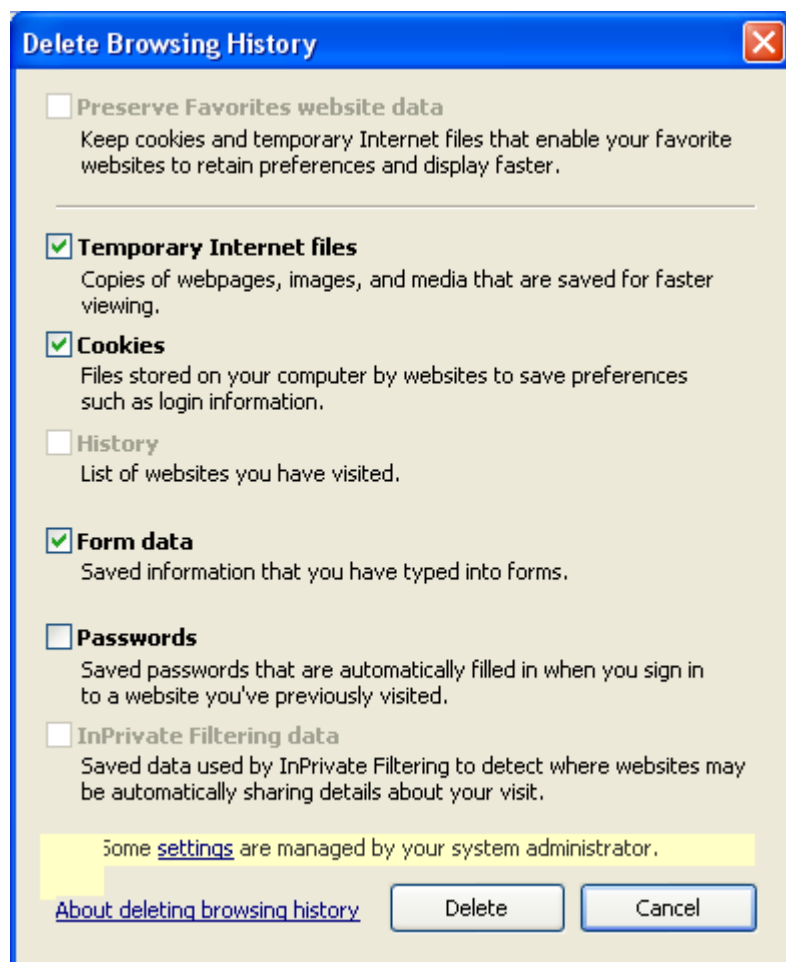
Then click on 'Internet Options' and you will see the following (or similar depending on the version).

Croquetwest - Document Access Issue

Click on 'Delete' under 'Browsing history' and you will see the following (or similar). Make sure the 'Temporary Internet files' and 'Cookies' options are ticked and then click on the 'Delete' button.

Go back to the Croquetwest website and try to access the document again.

If you are an Apple user your browser is likely to be Safari:

To clear cookies, click on the 'History' option at the top of the screen. Then 'Clear History' at the bottom of the list. In the box that has a number of time options, choose 'all history' and then click 'Clear History'. Then go back to the website and try to access the document again.

If you are using a Google Chrome browser:

To clear cookies, click on 'Show Full History' at the top of the screen. Then 'Clear browsing data...', select 'the beginning of time' from the dropdown list of options and make sure 'Cookies and other site and plugin data' is ticked. Then click 'Clear browsing data'. Then go back to the website and try to access the document again.

If you still have any issues please submit the details via 'Contact Us' form on the website.