HOLON USER GUIDE

Clearing Local Data

Version 01
September 2024

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01 Overview

Holon's **Clear Local Data** feature is a troubleshooting option that can be used to reset a user's session in the Holon app by deleting the local app data from a user's device. Clearing the local data from the Holon app can potentially resolve minor persistent issues (those that are not resolved with a log in / log out or quitting the app).

> 💡 Please note that the **Clear Local Data** action will remove all saved profiles and their login credentials from the app, and will require users to sign in again. Please be sure to have account credentials ready (user ID and password) before clearing the local data.
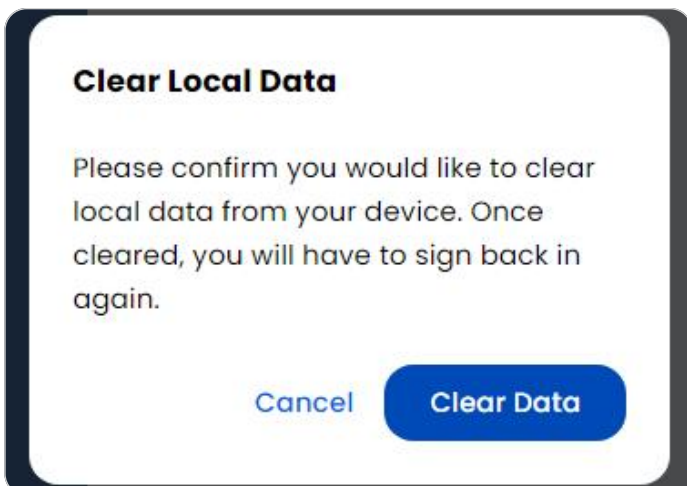
02 Clearing Local Data

A To use the Clear Local Data feature, click the **Profile & Settings** icon on the nav bar.
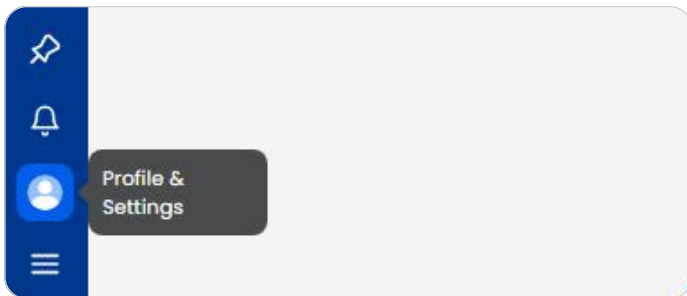
B On the **Profile & Settings** page, click the **Clear Local Data** tab.
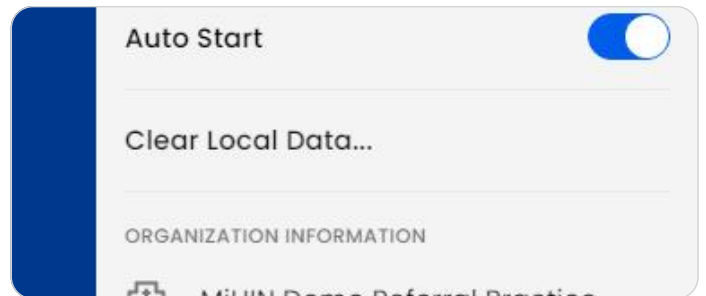
C A modal will pop up to confirm your action. To clear the local data, click **Clear Data**. To go back without clearing the local data, click **Cancel**.

D Once the local data has been cleared, you will be brought to the **Sign In** page, where you will need to enter your account credentials again.