

IMPORTANT NOTICE

CALIFORNIA DEPARTMENT OF JUSTICE NOTIFICATION AND INSTRUCTIONS FOR CLEARING WEB BROWSER “COOKIES AND CACHE” ON JULY 1, 2019.

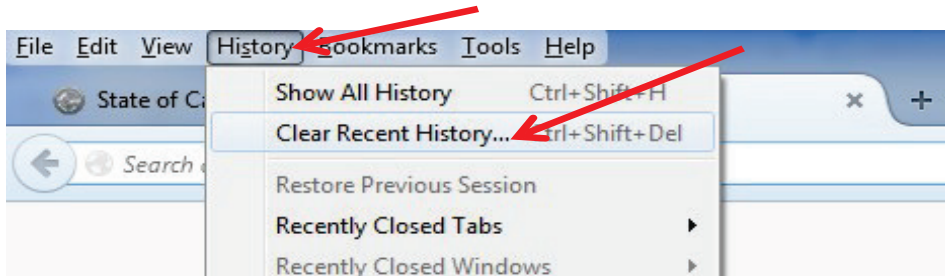
In order to ensure that all Dealer Record of Sale (DROS) Entry System (DES) users have access to the new ammunition functions within the DES, users will be required to clear their web browser cookies and cache on **July 1, 2019**, before initiating any firearm or ammunition transactions.

Clearing the cookies and cache will allow the web browser to update and display the new functions and layout of the DES.

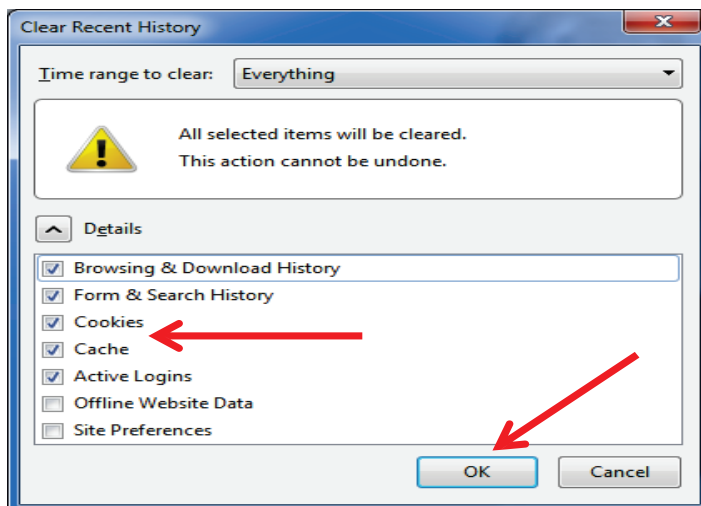
First, identify the web browser that you are using from the list below, and follow the instructions to clear your browser's cookies and cache on July 1, 2019.

Firefox

- Launch *Firefox*
- Select **History**
- Select **Clear Recent History**

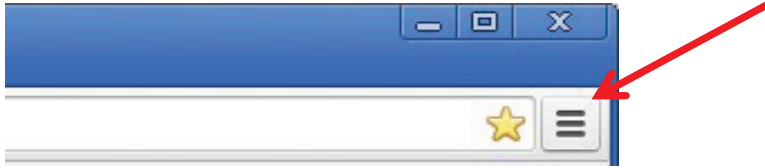


- Once the dialog box opens, select the **Cookies** and **Cache** noted below, and then select **OK** to complete the process.

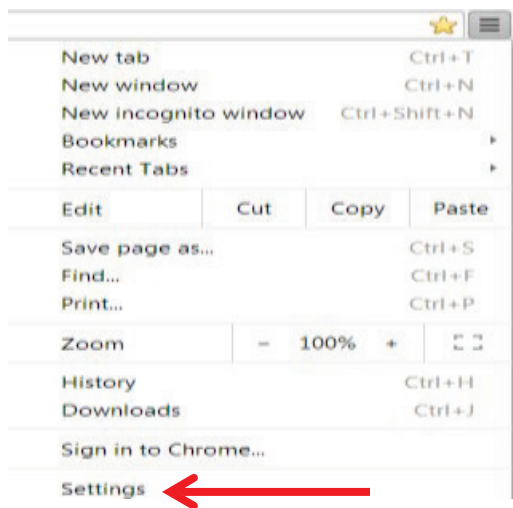


Google Chrome

- Launch *Google Chrome*
- Click the **Chrome icon** on the upper right-hand side of the browser toolbar



- Click **Settings**



- Select **Show advanced settings...** from the bottom of the menu

[Show advanced settings...](#)

- Select **Content settings...** under *Privacy*

Default browser

[Make Google Chrome the default browser](#)

Google Chrome is not currently your default browser.

Privacy

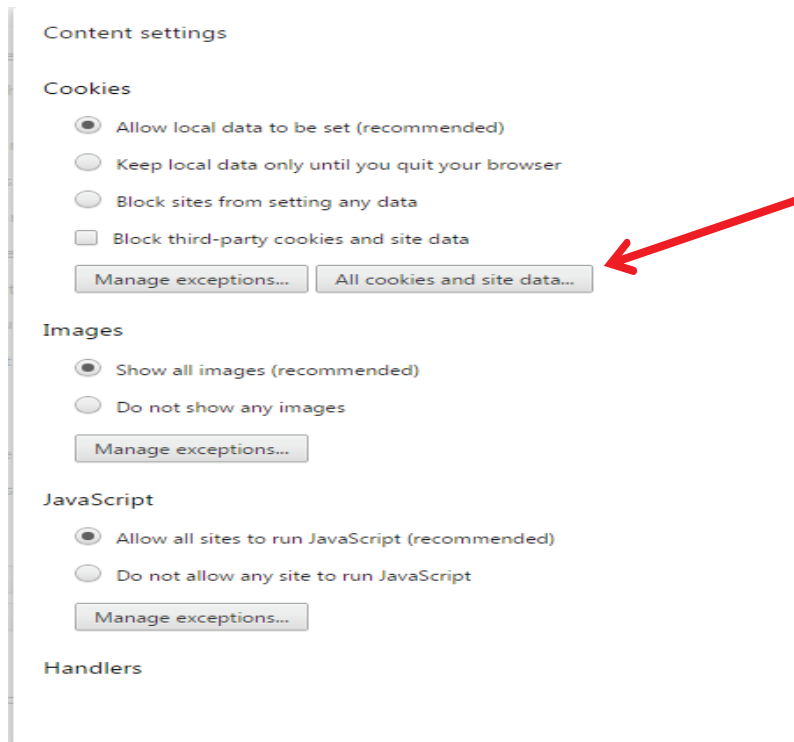
[Content settings...](#)

[Clear browsing data...](#)

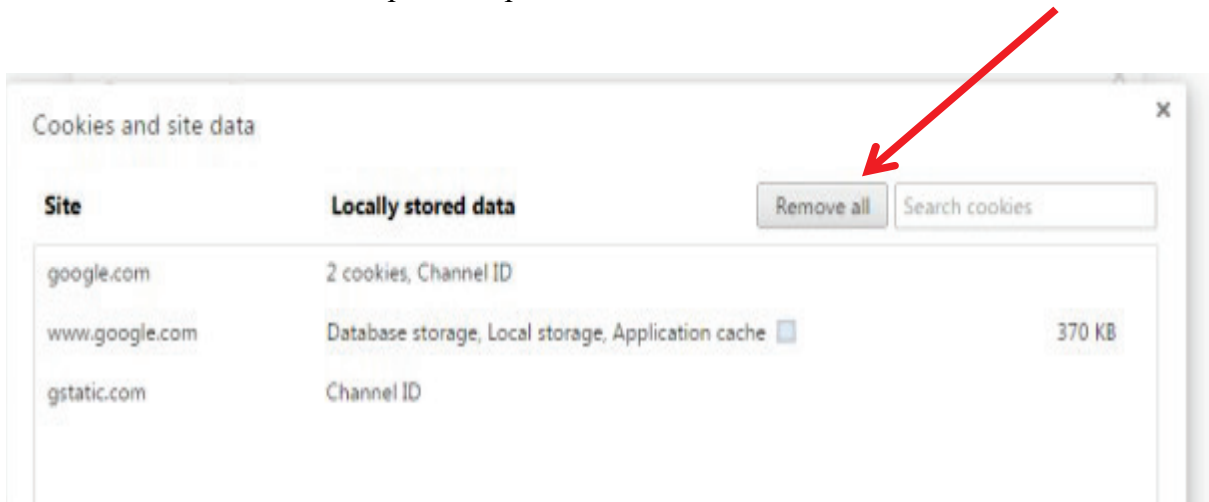
Google Chrome may use web services to improve your browsing experience. You may services. [Learn more](#)

☒ Use a web service to help resolve navigation errors

- Select **All cookies and site data...** under *Cookies*

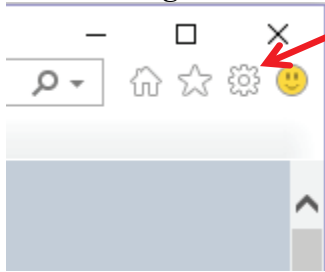


- Select **Remove all** to complete the process.

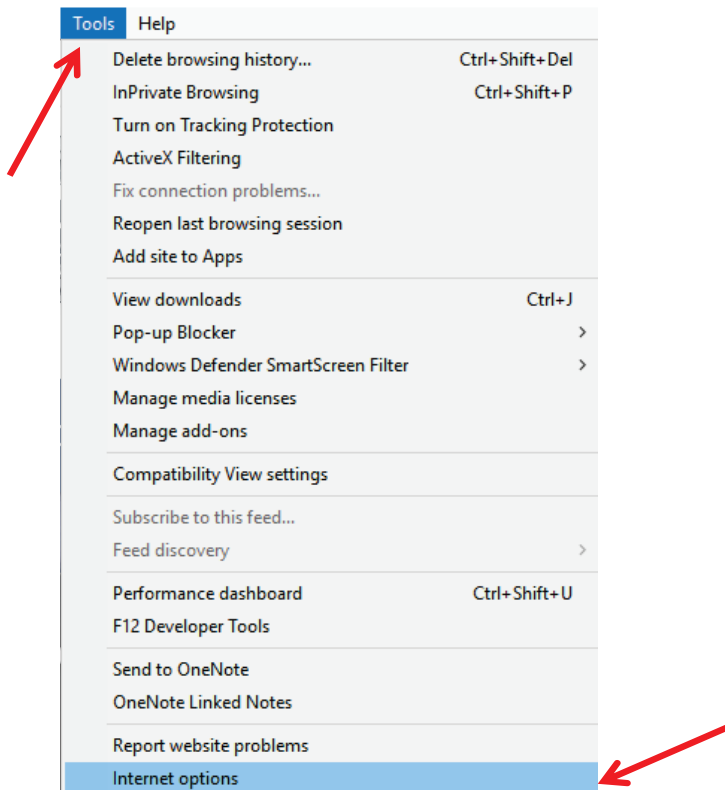


Internet Explorer

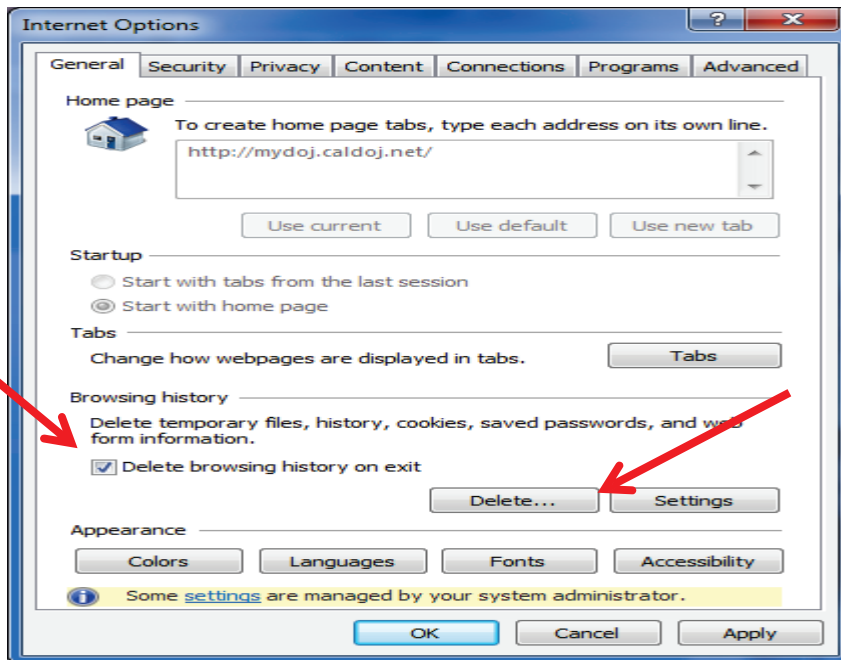
- Launch *Internet Explorer*
- Click the **Settings** icon on the upper right-hand side of the browser toolbar



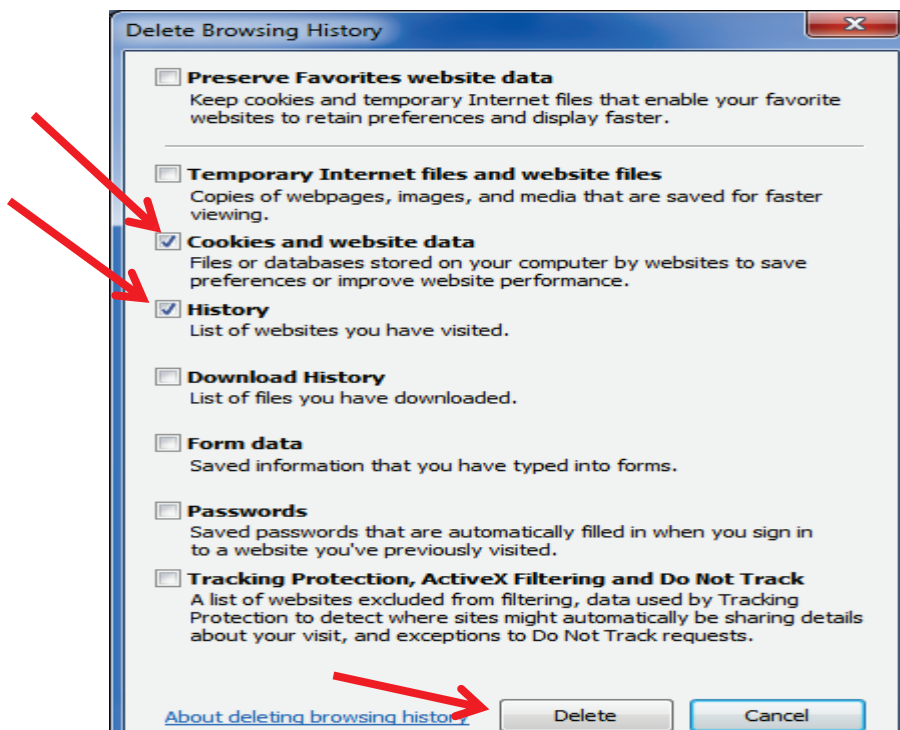
- Select **Tools**, then select **Internet options**



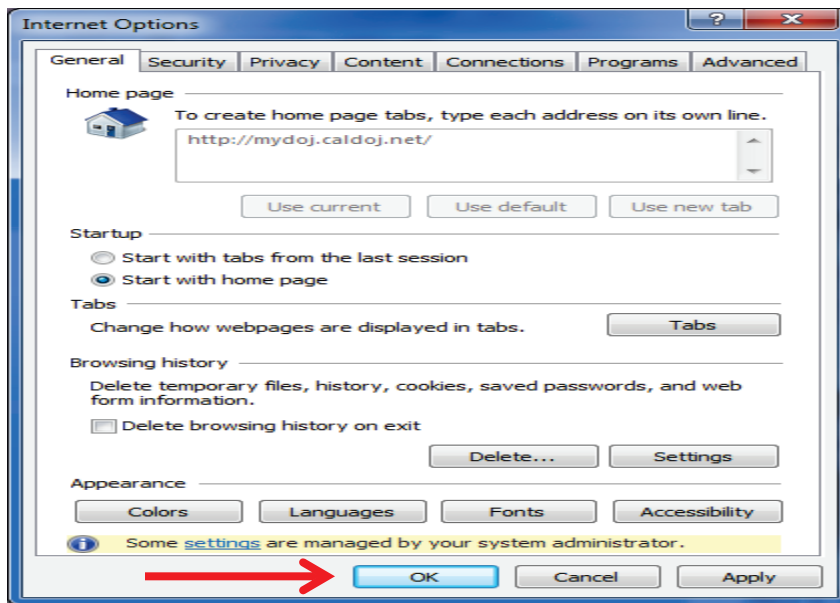
- Under the *General* tab, in *Browsing history*, check the box to **Delete browsing history on exit**, and then select **Delete...**



- In the following dialogue box, check the boxes for **Cookies and website data** and **History**, then select **Delete**



- Once the *Delete Browsing History* window has closed, select **OK** at the bottom of the *Internet Options* window to complete the process.



Note: For all web browsers, the keyboard shortcut *Ctrl + Shift + Delete* will bring up a window that will allow you to manage your browser's history. This may allow you to bypass some of the previously mentioned steps, depending on the browser that you are using.

Should you have any questions, please contact the Bureau of Firearms, Customer Support Center at (855) 365-3767 or via e-mail at bofdes@doj.ca.gov.