

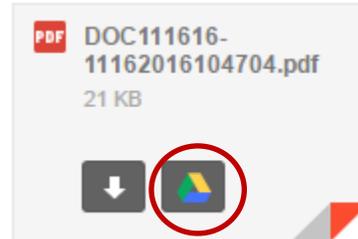
Resolution 1 (clearing cache):

1. If refreshing the screen (F5 or ) doesn't work then:
2. Press (CTRL+SHIFT+DEL) to bring up the clear browsing data window
3. Click Clear browsing data
4. Log off and back on gmail
5. Click the Download button on attachment, click the document and save to desired location

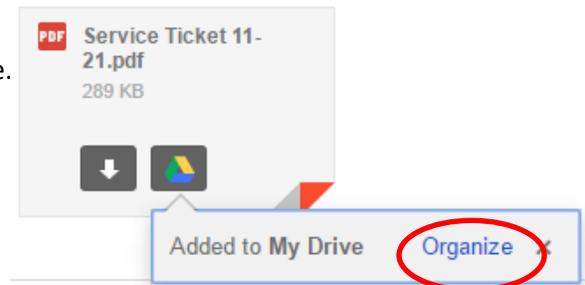


Resolution 2 (save attachment to Google Drive and download from Google Drive):

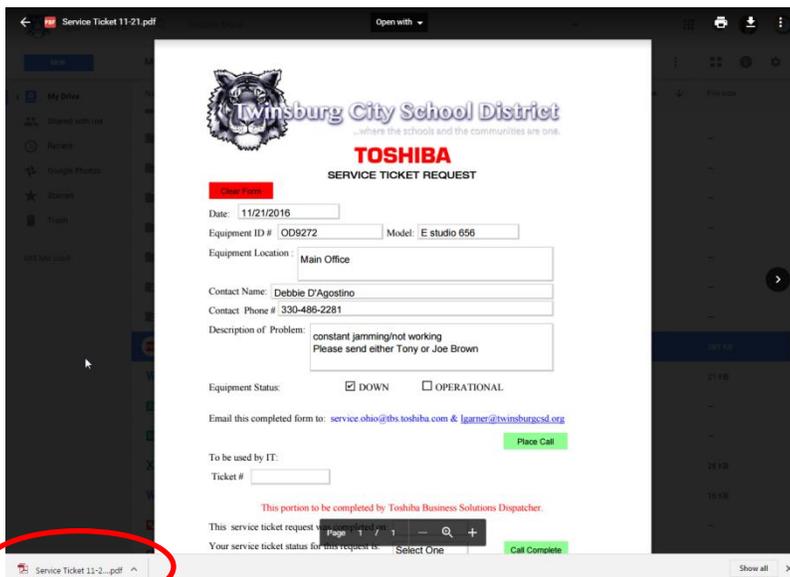
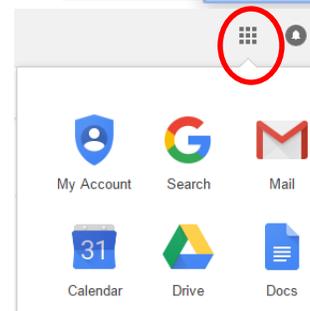
1. Hover over the attachment
2. Click on the Google Drive Icon



3. The attachment will be added to Google Drive.
4. If you wish to move the attachment to a folder, click organize.



5. Click the waffle and click the Google Drive Icon.
6. Locate the attachment
7. Right click the attachment and click download or double click the attachment to open
8. Click the document at the bottom of the screen.



9. Click Download button and save if desired.

