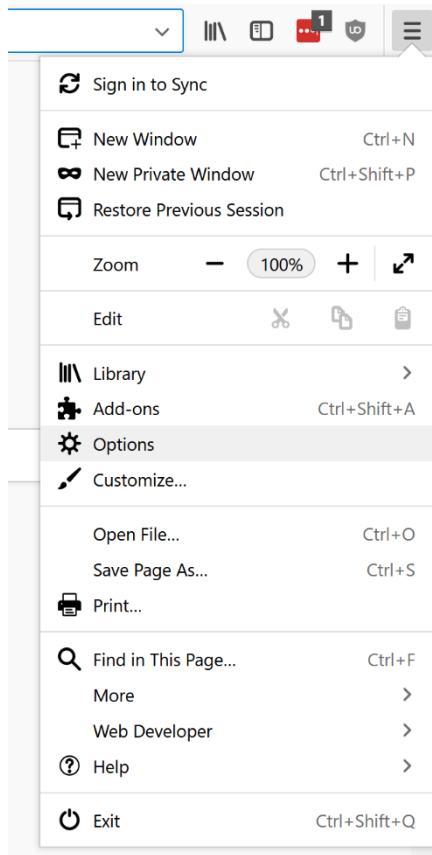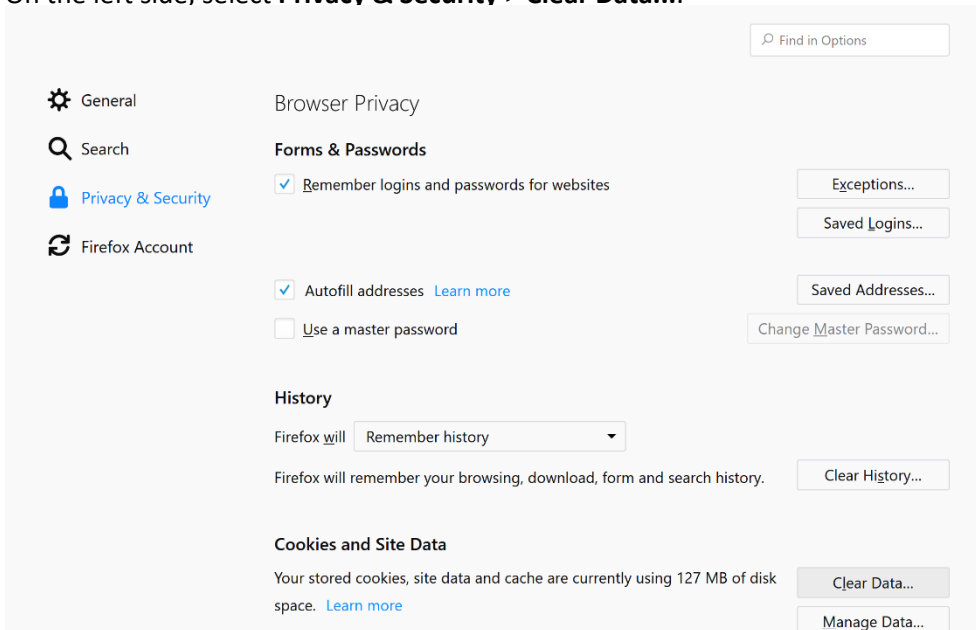# Instructions for Clearing Cache and Cookies

(Firefox, Chrome, Internet Explorer and Safari)

Firefox 57+ (Win) - Clearing Cache and Cookies

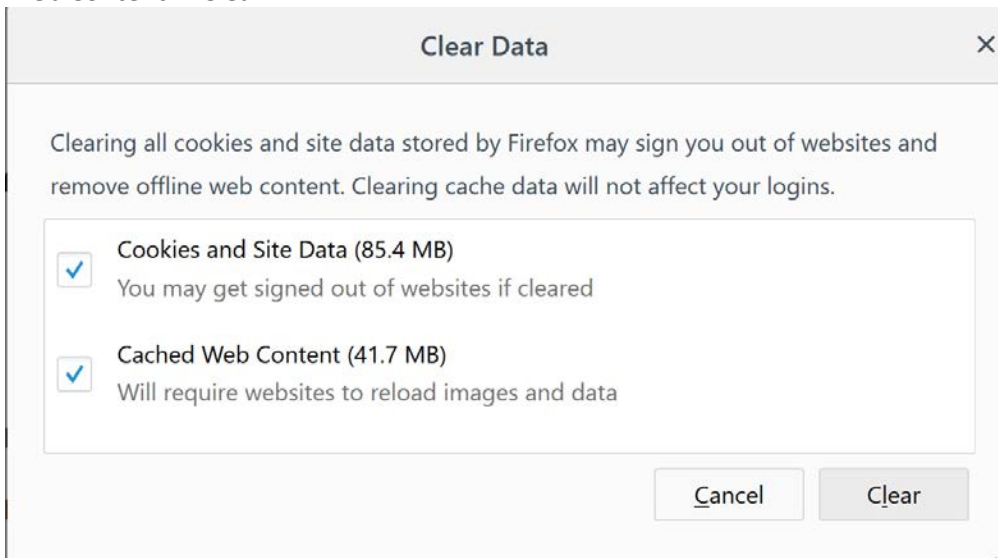1. Click the **Menu** (three stacked horizontal lines) in the top right corner > **Options**.

2. On the left side, select **Privacy & Security** > **Clear Data...**.

3. In the pop-up menu, make sure both boxes are checked for **Cookies and Site Data** and **Cached Web Content** > **Clear**.
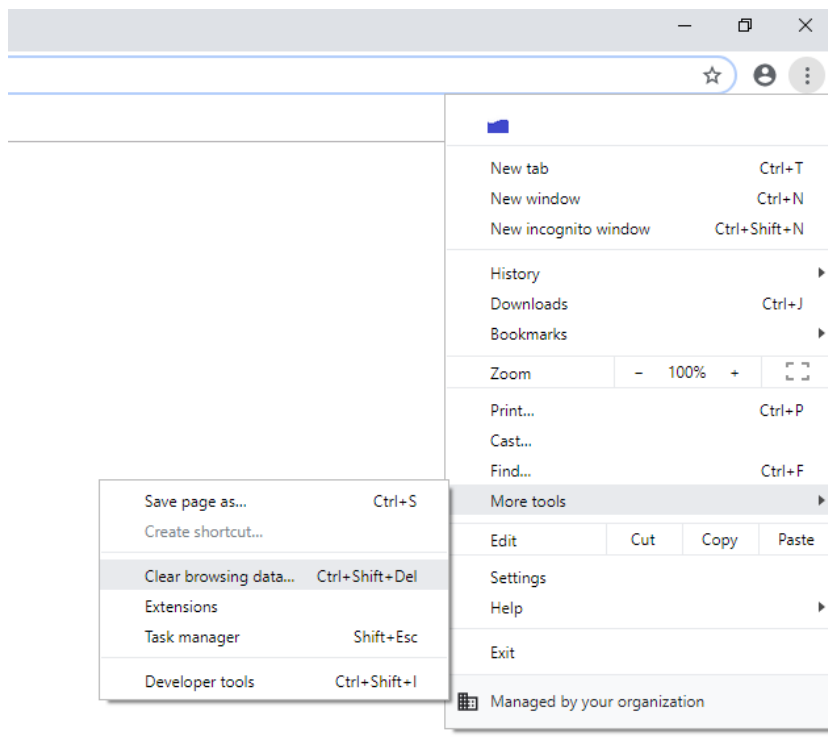

NOTE: You can also clear cache and cookies using the legacy **Clear Recent History** menu by holding **Ctrl** + **Shift + Del**.

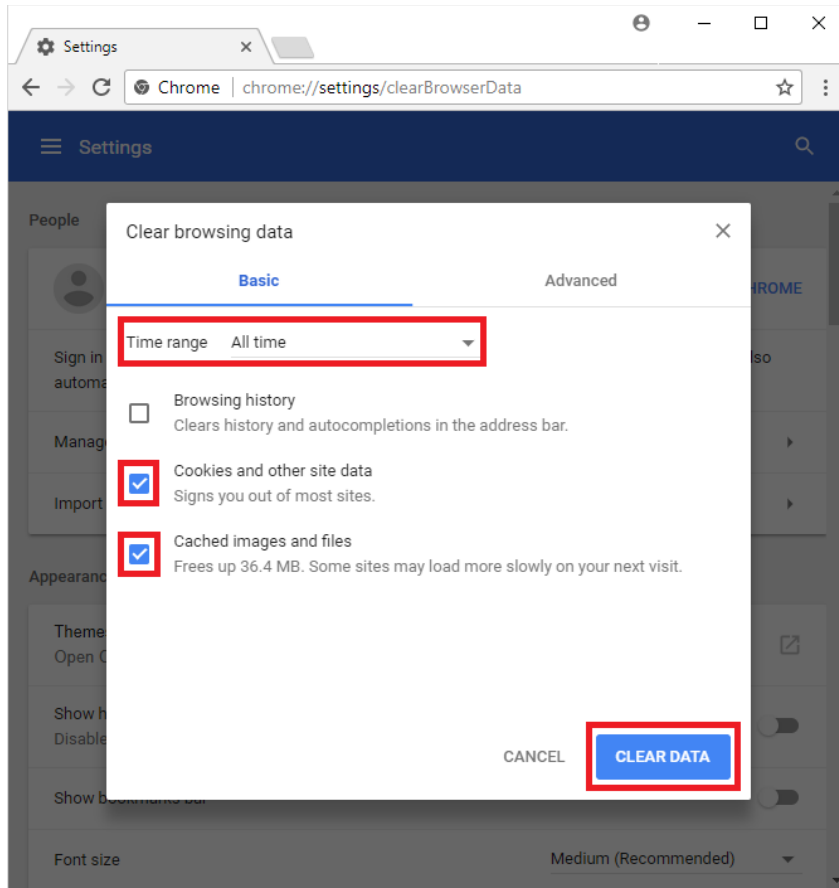# Chrome (Win) - Clearing Cache and Cookies
Chrome 59 and above

NOTE: You can also hold **Ctrl** + **Shift** + **Delete** and skip to step 3.

1. Click on the settings icon that appears to the right of the address bar. In the newest versions of Chrome, this appears as three vertical dots ⋮ and in older versions will be three horizontal lines ≡ or a wrench icon 🔧.

2. From the menu, select **More tools** > **Clear browsing data...**.

3. Check the following:
   - **Cookies and other site data**
   - **Cached images and files**

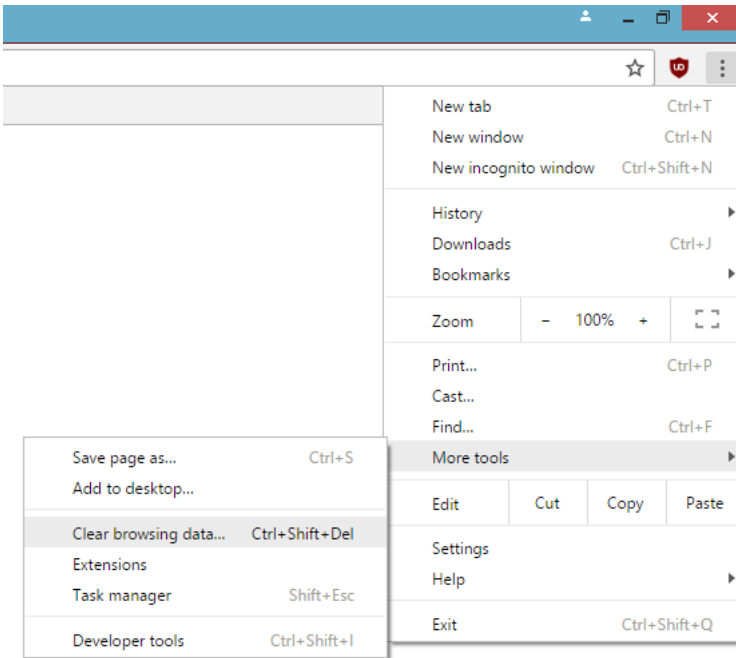   Select **All time** in the **Time range** drop down box and click on the **CLEAR DATA** button.
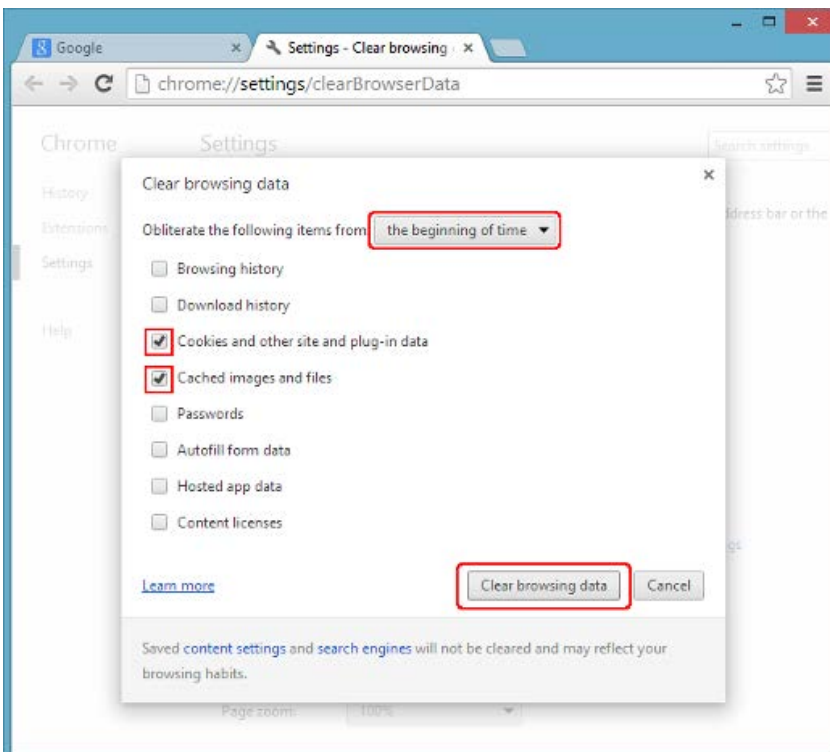
Chrome 55-58

NOTE: You can also hold **Ctrl** + **Shift** + **Delete** and skip to step 3.

1. Click on the settings icon that appears to the right of the address bar. In the newest versions of Chrome, this appears as three vertical dots ⋮ and in older versions will be three horizontal lines ☰ or a wrench icon 🔧.
2. From the menu, select **More tools** > **Clear browsing data...**.

3. Check the following:
   o **Empty the cache**
   o **Delete cookies and other site and plug-in data**

Select **the beginning of time** in the drop down box and click on the **Clear browsing data** button.

NOTE: You can also hold **Ctrl** + **Shift** + **Delete** and skip to step 3.

1. Click on the settings icon that appears to the right of the address bar. In older versions of Chrome, this appears as three horizontal lines ≡ and in older versions will be a wrench icon 🔧.

2. From the menu, select **Tools** > **Clear browsing data...**.

3. Check the following:
   - **Empty the cache**
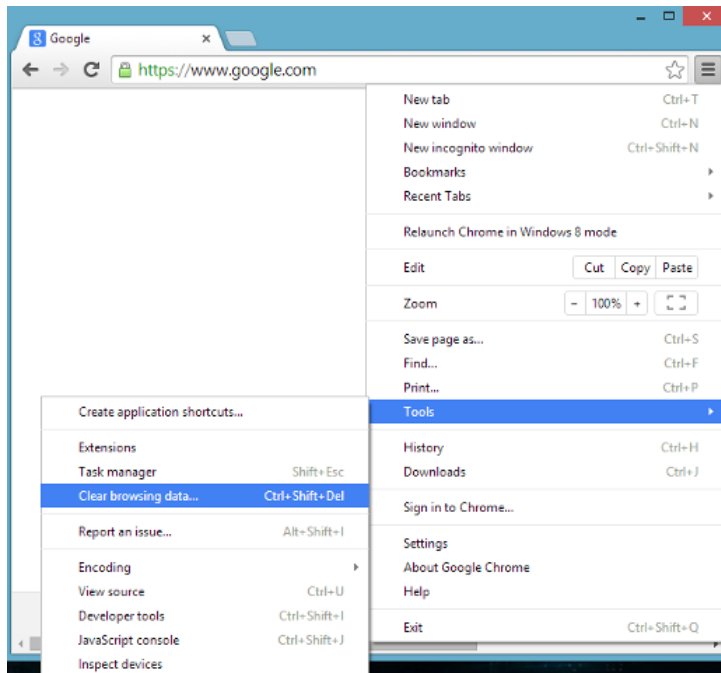   - **Delete cookies and other site and plug-in data**

Select **the beginning of time** in the drop down box and click on the **Clear browsing data** button.
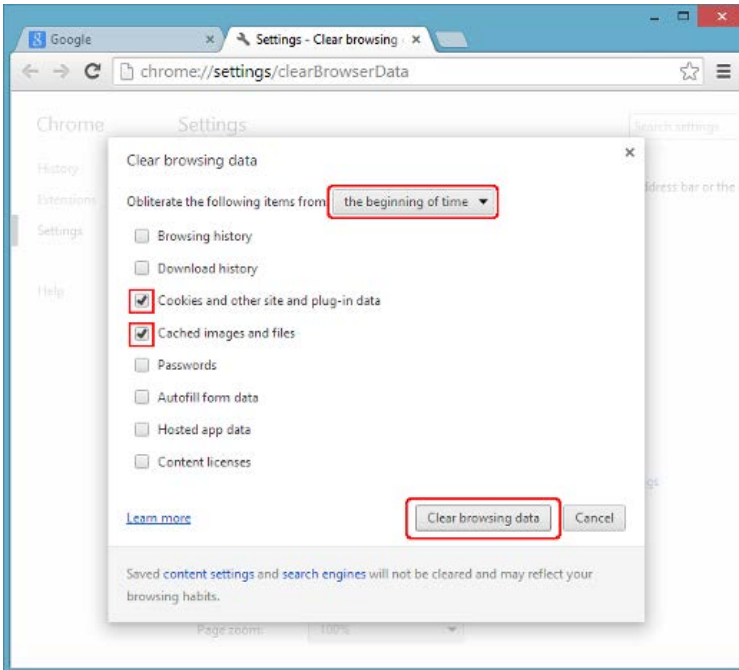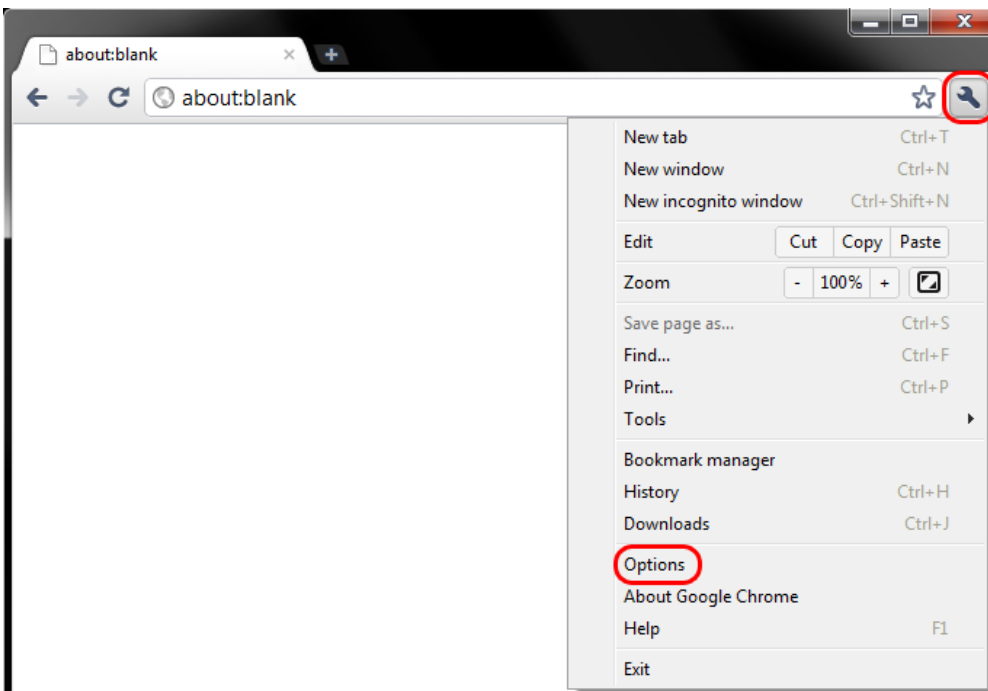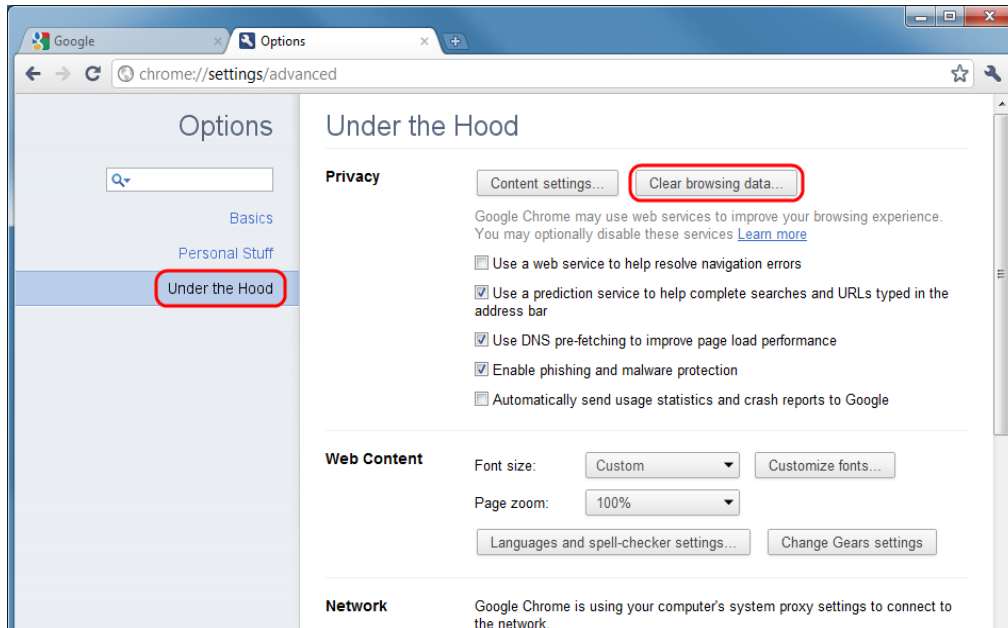
Chrome 18 and lower

NOTE: You can also hold **Ctrl** + **Shift** + **Delete** and skip to step 3.

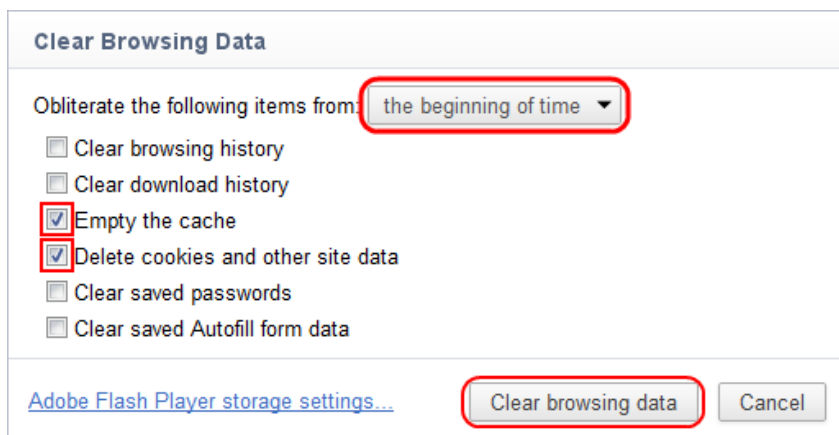1. Click on **Tools** (the wrench icon) > **Options**.

2. Click on the **Under the Hood** tab, then the **Clear browsing data...** button.

3. Check the following:
   o **Empty the cache**
   o **Delete cookies and other site data**

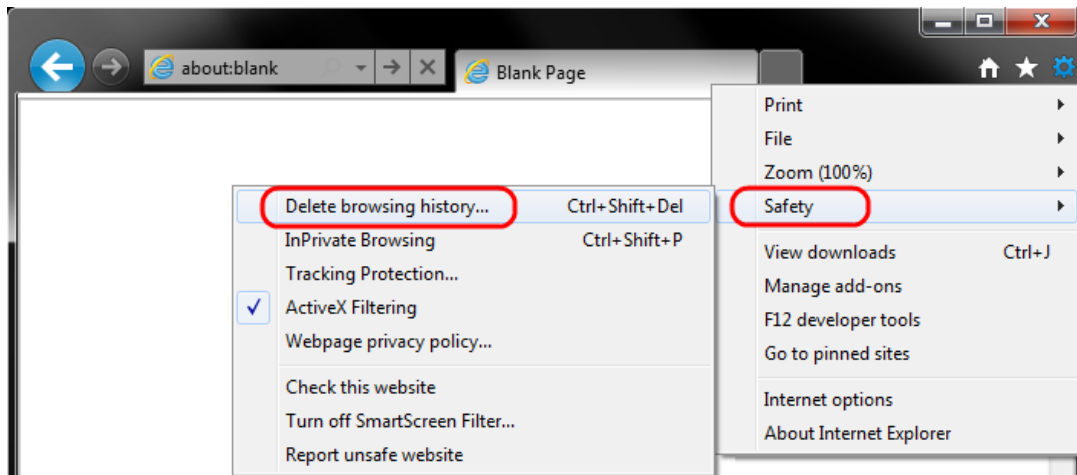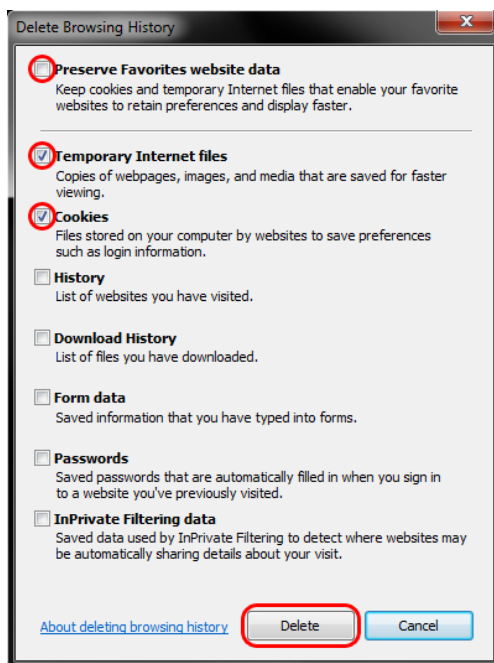Select **the beginning of time** in the drop down box and click on the **Clear browsing data** button.

Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookies

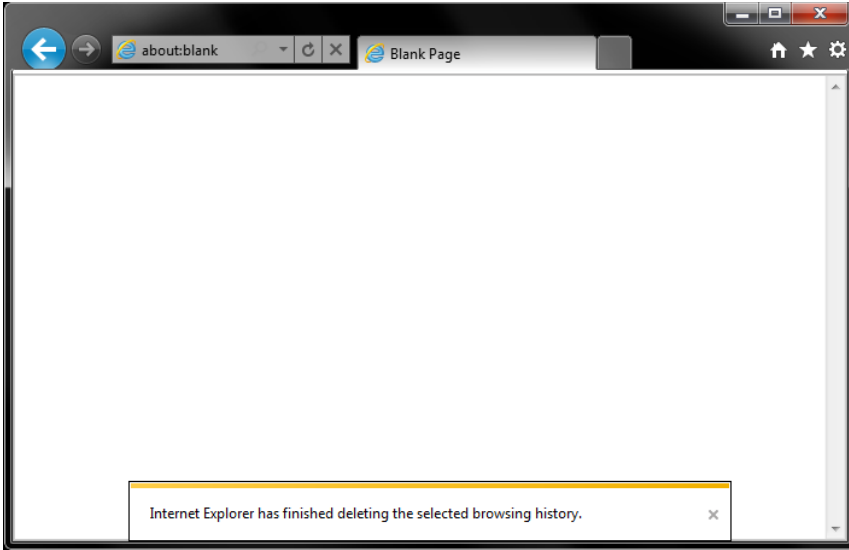1. Select **Tools (via the Gear Icon) > Safety > Delete browsing history…**.

    NOTE: You can also access this menu by holding **Ctrl** + **Shift** + **Delete**.

2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.
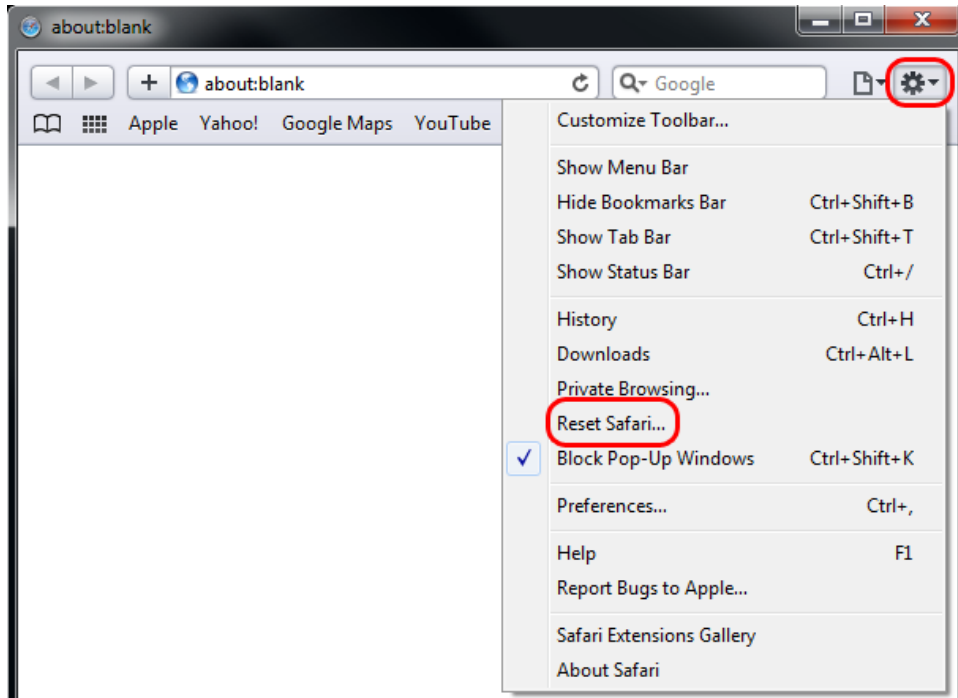

3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.
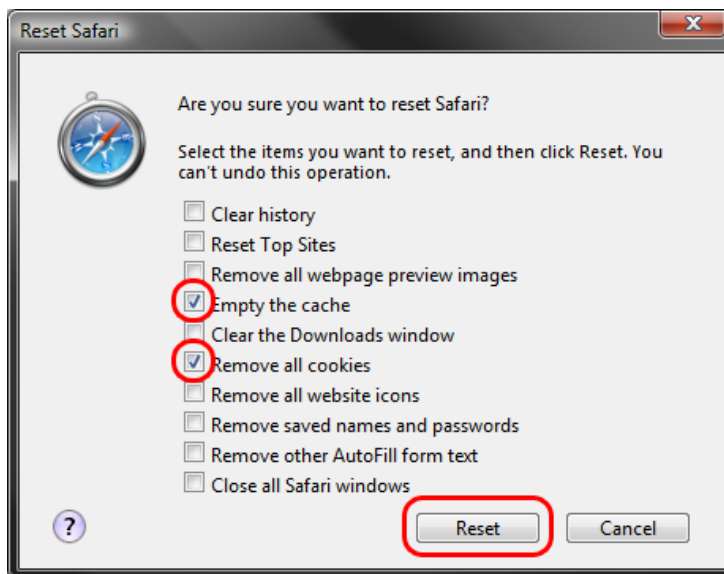
Internet Explorer has finished deleting the selected browsing history.

Safari (Win) - Clearing Cache and Cookies

Safari 5

1. Click on **Tools (the gear icon) > Reset Safari...**.
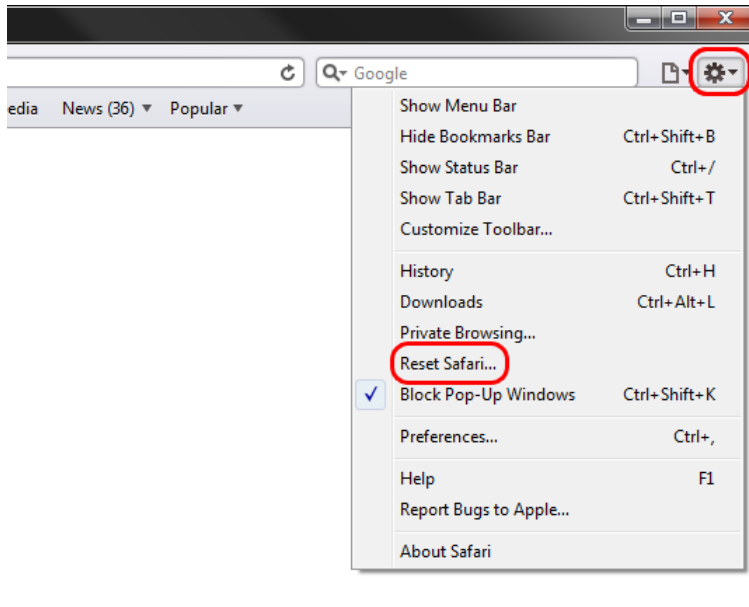

2. Check **Empty the cache** and **Remove all cookies**, then click on **Reset**.

Safari 4

1. Click on **Tools (the gear icon) > Reset Safari...**.

2. Check **Empty the cache** and **Remove all cookies**, then click on **Reset**.