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...**.

| | | ♀ Find in Options |
|--------------------|--|--------------------------------|
| 🔅 General | Browser Privacy | |
| Q Search | Forms & Passwords | |
| Privacy & Security | <u>Remember logins and passwords for websites</u> | E <u>x</u> ceptions |
| C Firefox Account | | Saved <u>L</u> ogins |
| | ✓ Autofill addresses Learn more | Saved Addresses |
| | Use a master password | Change <u>M</u> aster Password |
| | History | |
| | Firefox <u>w</u> ill Remember history - | |
| | Firefox will remember your browsing, download, form and search history | Clear Hi <u>s</u> tory |
| | Cookies and Site Data | |
| | Your stored cookies, site data and cache are currently using 127 MB of d | isk Clear Data |
| | space. Learn more | Managa Data |

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

| leari | ing all cookies and site data stored by Firefox may sign you out of websites and |
|---|--|
| emo | ve offline web content. Clearing cache data will not affect your logins. |
| | Cookies and Site Data (85.4 MB) |
| ~ | You may get signed out of websites if cleared |
| • | Cached Web Content (41.7 MB) |
| Image: A start of the start of | Will require websites to reload images and data |

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

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

| | | | | - 6 | × |
|-----------------------------|---------|---|----------|-------|-----------------------------|
| | | | | ☆ | 8 : |
| | | - | | | |
| | | New tab New window New incognito wi | ndow | Ctrl+ | Ctrl+T Ctrl+N Shift+N |
| | | History Downloads Bookmarks | | | ► Ctrl+J |
| | | Zoom | - 10 | • 00% | 11 |
| | | Print Cast | | | Ctrl+P |
| | | Find | | | Ctrl+F |
| Save page as | Ctrl+S | More tools | | | + |
| Create shortcut | | Edit | Cut | Сору | Paste |
| Clear browsing data Ctrl+Sh | ift+Del | Settings | | | |
| Extensions | | Help | | | • |
| Task manager Sh | ift+Esc | Exit | | | |
| Developer tools Ctrl+ | Shift+I | | | | |
| | | Managed by your | organiza | tion | |

- 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.

- 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...**.

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| | | New tab New windov New incogn | v ito windo | w Ctrl+ | Ctrl+T Ctrl+N Shift+N | |
| | | History Downloads Bookmarks | | | Ctrl+J | |
| | | Zoom | - 1 | 00% + | 10 | 2 |
| | | Print Cast Find | | | Ctrl+P | |
| Save page as | Ctrl+S | More tools | | | Cultr | |
| Add to desktop | | Edit | Cut | Сору | Past | te |
| Clear browsing data | Ctrl+Shift+Del | Settings Help | | | | |
| Developente ele | Shint+Esc | Exit | | Ctrl+ | Shift+Q | |
| Developer tools | Ctrl+Shift+1 | | | | | |

- 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.



Chrome 19-54

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

- 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.

| 🔠 Google | × 🔍 Settings - Clear browsing - × | |
|-----------|--|---------------|
| ← ⇒ C' | Chrome://settings/clearBrowserData | <u>ح</u> |
| | | |
| History: | Clear browsing data | × |
| Extension | Obliterate the following items from the beginning of time 🔻 | idress bar or |
| | Browsing history | |
| | Download history | |
| | Cookies and other site and plug-in data | |
| | Cached images and files | |
| | Passwords | |
| | Autofill form data | |
| | Content licenses | |
| | | 22 |
| | Learn more Clear browsing data Cancel | |
| | Saved content settings and search engines will not be cleared and may reflect your browsing habits. | |
| | Page zoomi 100% 🛩 | |

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.

| Google × Option | s × d | | X | |
|---------------------------------|--|--|----------|--|
| ← → C (S chrome://settings/adva | anced | <u>م</u> | 3 | |
| Options | Under the I | Hood | | |
| Q | Privacy | Content settings Clear browsing data | | |
| Basics | | Google Chrome may use web services to improve your browsing experience. You may optionally disable these services <u>Learn more</u> | | |
| Personal Stuff | | Use a web service to help resolve navigation errors | = | |
| Under the Hood | ✓ Use a prediction service to help complete searches and URLs typed in the address bar | | | |
| | | ✓ Use DNS pre-fetching to improve page load performance | | |
| | | Enable phishing and malware protection | | |
| | | $\hfill\blacksquare$ Automatically send usage statistics and crash reports to Google | | |
| | Web Content | Font size: Custom Customize fonts | | |
| | | Page zoom: 100% | | |
| | | Languages and spell-checker settings Change Gears settings | | |
| | Network | Google Chrome is using your computer's system proxy settings to connect to the network. | | |

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

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

| Clear Browsing Data | |
|--|----------------------------|
| Obliterate the following items from the be Clear browsing history Clear download history Empty the cache Delete cookies and other site data Clear saved passwords Clear saved Autofill form data | eginning of time 🔻 |
| Adobe Flash Player storage settings | Clear browsing data Cancel |

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.



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.

| Reset Safari | |
|--------------|--|
| | |
| | Are you sure you want to reset Safari? |
| | Select the items you want to reset, and then click Reset. You can't undo this operation. |
| | Clear history |
| | Reset Top Sites |
| | Remove all webpage preview images |
| | Empty the cache |
| | Clear the Downloads window |
| | Remove all cookies |
| | Remove all website icons |
| | Remove saved names and passwords |
| | Remove other AutoFill form text |
| | Close all Safari windows |
| ? | Reset Cancel |

Safari 4

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

| | | | ¢ | Q- (| Goog | gle | B (*) |
|------|-------------|-----------|---|------|------|----------------------|--------------|
| edia | News (36) 🔻 | Popular 🔻 | | | | Show Menu Bar | <u> </u> |
| | | | | | | Hide Bookmarks Bar | Ctrl+Shift+B |
| | | | | | | Show Status Bar | Ctrl+/ |
| | | | | | | Show Tab Bar | Ctrl+Shift+T |
| | | | | | | Customize Toolbar | |
| | | | | | | History | Ctrl+H |
| | | | | | | Downloads | Ctrl+Alt+L |
| | | | | | | Private Browsing | |
| | | | | | | Reset Safari | |
| | | | | | ✓ | Block Pop-Up Windows | Ctrl+Shift+K |
| | | | | | | Preferences | Ctrl+, |
| | | | | | | Help | F1 |
| | | | | | | Report Bugs to Apple | |
| | | | | | | About Safari | |
| | | | | | | | |

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

| Reset Safari | |
|--------------|--|
| | |
| | Are you sure you want to reset Safari? |
| | Select the items you want to reset, and then click Reset. You can't undo this operation. |
| | Clear history |
| | Reset Top Sites |
| | Remove all webpage preview images |
| | The cache |
| | Clear the Downloads window |
| | Remove all cookies |
| | Remove all website icons |
| | Remove saved names and passwords |
| | Remove other AutoFill form text |
| | Close all Safari windows |
| ? | Reset Cancel |