

How to clear Cache and Cookies within our Users Top Browsers and Operating systems

Top Browsers for	Top Browsers for	Top Browser for	Top operating
Desktop	Mobile	Tablet	systems
Chrome	Safari	Safari	iOS (iPad,
			iPhone)
Safari	Chrome	Chrome	Chrome OS
			(Chromebox)
Edge		Internet explorer	Mac
Firefox			Windows
Internet Explorer			Android

How cache & cookies work

Cookies are files created by sites you visit. They make your online experience easier by saving browsing data.

The Cache remembers parts of pages, like images, to help them open faster during your next visit.

What happens after you clear this info

After you clear cache and cookies:

Some settings on sites get deleted. For example, if you were signed in, you'll need to sign in again.

Some sites can seem slower because content, like images, needs to load again.



Troubleshooting alternatives

If you need to clear your cache, cookies, and history for troubleshooting purposes, but aren't yet prepared to lose the content listed above, you may wish to consider using a private browsing window in your preferred browser as a temporary solution.

Browse in private with	Start Chrome and click the	Ctrl+ Shift + N (short cut
Incognito mode (Chrome	vertical ellipsis (3dots) in	keys)
desktop and Android)	the top right corner of the	
	screen. Click New	
	Incognito Window	
Browse privately (Safari)	Launch Safari and go to	
	the Safari menu to Private	
	Browsing	
Browse InPrivate in	In Microsoft Edge, select	CTRL + SHIFT + P (short
Microsoft Edge	the More icon, and	cut keys)
	then New InPrivate	
	window.	
Private Browsing	Start Firefox and click on	CTRL + SHIFT + P (short
(Firefox)	the hamburger icon at the	cut keys)
	top right and then select	
	New Private Window.	
Browse InPrivate Internet	Start IE; Click the gear	CTRL + SHIFT + P (short
Explorer	icon in the top right corner,	cut keys)
	then hover over safety and	
	Click InPrivate Browsing	
Turn Private Browsing on	open Safari, then tap (2	
or off on your iPhone,	squares stacked together)	
iPad, or iPod touch	Tap Private, then tap	
	Done.	

Clearing Cache & Cookies

In Chrome

- 1. On your computer, open Chrome.
- 2. At the top right, click in the vertical ellipsis
- 3. Click More tools and then Clear browsing data.



				☆	G	:
		New tab)		Ctrl+	Т
		New wir	ndow		Ctrl+	N
		New inc	ognito windo	w Ctrl+	Shift+	N
		History				Þ
		Downlo	ads		Ctrl+	J
		Bookma	rks			►
		Zoom	- 1	00% +	5	3
		Print			Ctrl+	Р
		Cast				
		Find			Ctrl+	F
Save page as	Ctrl+S	More to	ols			►
Add to desktop		Edit	Cut	Сору	Pa	ste
Clear browsing data C	Ctrl+Shift+Del	Cattings				
Extensions		Hele				
Task manager	Shift+Esc	нер				
Developer tools	Ctrl+Shift+I	Exit		Ctrl+	Shift+	Q

4. At the top, choose a time range. To delete everything, select All time.



ti	Clea	r brow	vsing data	×	;
0			Basic	Advanced	
or ne	Time	Brow Clear Signs Cache Frees visit.	Last 4 weeks Last hour Last 24 hours Last 7 days Last 4 weeks All time ies and other site data : you out of most sites. ed images and files : up less than 11.1 MB. Son	ddress bar.	d))
e				CANCEL CLEAR DATA	

5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.



oti	Clear browsing data		×
0	Basic	Advan	ced
	Time range All time	~	
DI	Clears history and autocompletio	ns in the address bar.	
ne	Cookies and other site data Signs you out of most sites.		
k	Cached images and files Frees up 11.1 MB. Some sites ma	iy load more slowly on yo	ur next visit.
e			
m		CANCEL	CLEAR DATA

6. Click Clear data.

Mobile device for Chrome

1. Open chrome browser then select the vertical ellipsis



2. Select settings







3. From the Settings Menu Select Privacy

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÷	Settings			0
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Basic	5			
Searc Googl	e h engine			
Autof	ill and payment	s		
Save	passwords			
Advar	iced			
Priva	су			
Acce	ssibility			
Site s	ettings			
	1		_	
	\triangleleft	0		

4. From the privacy menu Select Clear Browser Data

▲ △ □ ● ▼ ■ 9:29
← Privacy ?
Protect you and your device from dangerous 🛛 🗹 sites
Use page predictions Preload pages for faster loading and offline reading
Usage and crash reports Off
"Do Not Track" Off
Touch to Search On
Physical Web On
Clear browsing data Clear history, cookies, site data, cache

5. Select the time range (Last 7 days, Last 4 weeks, All Time) Check the corresponding boxes Cookies & Cache Then Select CLEAR DATA at the bottom





In Microsoft Edge

1. In the Microsoft Edge browser, Click on the ellipsis in the top right corner ... then click **Settings**.

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New win	dow				
New InPr	rivate window				
Zoom		_	100%	+	2
Favorites					
Cast med	lia to device				
Find on p	bage				
Read alo	ud				
Print					
Pin this p	age to the tas	kbar			
Pin this p	age to Start				
F12 Deve	eloper Tools				
Open wit	th Internet Exp	lorer			
Send fee	dback				
Extension	ns				
What's n	ew and tips				
Settings					

2. From the Settings menu >Under Clear browsing data, select Choose what to clear.



ksc=8-31&qs=n&: 🛄 🗙 🖆 💪 🖻	
Settings	-17
Choose a theme	
Light	~
Open Microsoft Edge with	
Start page	~
Open new tabs with	
Top sites and suggested content	~
Import favorites and other info	
Import from another browser	
Favorites bar	
Show the favorites bar	
Off	
Clear browsing data	
Choose what to clear	

3. Select the **Cookies and saved website data** check box and select **Clear**.



		—	đ	×
8isc=8·	31&qs=n&: 🛄 🛧 🗲	1L	Ŕ	
«	Clear browsing data			ᅯ
	Browsing history			
	Cookies and saved website	data		
	Cached data and files		\mathcal{I}	
	Tabs I've set aside or recent	ly close	ed	
	Download history			
	Form data			
	Passwords			
	Media licenses			
	Website permissions			
	Manage permissions			
	Clear	I		
Alv	ways clear this when I close the	browsei	r	
	◯ Off			

Safari 8.0 - 10.0 (Mac) - Clearing Cache and Cookies

See the following s on how to clear cache and cookies in Safari 8.0 to 10.0.

1. Click **Safari** in the upper left-hand side of your screen. In the menu that appears, click **Preferences**.





2. In the window that appears, click the **Privacy** Tab. Click the button **Remove All Website Data...**.

3.

General Tab	s AutoFill Passwords	Search Securi	ty Privacy Notifications Extensions Advanced	
	Cookies and	d website data	: Always block	
			Allow from current website only	
			 Allow from websites I visit 	
			Always allow	
			Remove All Website Data	
			6 websites stored cookies or other data Details	
	Website use of loo	cation services	: • Prompt for each website once each day	
			O Prompt for each website one time only	
			O Deny without prompting	
	W	ebsite tracking	: Ask websites not to track me	?



4. Click **Remove Now** in the pop-up window that appears.



iOS - Clearing Cache and Cookies

See the following on how to clear Safari's cache and cookies on iOS.

1. From the home screen, tap the **Settings** button.





2. On the Settings screen, scroll down and tap the Safari button.



3. Under the 'Privacy' section of the Safari screen, tap the button labeled **Clear Cookies and Data**.



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Settings	Safari	
Block Pop-ups		
PRIVACY & SECURITY		
Do Not Track		\bigcirc
Block Cookies All	ow from Websi	tes I Visit >
Fraudulent Website	e Warning	
About Safari & Privacy		
Clear History and V	Vebsite Data	
READING LIST		
Use Cellular Data		
Use cellular network to a iCloud for offline reading	save Reading List i g.	tems from
Advanced		>

4. On the confirmation screen, tap Clear Cookies and Data.





1. Click the Library button M, click History and then click Clear Recent History....



- 2. Select how much history you want to clear:
- Click the drop-down menu next to **Time range to clear** to choose how much of your history Firefox will clear.

Clear Recent History	x
Time range to clear:	Last Hour
	Last Hour
✓ D <u>e</u> tails	Last Two Hours
	Last Four Hours
	Today
	Everything

 Next, click the arrow next to **Details** to select exactly what information will get cleared.

Clear Recent History
Time range to clear: Last Hour
D <u>e</u> tails
Browsing & Download History
Form & Search History
Cookies
Cache
Active Logins
Offline Website Data
Site Preferences
Clear Now Cancel



3. Finally, click the Clear Now button. The window will close and the items you've selected will be cleared.

Please note that some of our Internet Explorer users may be using various versions, the instructions have slight variations on how to clear the cache and cookies. Also, the instructions are in order from most used to least.

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

See the following s on how to clear the cache and cookies in Internet Explorer (version numbers 9, 10 and 11)

 Select Tools (via the Gear Icon) > Safety > Delete browsing history.... NOTE: You can also access this menu by holding Ctrl + Shift + Delete.

$\bigcirc \bigcirc $	📄 🕺 🕆 🔅
	Print •
	File 🕨
	Zoom (100%)
Delete browsing history Ctrl+Shift+Del	Safety >
InPrivate Browsing Ctrl+Shift+P Tracking Protection ActiveX Filtering Webpage privacy policy	View downloads Ctrl+J Manage add-ons F12 developer tools Go to pinned sites
Check this website Turn off SmartScreen Filter Report unsafe website	Internet options About Internet Explorer
	~

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

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3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.





Internet Explorer 7 (Win) - Clearing Cache and Cookies

See the following s on how to clear the cache and cookies in Internet Explorer version 7.

Internet Explorer 7 - Windows

1. Select Tools » Internet Options.



2. Click on the **General** tab and then the **Delete...** button.



Internet Options	? X			
General Security Privacy Content	Connections Programs Advanced			
Home page				
To create home page tabs, t	type each address on its own line.			
	~			
Use <u>c</u> urrent	Use de <u>f</u> ault Use <u>b</u> lank			
Browsing history				
Delete temporary files, history, cookies, saved passwords, and web form information.				
Search	Delete Settings			
Change search defaults.	Settings			
Tabs Change how webpages are of tabs.	displayed in Se <u>t</u> tings			
Appearance	Fonts Accessibility			
ОК	Cancel Apply			

3. Click on the **Delete files...** button.

Delete Browsing History	
Temporary Internet Files Copies of webpages, images, and media that are saved for faster viewing.	Delete files
Cookies Files stored on your computer by websites to save preferences such as login information.	Delete cookies
History List of websites you have visited.	Delete <u>h</u> istory
Form data Saved information that you have typed into forms.	Delete forms
Passwords Passwords that are automatically filled in when you log on to a website you've previously visited.	Delete <u>p</u> asswords
About deleting browsing history Delete al	I <u>C</u> lose

4. Click the **Yes** button.





5. Click on the **Delete cookies...** button.

elete Browsing History	×
Temporary Internet Files Copies of webpages, images, and media that are saved for faster viewing.	Delete <u>fi</u> les
Cookies Files stored on your computer by websites to save preferences such as login information.	Delete c <u>o</u> okies
History List of websites you have visited.	Delete <u>h</u> istory
Form data Saved information that you have typed into forms.	Delete forms
Passwords Passwords that are automatically filled in when you log on to a website you've previously visited.	Delete passwords
About deleting browsing history Delete all	<u>C</u> lose

6. Click the Yes button.



Internet Explorer 8 (Win) - Clearing Cache and Cookies

See the following s on the following s on how to clear the cache and cookies in Internet Explorer version 8.

1. Select **Tools > Internet Options**.





2. Click on the **General** tab and then the **Delete...** button.



Internet Options	? X			
General Security Privacy Content Connections Programs	Advanced			
Home page				
To create home page tabs, type each address on its o	own line.			
	*			
	-			
Use current Use default Use	blank			
Browsing history				
Delete temporary files, history, cookies, saved passwords, and web form information.				
Delete browsing history on exit				
Delete Set	tings			
Search				
Change search defaults. Set	tings			
Tabs				
Change how webpages are displayed in Set tabs.	tings			
Appearance				
Colors Languages Fonts Acce	ssibility			
OK Cancel	Apply			

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

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