

Instructions to Clear Cache/Cookies for Popular Browsers

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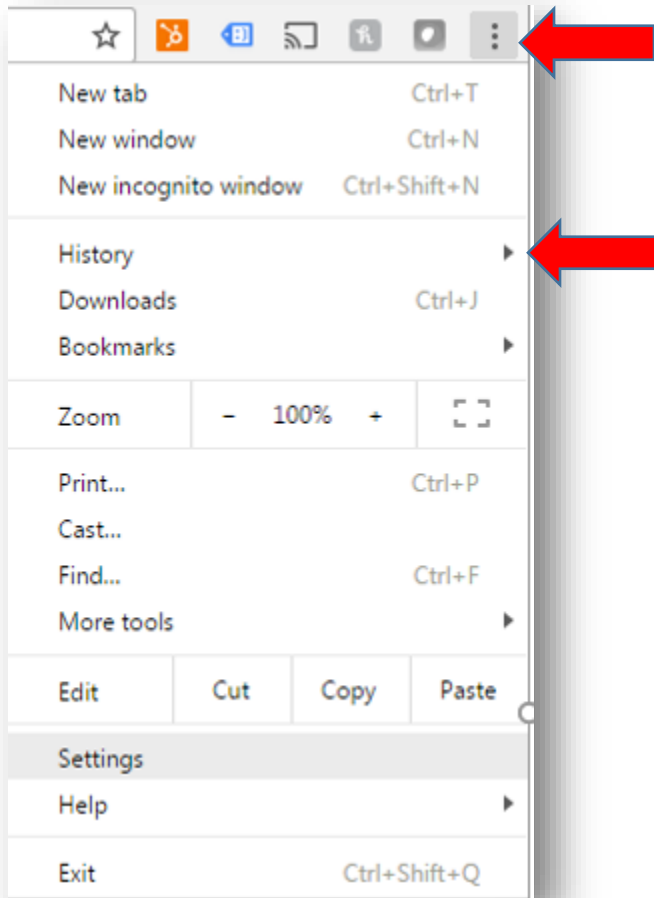


Desktop/Laptop

Step 1 - Open the Settings Menu

In the top-right corner of Chrome, click the **Menu** (Three stacked dots)

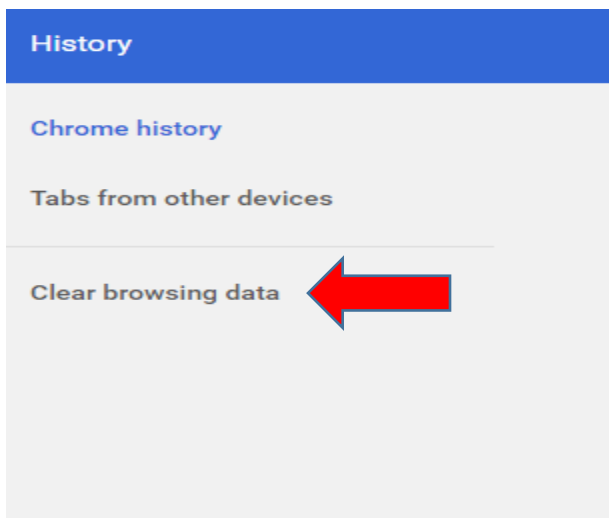
Click **History**



Step 2 – Choose History



Step 3 – Clear Browsing Data

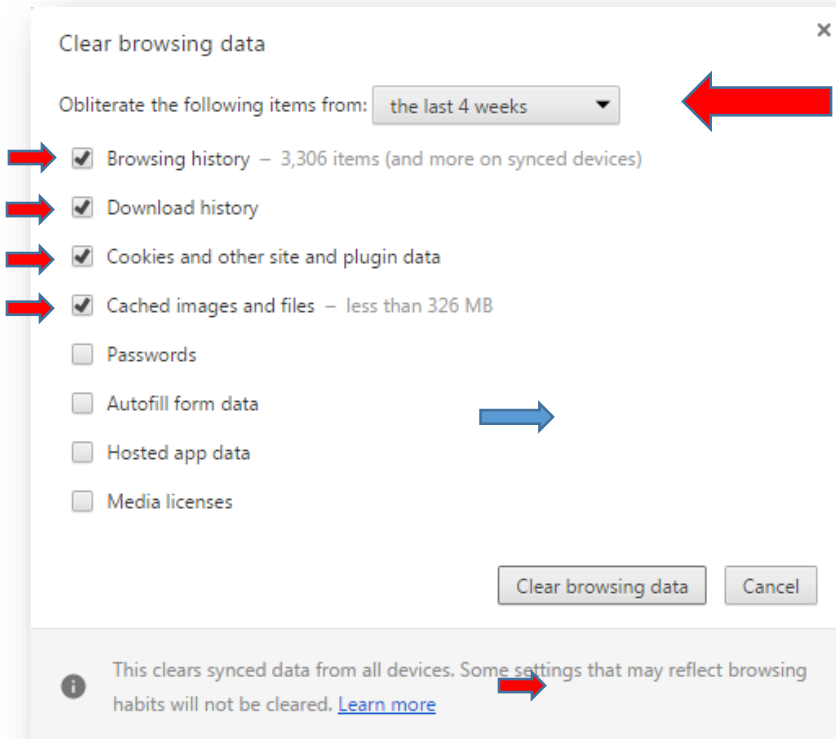


Step 4 – Choose data to clear

Obliterate the following items from: the past week

Check the following boxes:

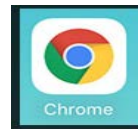
- Download history
- Cookies and other site and plugin data
- Cached images and files



Once the boxes are checked, click **Clear browsing data**. Exit Google Chrome and restart browser.

iPhone/iPad app

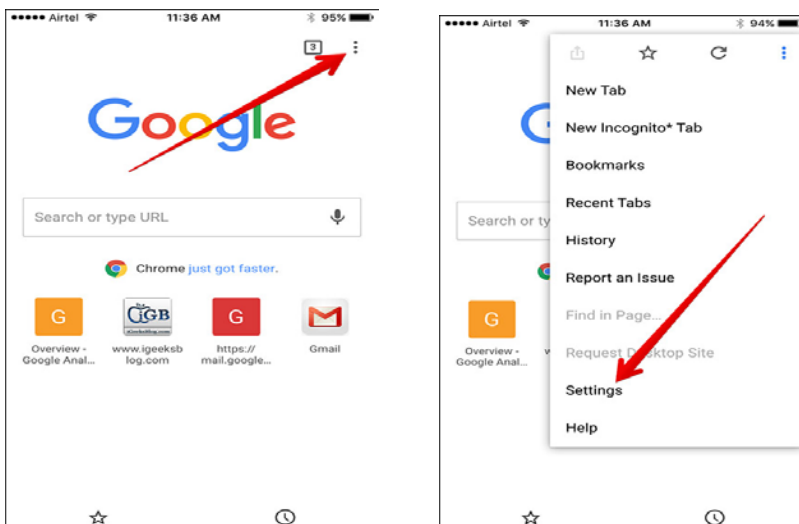
Step 1 – Open the Google Chrome App



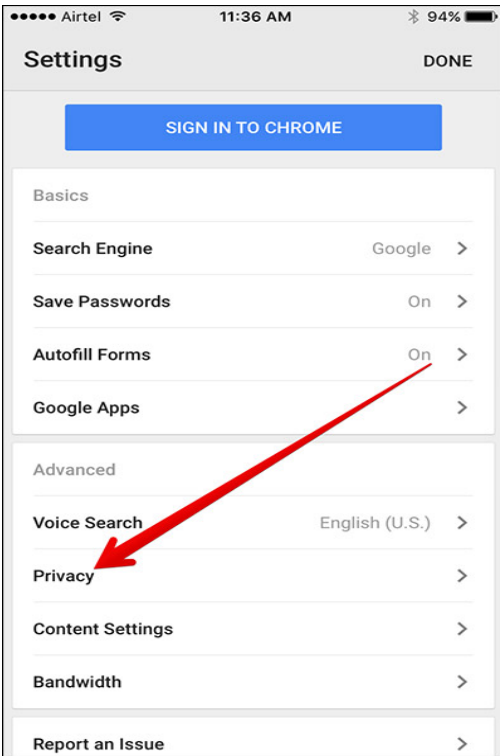
Step 2 – Open the Options Menu

Tap the 3 Dots at the right corner.

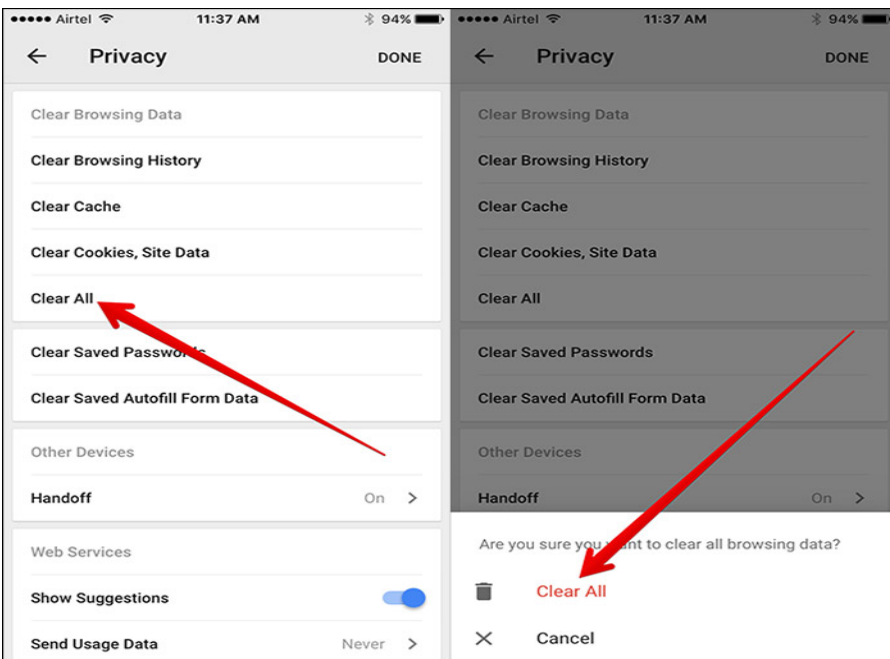
Step 3 – Open the Settings Menu



Step 4 – Open the Privacy Settings



Step 5 – Clear All Stored Data



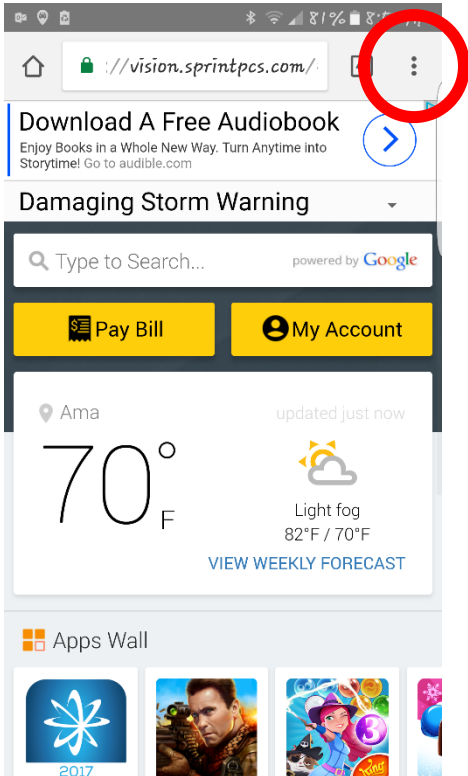
Android app

Step 1 – Open Chrome Browser App

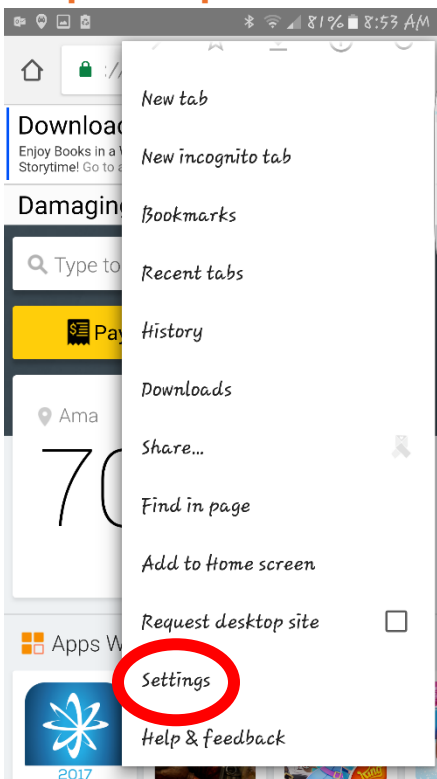


Step 2 – Open the Options Menu

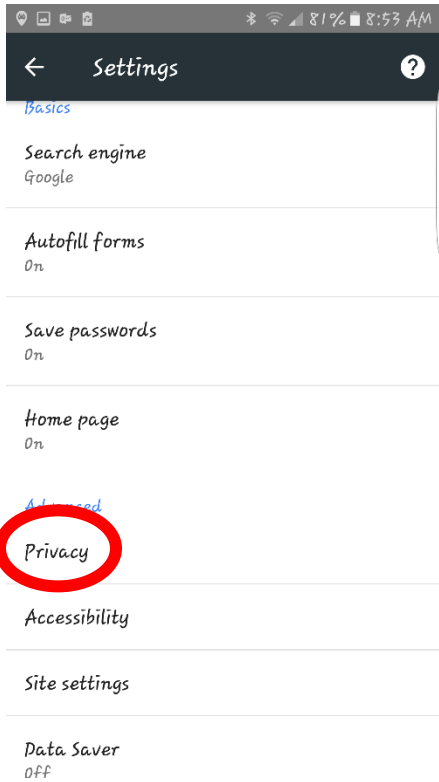
Tap the 3 dots in the right corner.



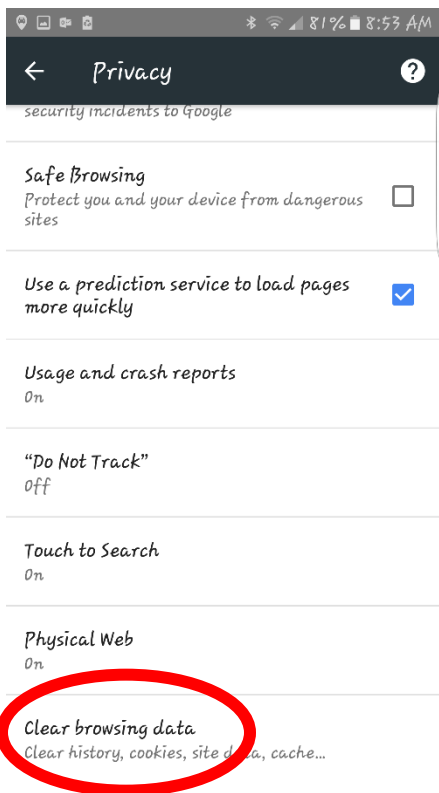
Step 3 – Open the Settings Menu



Step 4 – Open the Privacy Settings

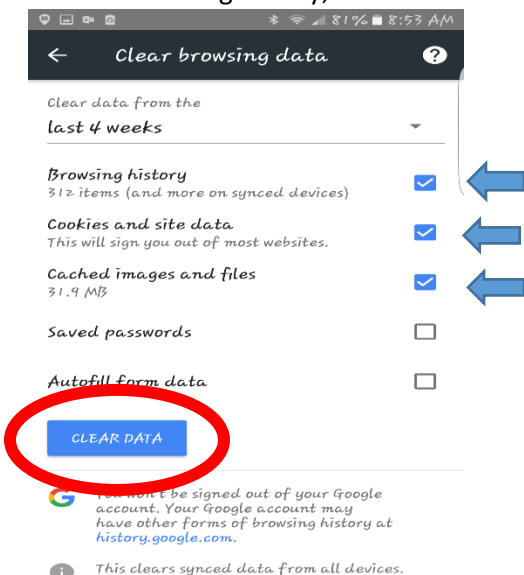


Step 5 – Clear Browsing Data



Step 6 – Clear Data

Choose Browsing history, Cookies and site data, Cached images and files. Clear data.

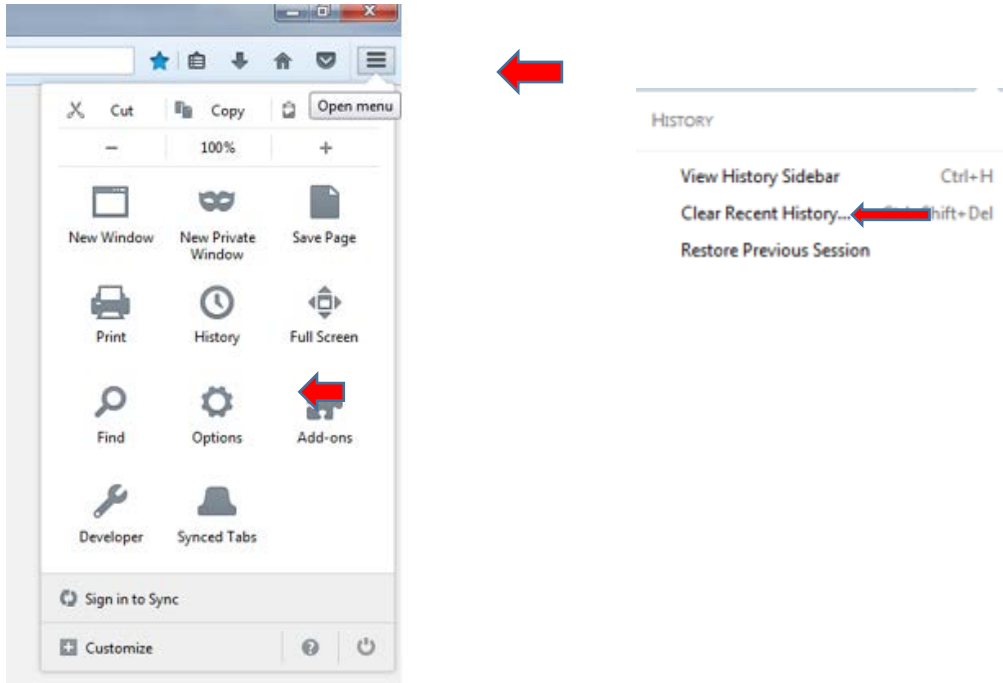




Firefox

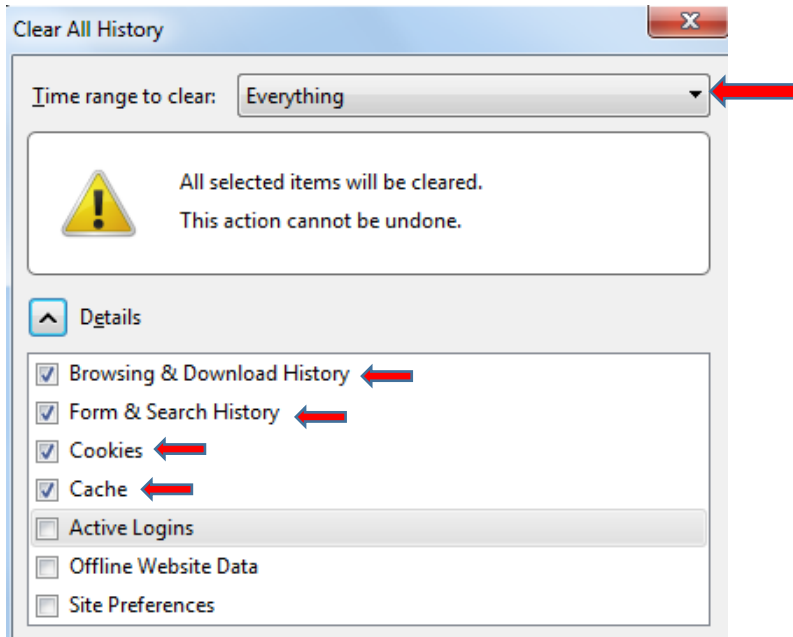
Step 1 - Open the Settings Menu

Click the menu button  , choose **History** , and then **Clear Recent History...**



Step 2 – Choose data to clear

Set **Time range to clear** to **Everything**.

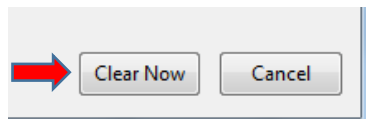


Click on the arrow next to **Details** to expand the list of history items.

Select **Cookies** and make sure that other items you want to keep are not selected.

Step 3 – Clear Now

Click **Clear Now** to clear the cookies and close the Clear Recent History window.

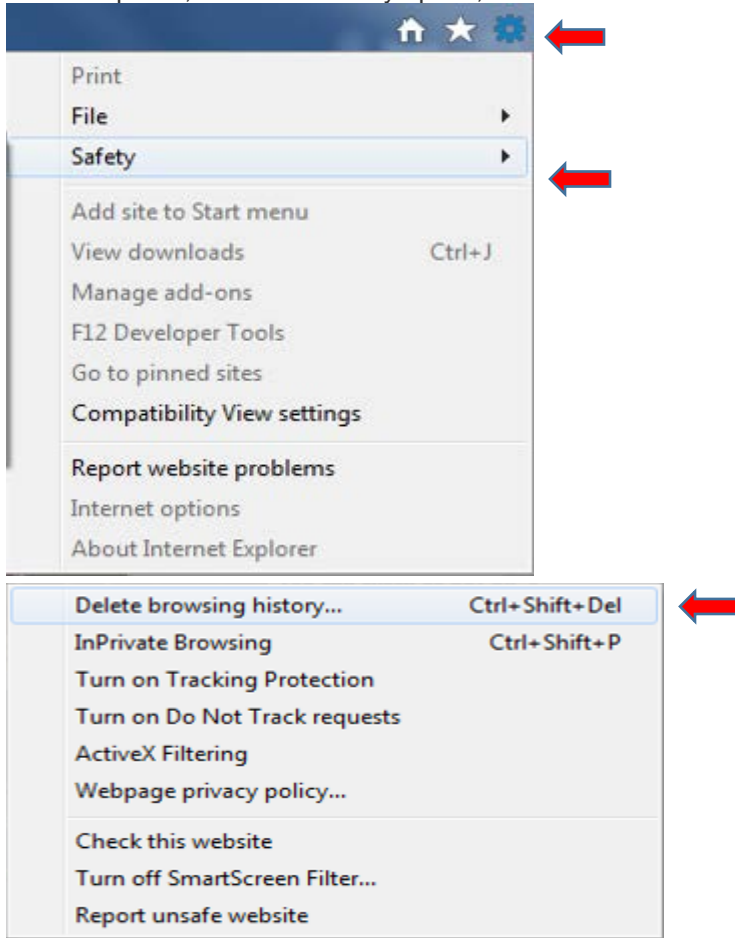


Exit and reopen Firefox.



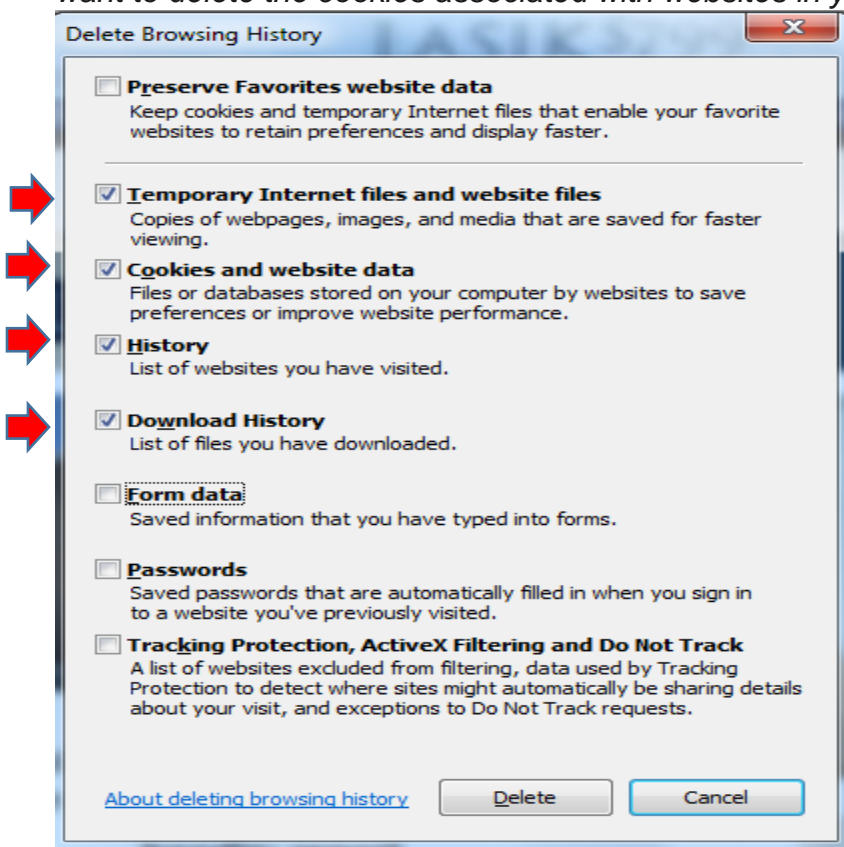
Step 1 – Open the Safety Menu

In Internet Explorer, select the Safety option, and then select Delete Browsing History.

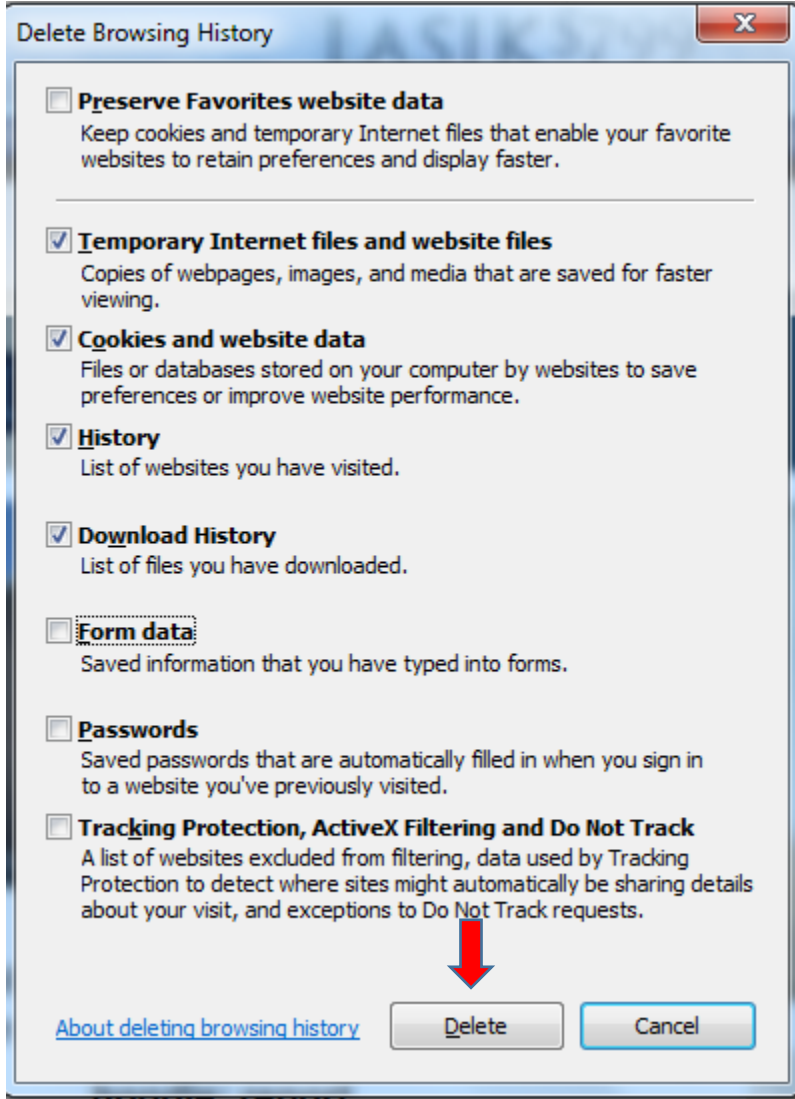


Step 2 - Select the check box next to Cookies and website data, History, and Download History.

***Select the Preserve Favorites website data check box if you don't want to delete the cookies associated with websites in your Favorites list.**



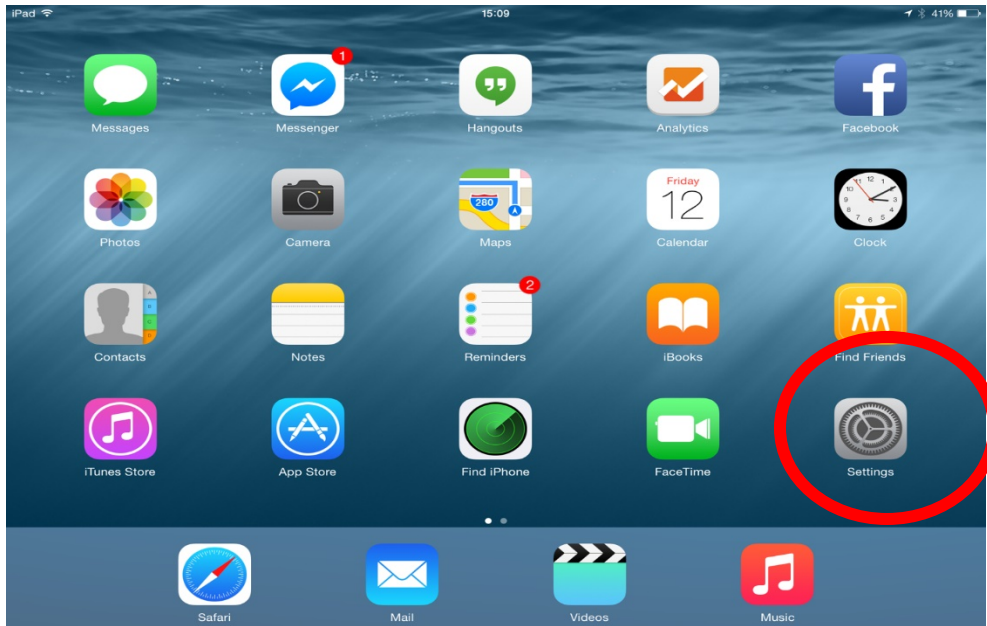
Step 3 - Select Delete





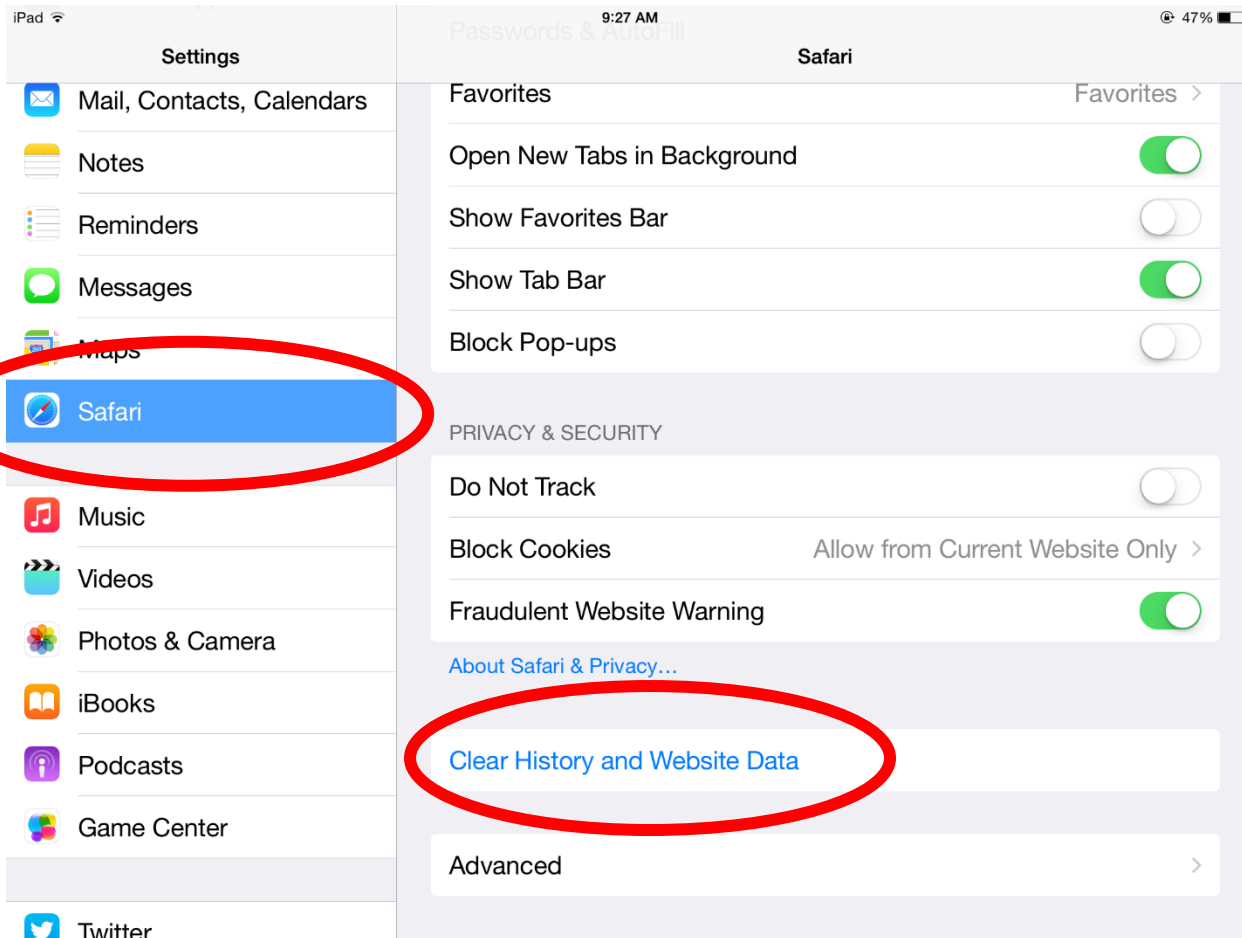
Safari on iPad

Step 1 – Open the Settings Menu

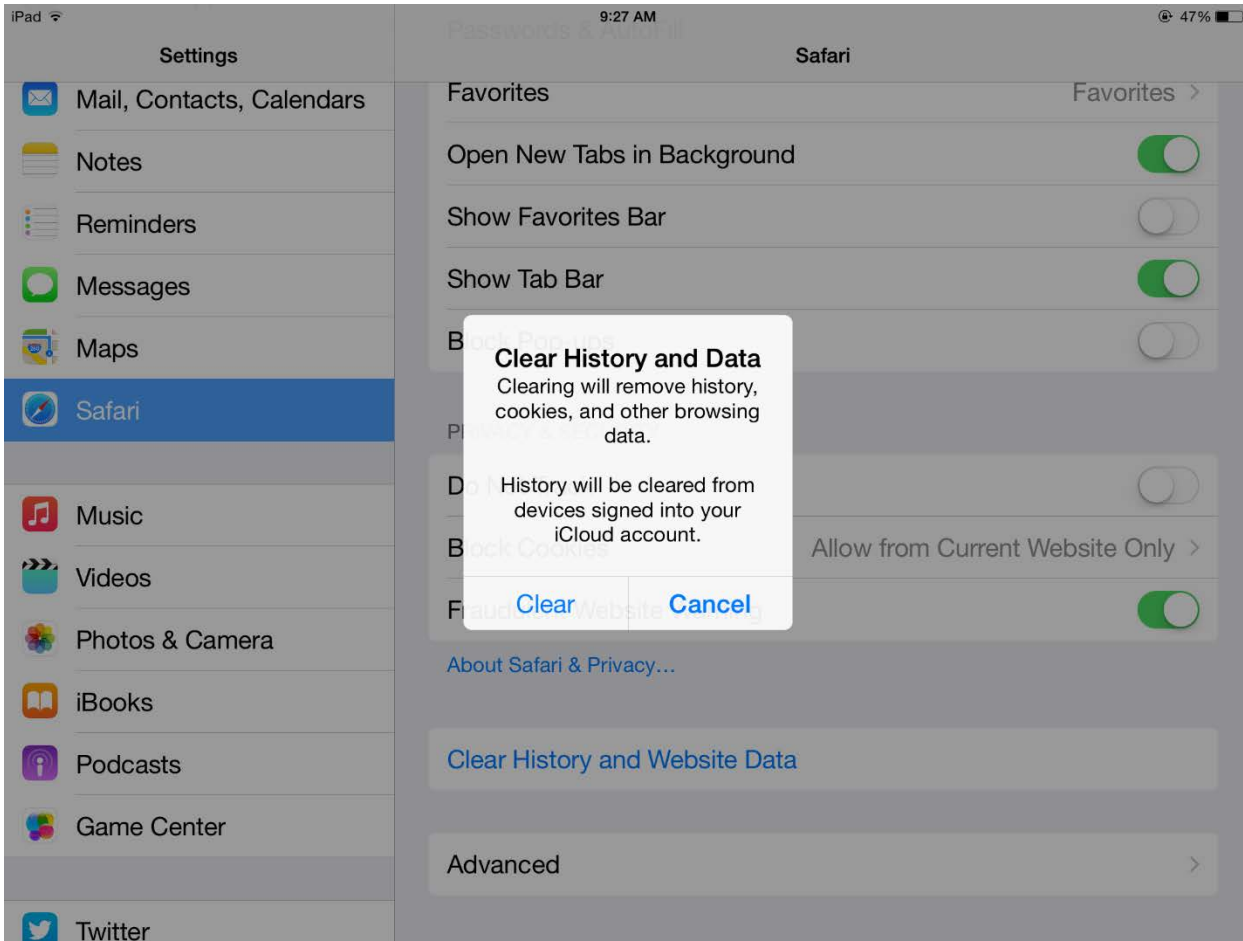


Step 2 – Open the Safari Settings

Clear History and Website Data

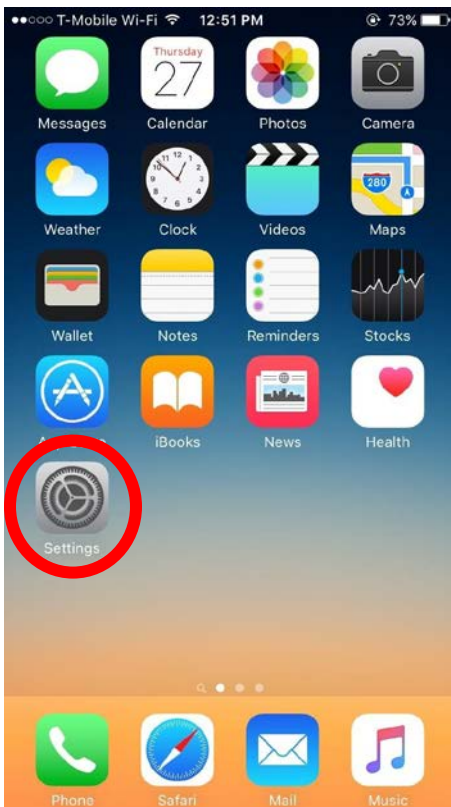


Step 3 – Clear History and Data



Safari on iPhone

Step 1 – Open the Settings Menu

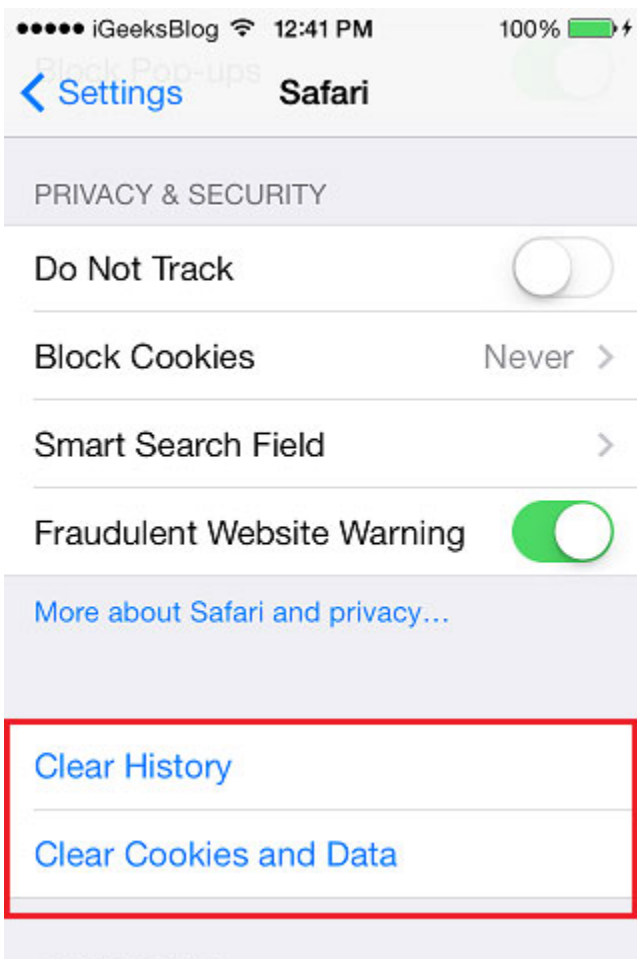


Step 2 – Open the Safari Settings



Step 3 – Clear Data

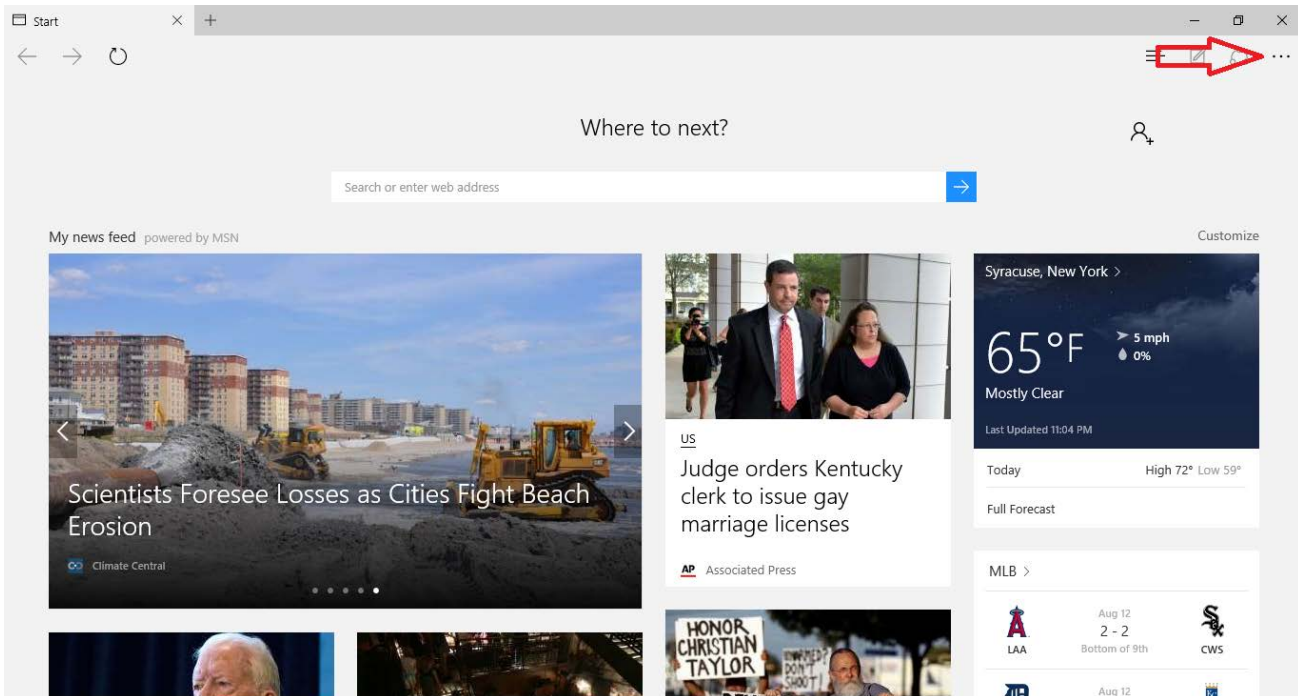
Clear History, Cookies and Data



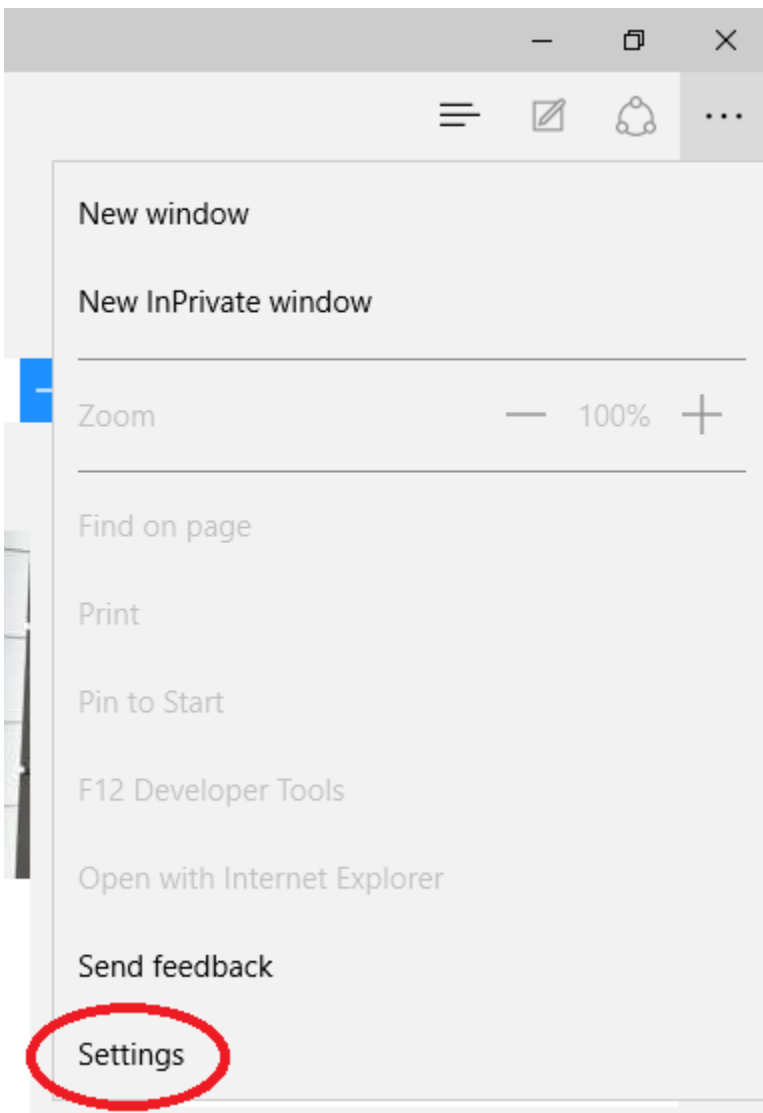


Step 1 - Open the Settings Menu

In the top right hand corner you'll see three dots in a horizontal line. Clicking here opens a drop down that reveals the settings option. Select "Settings".

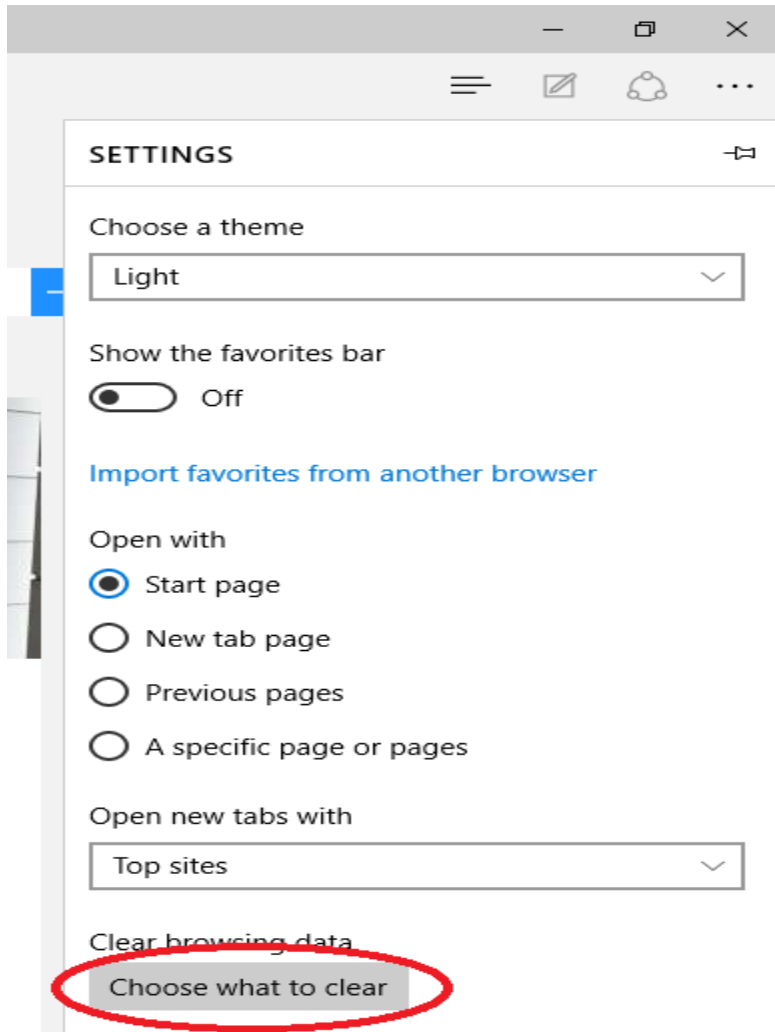


Select "Settings".



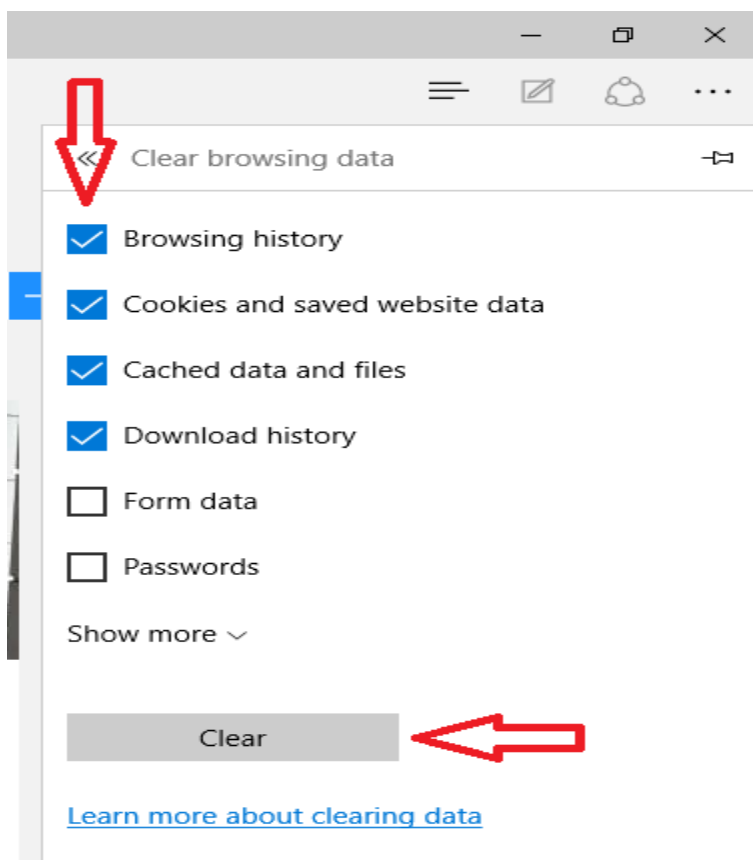
Step 2 - Locate Clearing Browsing Data

Once in settings, select "Choose what to clear".



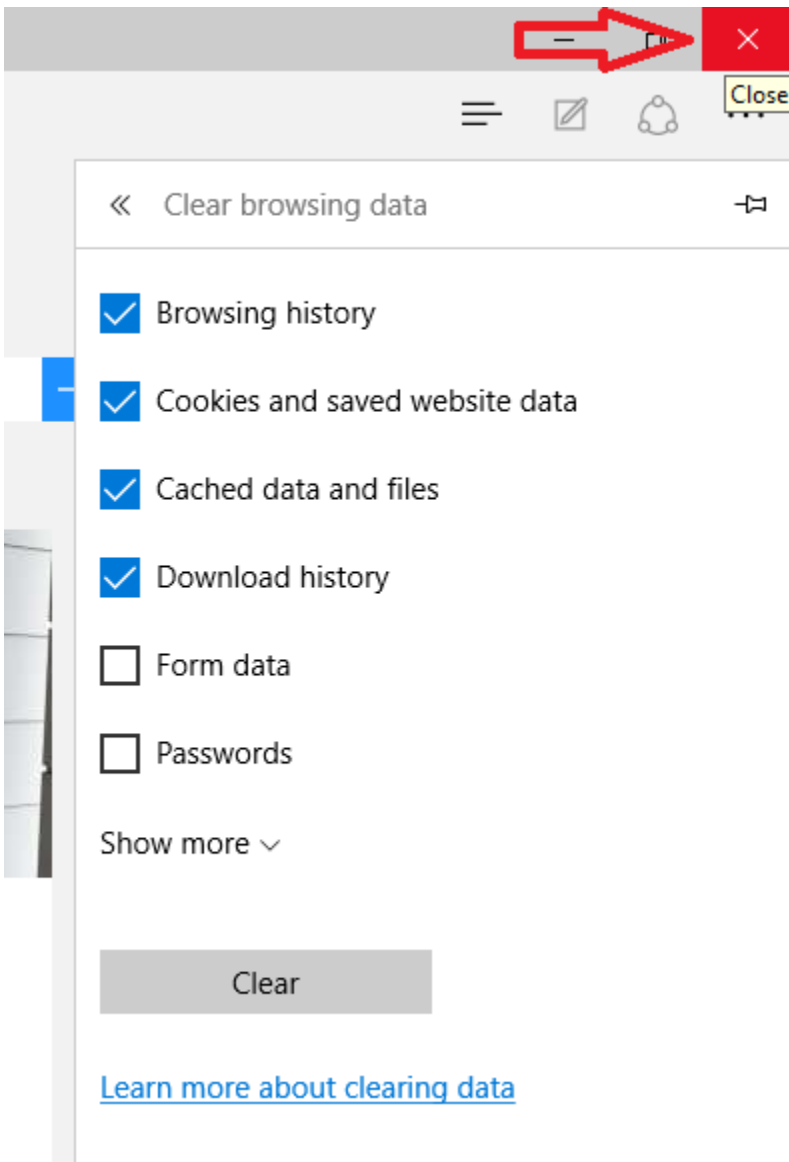
Step 3 - Choosing What to Clear

You'll reach a screen that has you check off what you'd like to clear. It is recommended that you check off the first four boxes (Browsing History, Cookies and saved website data, Cached data and files, and Download history). Next, click "Clear".



Step 4 - Restart the Browser

Now that you have cleared the browser history and cache it is recommended that you restart the program. Click the "X" in the top right hand corner.



You can now restart the browser and resume your task.