## 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

				New Wind	ow	5	TLL+IN
		Search settings		New incog	gnito window	Ctrl+Sł	hift+N
	History		Ctrl+H	History			
	Recently closed			Download	s		Ctrl+
	Google Groups		Ctrl+Shift+T	Bookmark	s		
0	Citrix Receiver			Zoom	- 1009	6 +	5
t ©	Citrix Receiver			Drint			CHILL I
		De Entre Interdet total service	1 2 C C C C C C C C C C C C C C C C C C	Pfiffun			-UIT

### 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

С	lear browsing data
0	bliterate the following items from: the last 4 weeks
•	Browsing history – 3,306 items (and more on synced devices)
•	Download history
•	Cookies and other site and plugin data
•	Cached images and files – less than 326 MB
	Passwords
	Autofill form data
	Hosted app data
	Media licenses
	Clear browsing data Cancel
•	This clears synced data from all devices. Some settings that may reflect browsing habits will not be cleared. <u>Learn more</u>

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**

🕶 Airtel 훅	11:36 AM 🛞 🖇 9	94%
Settings	D	ONE
s	SIGN IN TO CHROME	
Basics		
Search Engine	Google	>
Save Passwords	On	>
Autofill Forms	On	>
Google Apps		>
Advanced		
Voice Search	English (U.S.)	>
Privacy		>
Content Settings		>
Bandwidth		>
Report an Issue		>

## Step 5 – Clear All Stored Data

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← Privacy	DONE	← Privacy	DONE
Clear Browsing Data		Clear Browsing Data	
Clear Browsing History		Clear Browsing History	
Clear Cache		Clear Cache	
Clear Cookies, Site Data		Clear Cookies, Site Data	
Clear All		Clear All	
Clear Saved Passworks		Clear Saved Passwords	/
Clear Saved Autofill Form Data		Clear Saved Autofill Form Data	
Other Devices		Other Devices	
Handoff	On >	Handoff	On >
Web Services		Are you sure you yount to clear all brow	sing data?
Show Suggestions	-	Clear All	
Send Usage Data	Never >	× Cancel	

## Android app Step 1 – Open Chrome Browser App



## Step 2 – Open the Options Menu

Tap the 3 dots in the right corner.

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Pay Bill	<b>O</b> My Account
🛛 Ama	updated just now
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VI	EW WEEKLY FORECAST
- Apps Wall	
2017	

## Step 3 – Open the Settings Menu

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	New tab
Download Enjoy Books in a 1 Storytime! Go to a	New incognito tab
Damagin	Bookmarks
<b>Q</b> Type to	Recent tabs
🚂 Paj	History
• Ama	Pownloads
70	Share 🖁
	Find in page
	Add to Home screen
📙 Apps W	Request desktop site 🗌
N	Settings
	Help & feedback

## **Step 4 – Open the Privacy Settings**

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← Settings	?
Basics	
<b>Search engine</b> Google	
Autoful forms	
On	
Save passwords	
On	
Home page	
On	
Adversed	
Privacy	
Accessibility	
Site settings	

Data Saver <sub>Off</sub>

## Step 5 – Clear Browsing Data

	¥ 🗟 🖌 81% 🗖 8:53 AM
← Prīvacy	?
security incidents to Goo	ogle
<b>Safe Browsing</b> Protect you and your de sites	vice from dangerous 🛛
Use a prediction serv more quickly	ice to load pages 🛛 🔽
Usage and crash repo On	orts
" <b>Do Not T</b> rack" off	
<b>Touch to Search</b> On	
Physical Web <sup>On</sup>	
Clear browsing data	te du a cache

## Step 6 – Clear Data

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

• • • •	* 🖘 🖌 81% 🗖	8:53 AM	
←	Clear browsing data	•	
Clear da	ta from the		
last 4 v	veeks	-	
<b>Browsin</b> 312 item	<b>g history</b> s (and more on synced devices)		
<b>Cookīes</b> Thīs will s	<b>and sīte data</b> sīgn you out of most websītes.		
<b>Cached</b> 31.9 MB	images and files	<b>~</b>	
Saved p	passwords		
Autofill	form data		
CLEAI	R DATA		
G hac ha his	enent be signed out of your Google count, Your Google account may ve other forms of browsing history a story.google.com.	t	
A Th	is clears synced data from all devic	es.	

6



#### **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.

Clear All History		×		
Time range to clear: Everything				
	Il selected items will be cleared his action cannot be undone.			
<b>D</b> <u>e</u> tails				
Browsing & D	ownload History 🖛			
V Form & Search	h History 🛛 🛻			
🔽 Cookies 🗲	•			
🔽 Cache 🗲				
Active Logins				
Offline Websit	te Data			
Site Preference	es			

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

Delete Browsing History
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Imporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
✓ <u>History</u> List of websites you have visited.
Download History List of files you have downloaded.
Saved information that you have typed into forms.
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
About deleting browsing history Delete Cancel



## <u>Safari on iPad</u>

## Step 1 – Open the Settings Menu



## Step 2 – Open the Safari Settings

Clear History and Website Data

iPad হ Settings	Passwords 8 <sup>9:27</sup> AM Safari	
🖾 Mail, Contacts, Calendars	Favorites	Favorites >
Notes	Open New Tabs in Background	
Reminders	Show Favorites Bar	$\bigcirc$
Messages	Show Tab Bar	
maps	Block Pop-ups	$\bigcirc$
🕗 Safari	PRIVACY & SECURITY	
	Do Not Track	$\bigcirc$
Music	Block Cookies Allow	w from Current Website Only >
Videos	Fraudulent Website Warning	
🌸 Photos & Camera	About Safari & Privacy	
🛄 iBooks	About Galaria i Tivaty	
Podcasts	Clear History and Website Data	
😫 Game Center		
	Advanced	>
💟 Twitter		

## 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".

		—	đ
	=		٨
New window			
New InPrivate window			
Zoom			100%
Find on page			
Print			
Pin to Start			
F12 Developer Tools			
Open with Internet Expl	orer		
Send feedback			
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.