



Upper Peninsula Power Company

CLEAR BROWSER COOKIES AND CACHE

Directions for clearing browser cookies and cache



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Windows



Google Chrome

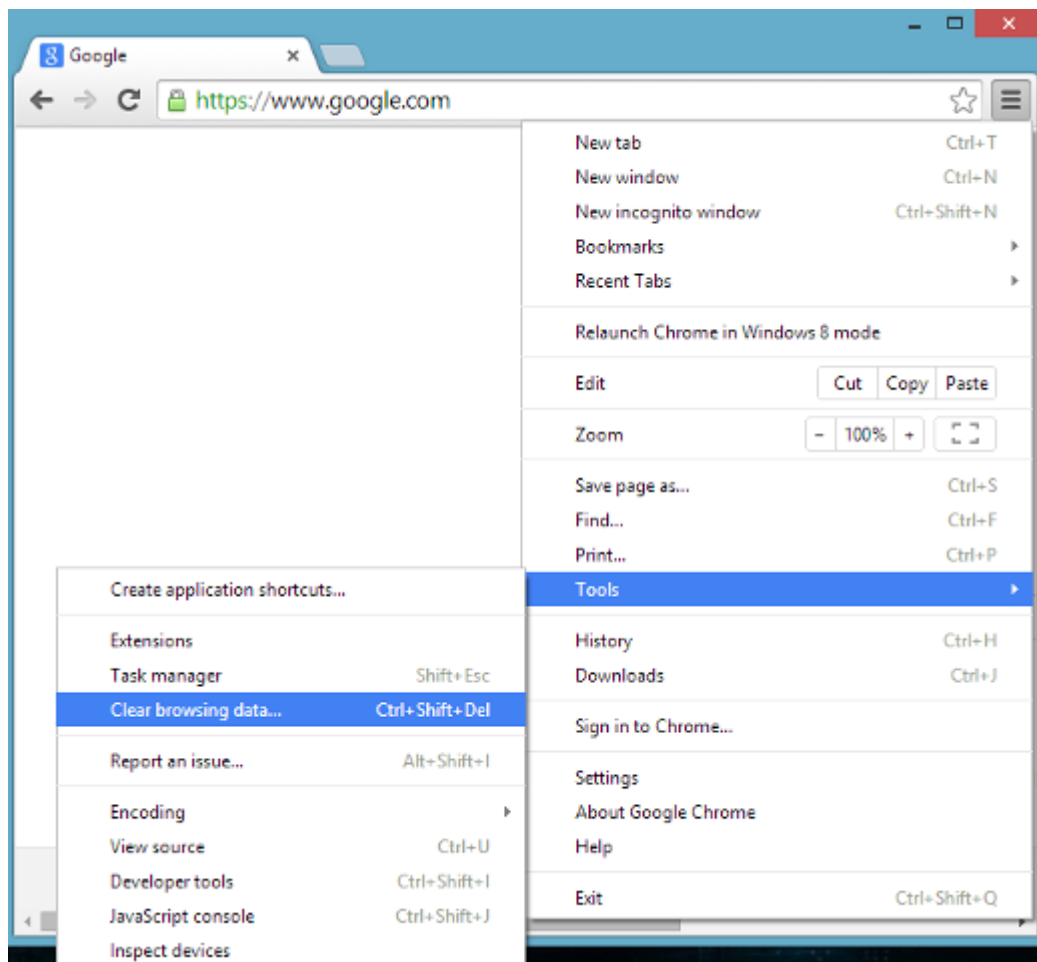
Reference URL

<https://support.google.com/accounts/answer/32050?hl=en>

Chrome 19 and above

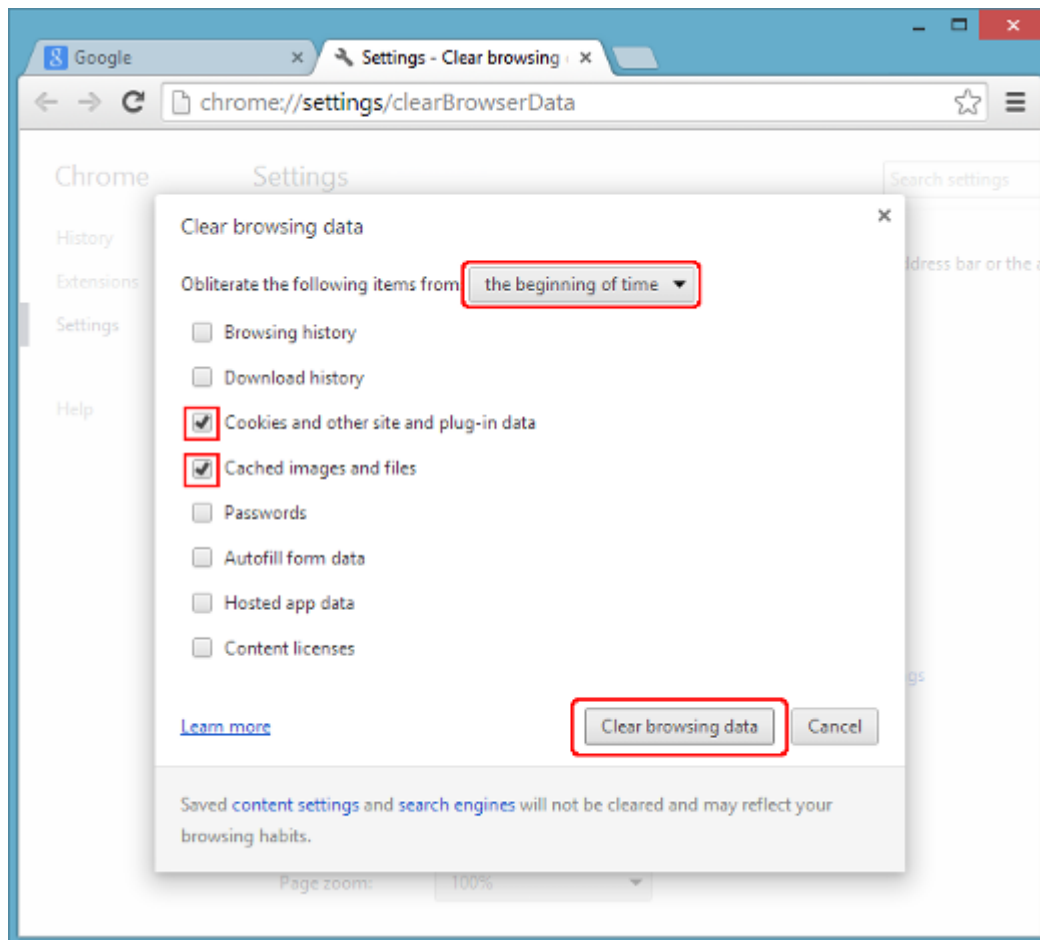
NOTE: You can also hold **Ctrl + Shift + Delete** and skip to step 3.

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 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**

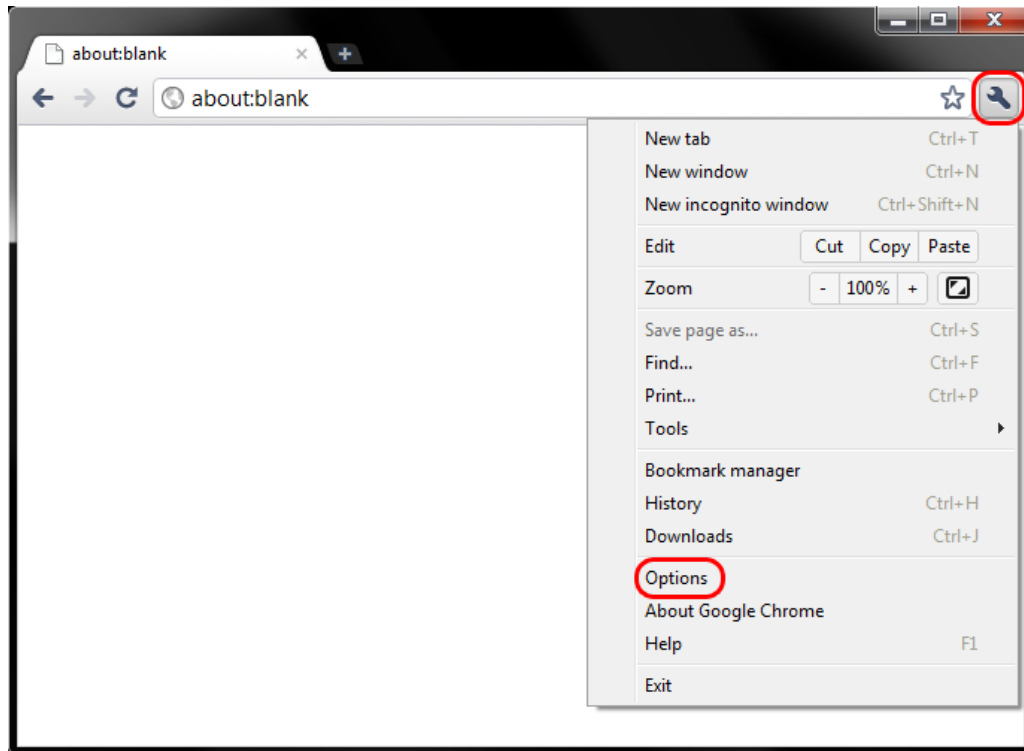
Select **the beginning of time** in the drop down box and click on the **Clear browsing data** button.



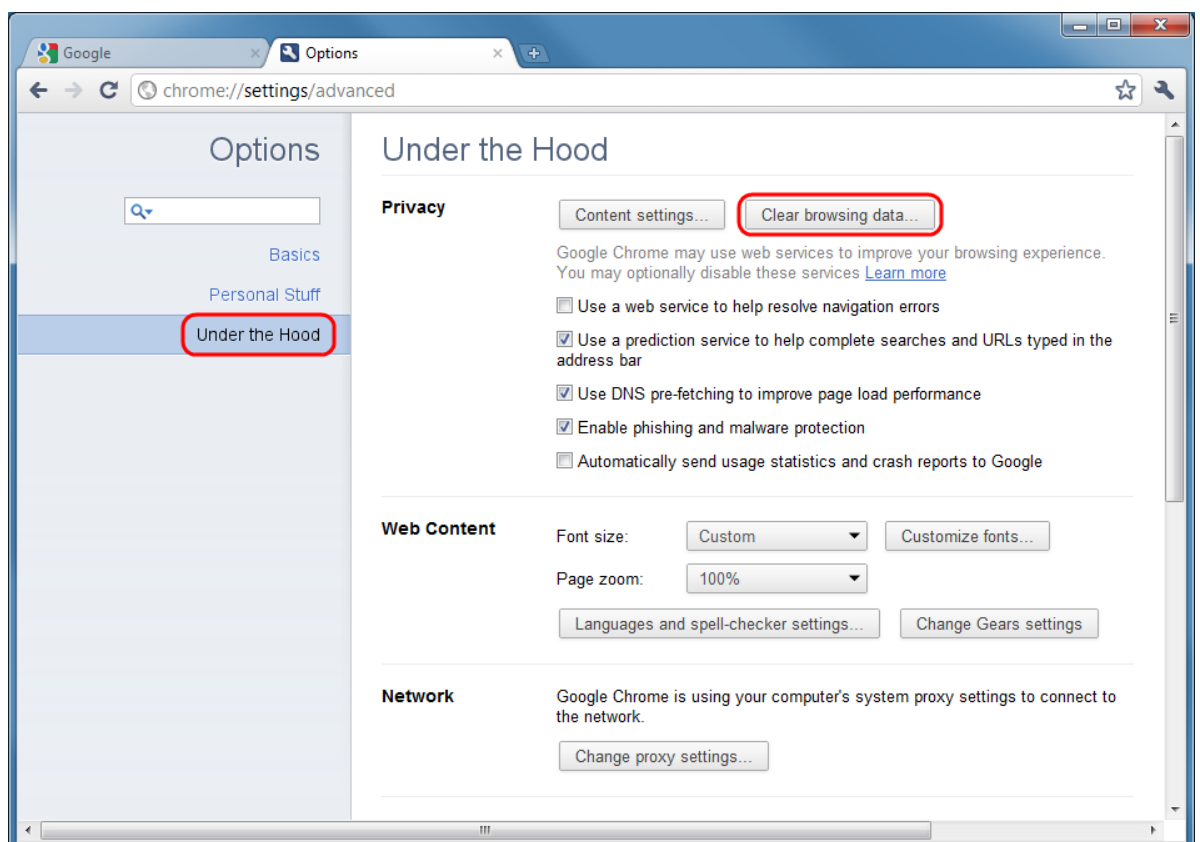
Chrome 18 and lower

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:
 - **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.

A screenshot of a web browser's 'Clear Browsing Data' dialog box. The title bar reads 'Clear Browsing Data'. Below the title, the text 'Obliterate the following items from:' is followed by a dropdown menu showing 'the beginning of time'. Below this, there is a list of items with checkboxes: 'Clear browsing history', 'Clear download history', 'Empty the cache', 'Delete cookies and other site data', 'Clear saved passwords', and 'Clear saved Autofill form data'. The checkboxes for 'Empty the cache' and 'Delete cookies and other site data' are checked. At the bottom left, there is a link 'Adobe Flash Player storage settings...'. At the bottom right, there are two buttons: 'Clear browsing data' and 'Cancel'. Red boxes are drawn around the dropdown menu, the checked checkboxes, and the 'Clear browsing data' button.

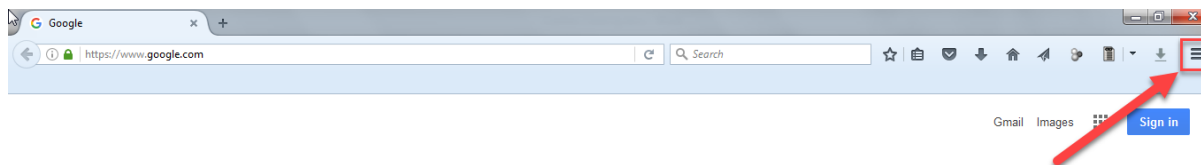


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Mozilla Firefox

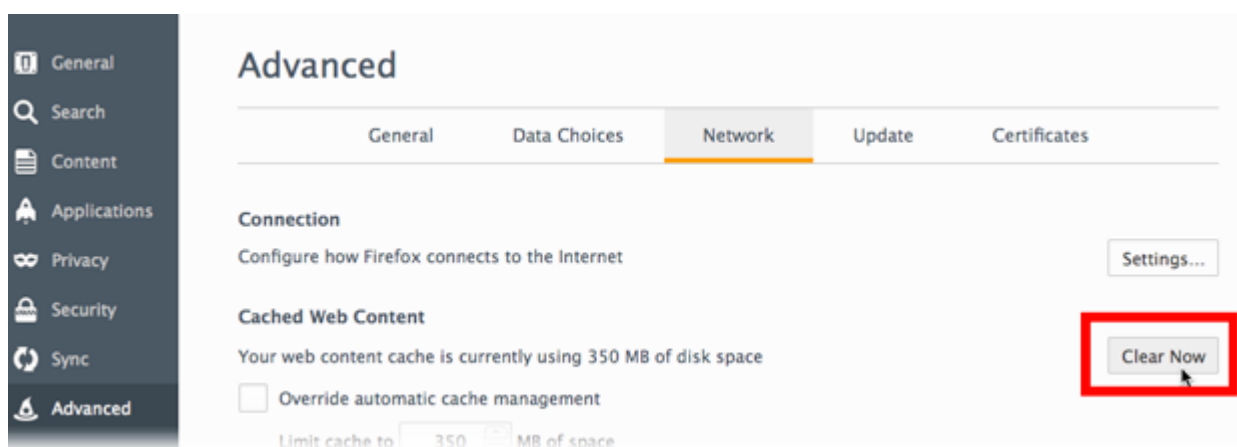
Reference URL

<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>



Clear the cache


1. Click the menu button  and choose Options.
2. Select the Advanced panel.
3. Click on the **Network** tab.
4. In the **Cached Web Content** section, click Clear Now.



5. Close the *about:preferences* page. Any changes you've made will automatically be saved.

Automatically clear the cache

You can set Firefox to automatically clear the cache when Firefox closes:

1. Click the menu button  and choose Options.
2. Select the Privacy panel.
3. In the *History* section, set **Firefox will:** to **Use custom settings for history.**
4. Select the check box for **Clear history when Firefox closes.**



The screenshot shows the Firefox Settings window with the Privacy tab selected. Under the 'History' section, the 'Clear history when Firefox closes' checkbox is checked and highlighted with a red box. Other visible options include 'Remember my browsing and download history', 'Remember search and form history', and 'Accept cookies from sites'. Buttons for 'Exceptions...', 'Show Cookies...', and 'Settings...' are also present.

5. Beside *Clear history when Firefox closes*, click the *Settings...* button. The Settings for Clearing History window will open.
6. In the Settings for Clearing History window, put a check mark next to **Cache**.

The screenshot shows the 'Settings for Clearing History' dialog box. Under the 'History' section, the 'Cache' checkbox is checked and highlighted with a red box. Other options include 'Browsing & Download History', 'Active Logins', 'Form & Search History', 'Cookies', 'Site Preferences', and 'Offline Website Data'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

- For more information on the other options, see [Delete browsing, search and download history on Firefox](#).
7. Click OK to close the Settings for Clearing History window.
 8. Close the *about:preferences* page. Any changes you've made will automatically be saved.



Internet Explorer

Reference URL

This reference URL will be useful for other versions of IE like 8,7 and 6

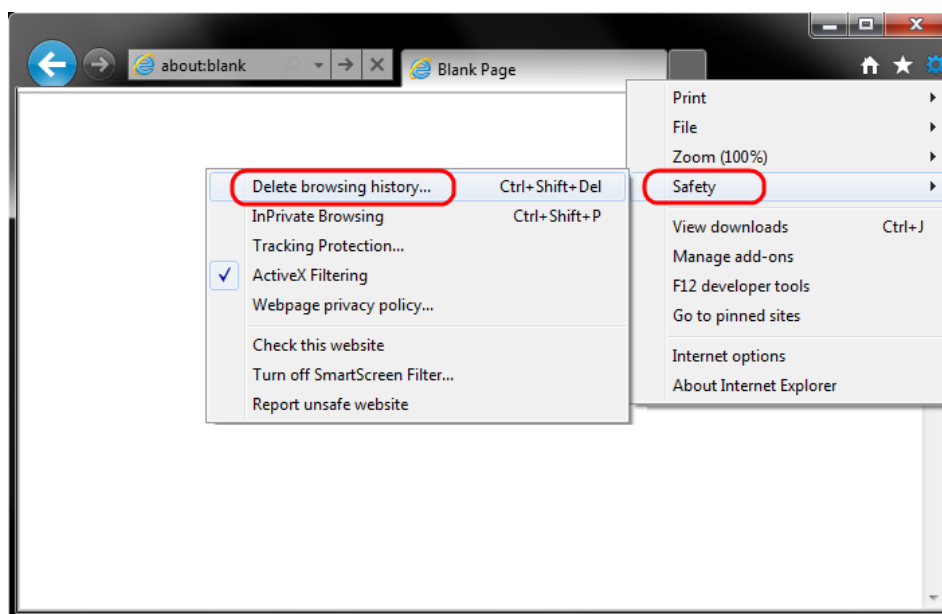
<https://support.microsoft.com/en-us/kb/278835>

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

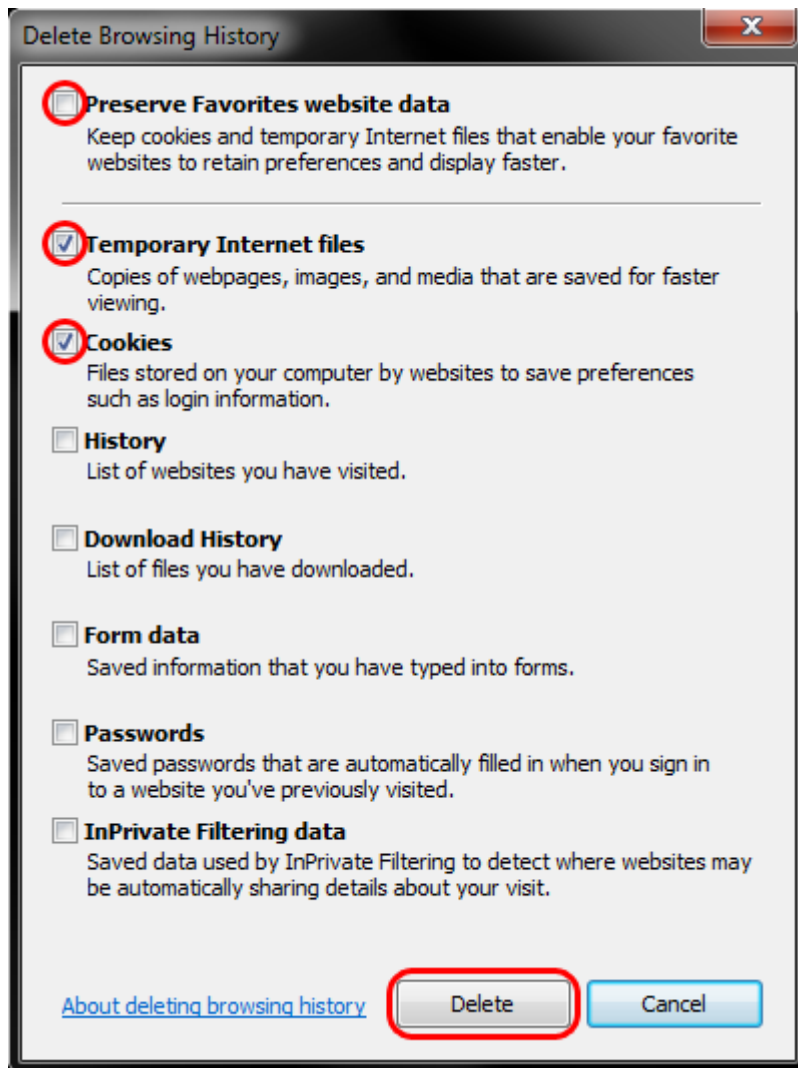
This document explains how to clear the cache and cookies in Internet Explorer 9, 10 and 11.

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

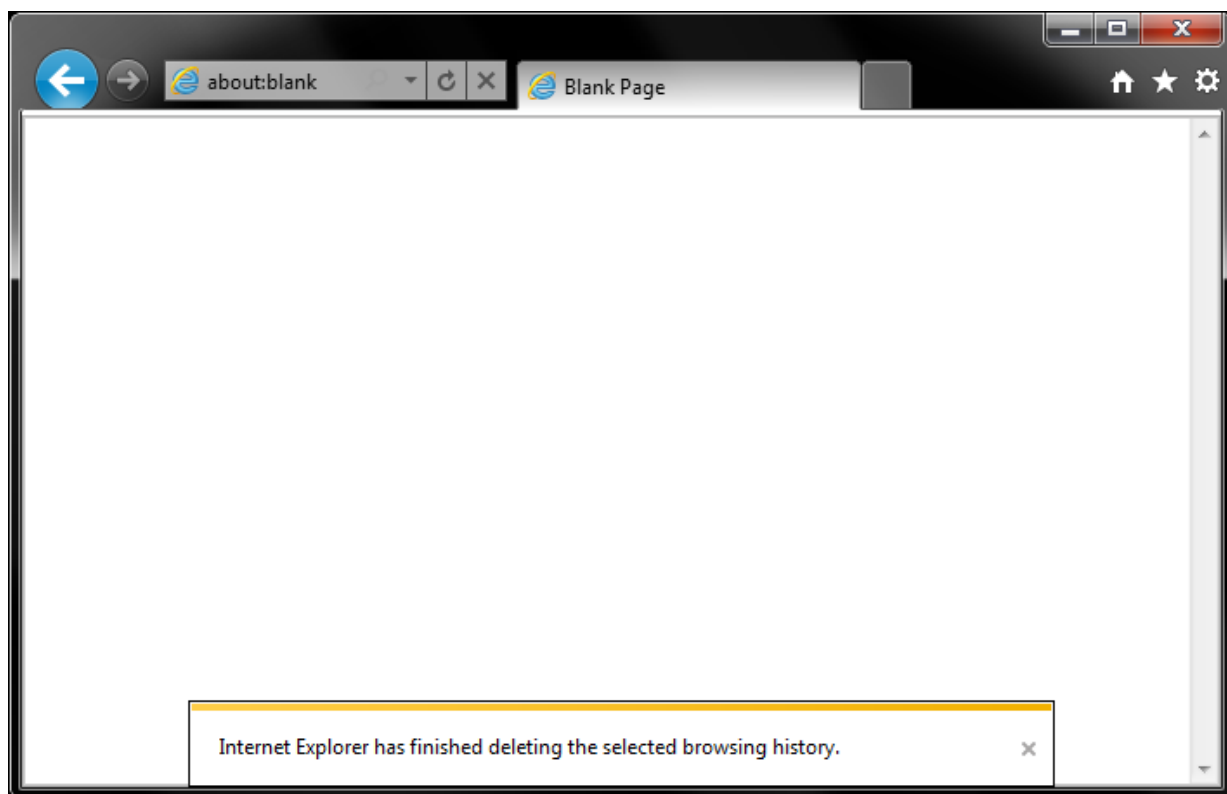
NOTE: You can also access this menu by holding **Ctrl + Shift + Delete**.



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



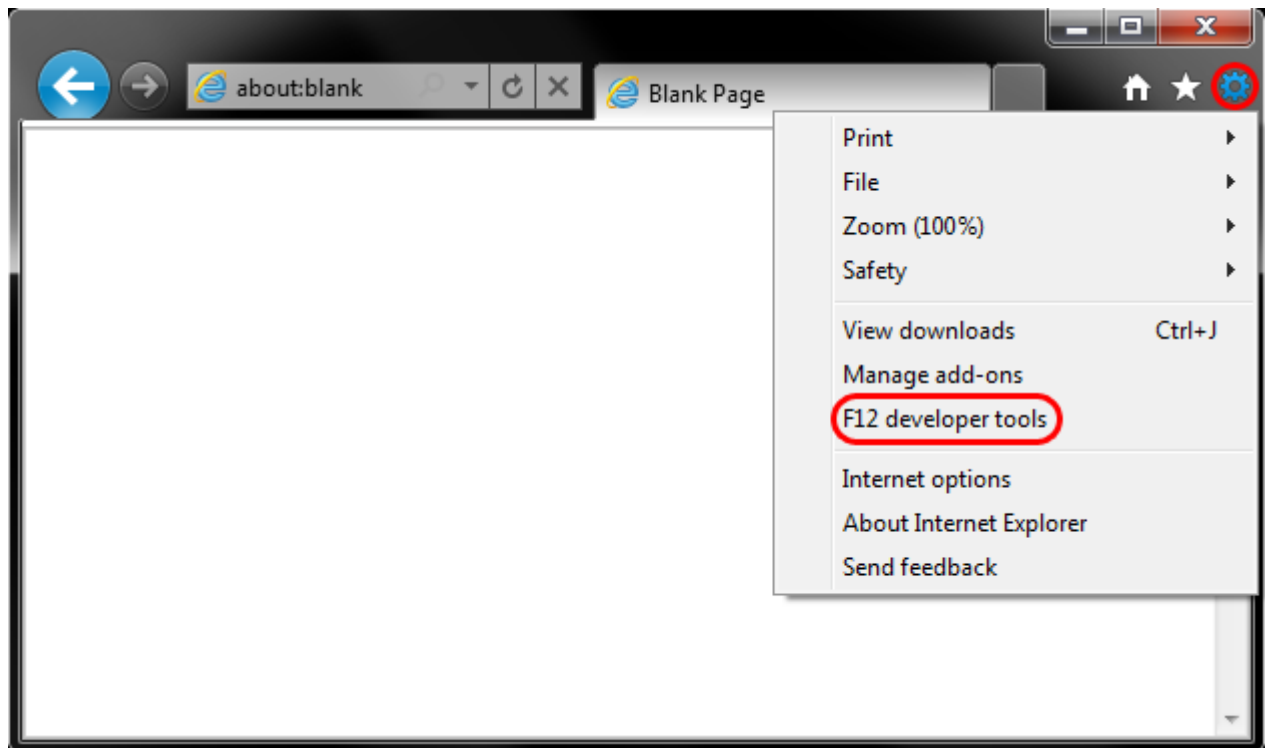
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.



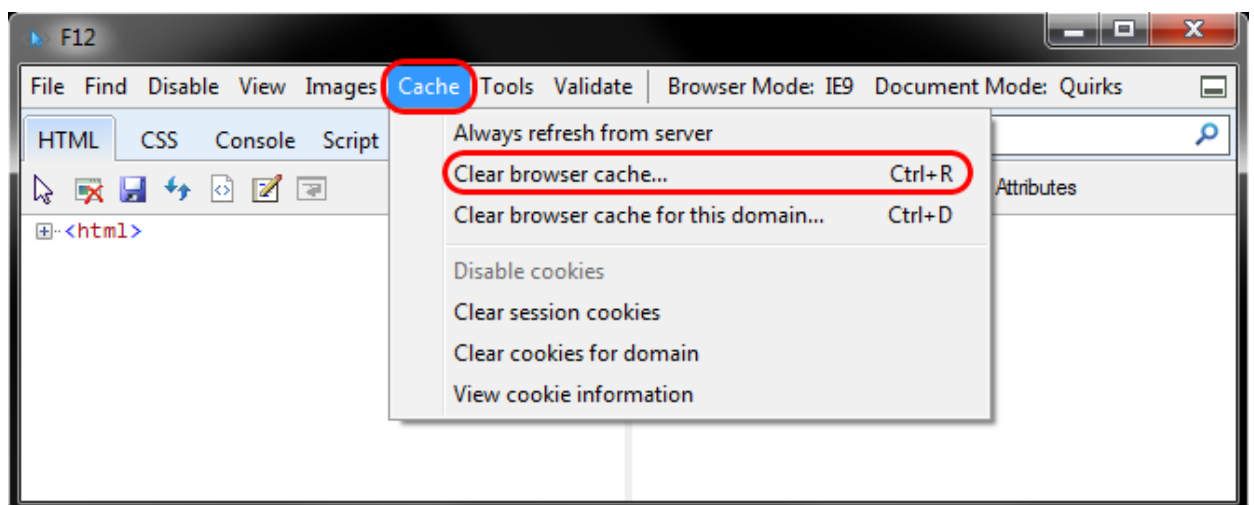
Further Troubleshooting

The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications such as WiscMail require a more thorough procedure. If you are still having issues, try to steps below.

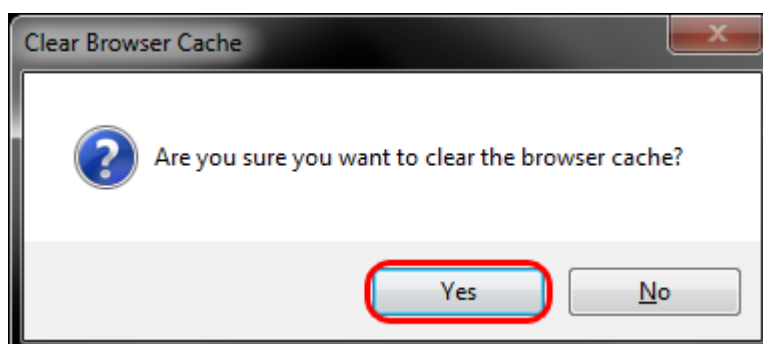
- **Note:** The F12 developer tools in Internet Explorer 11 do not include a cache menu. This process will only work for IE10 or lower.
1. Close out of **Internet Options**. Click on **Tools** and select **Developer Tools**.



2. In the **Developer Tools** window, click on **Cache** and select **Clear Browser Cache...**



3. Click **Yes** to confirm the clearing of the browser cache.



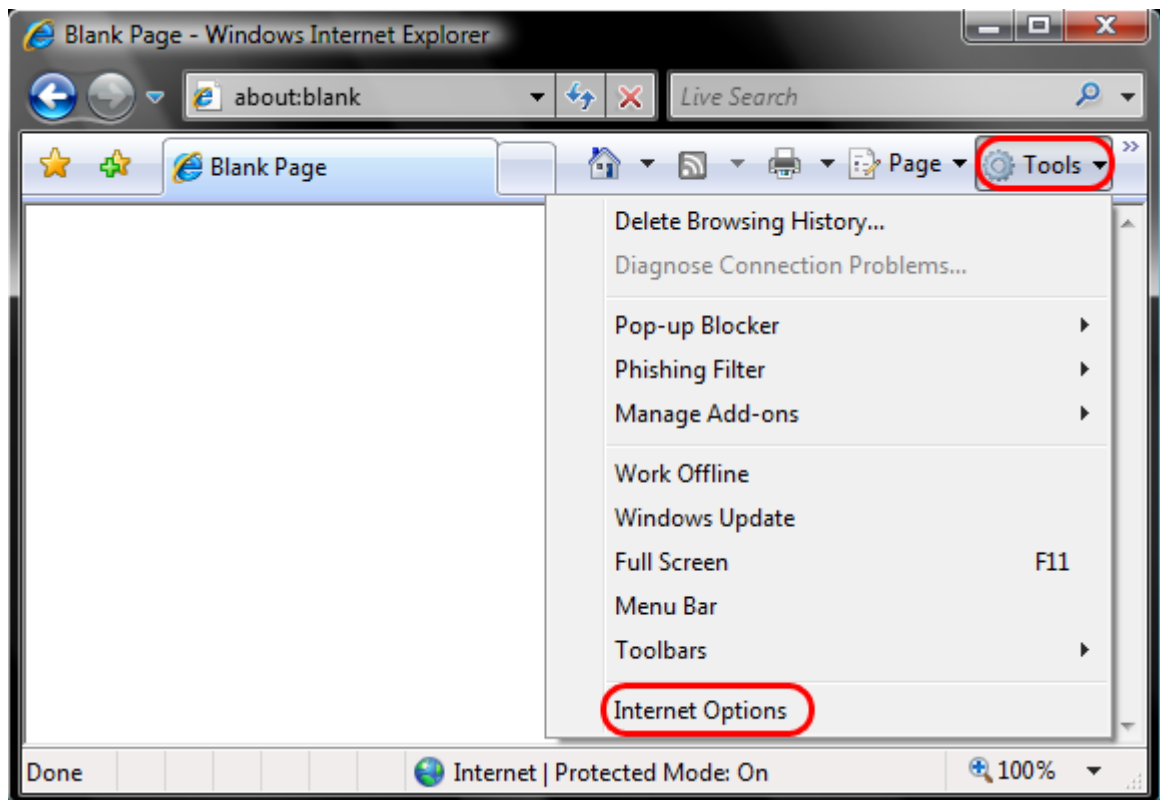


Internet Explorer 7

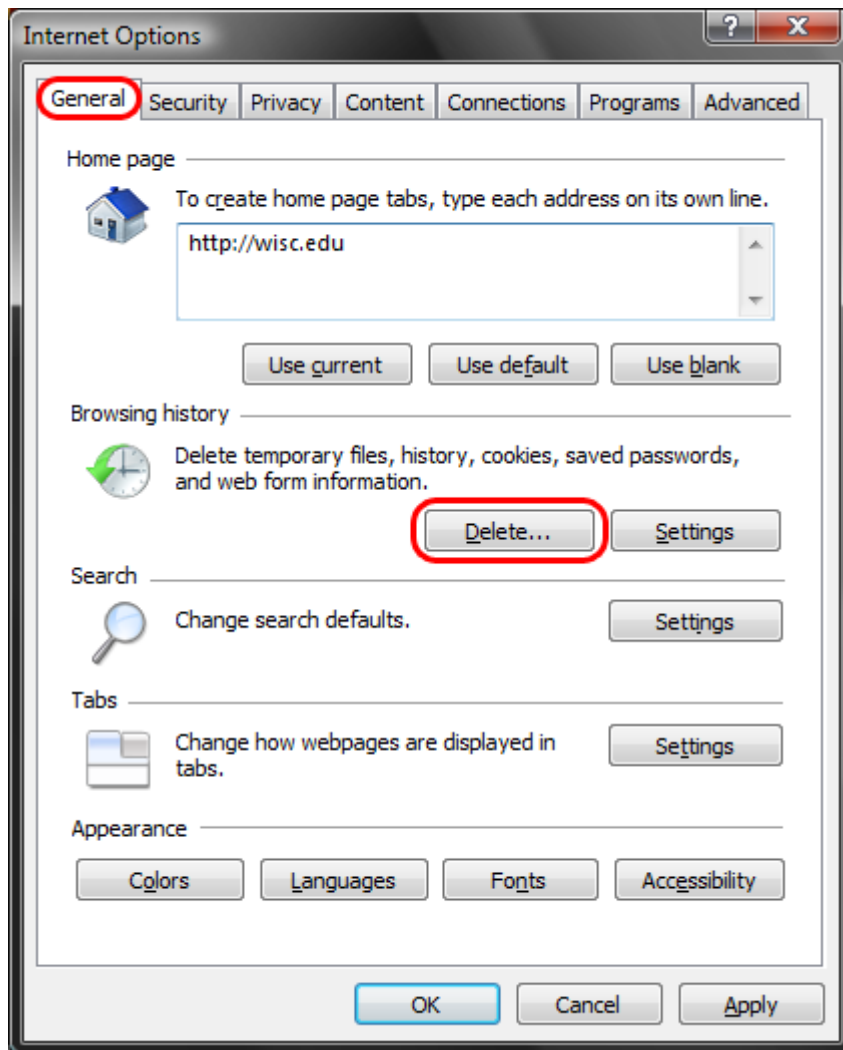
This document explains how to clear the cache and cookies in Internet Explorer 7.

Internet Explorer 7 - Windows

1. Select **Tools » Internet Options**.



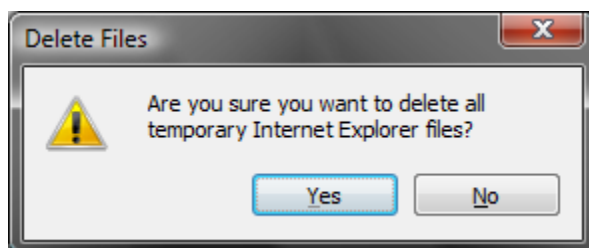
2. Click on the **General** tab and then the **Delete...** button.



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



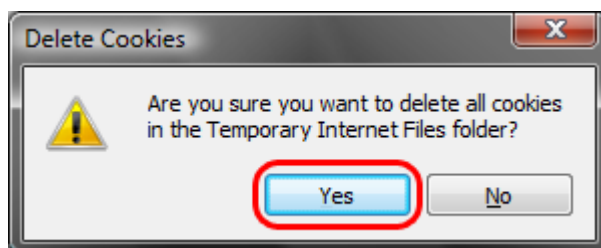
4. Click the **Yes** button.



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



6. Click the **Yes** button.





Microsoft Edge

This document explains how to clear the cache and cookies in Edge.

Step 1

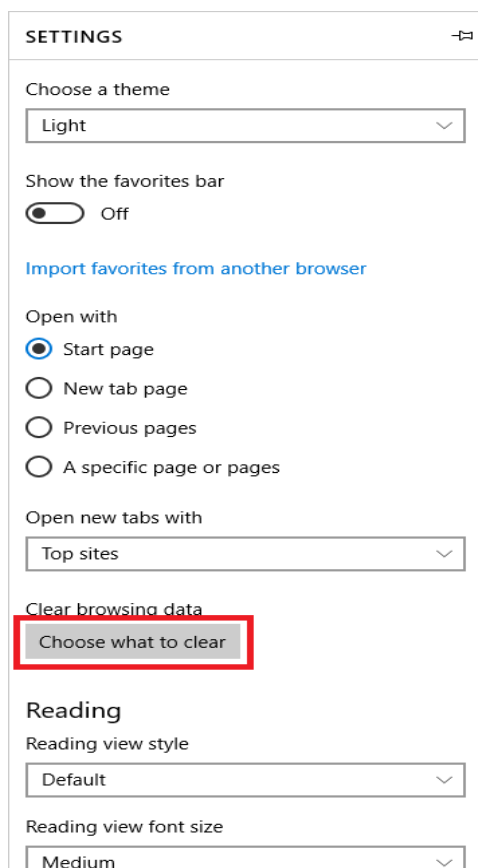
Select the ... icon in the top right corner of the browser window to get to the settings menu.

NOTE: You can also access this menu by holding **Ctrl + Shift + Delete**. By using this shortcut you may skip down to step 3.



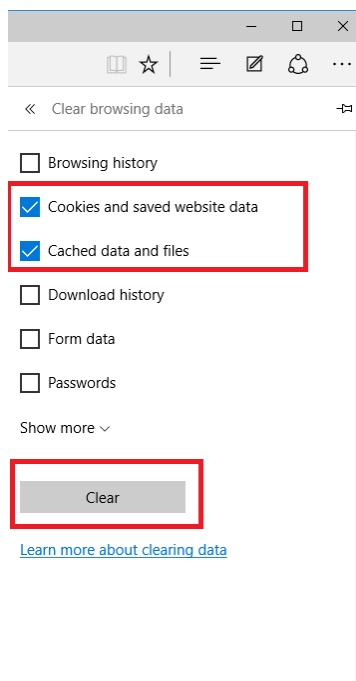
Step 2

In the settings menu, towards the bottom, click on **Choose what to clear**.



Step 3

Select **Cookies and saved website data** and **Cached data and files**. After the two are marked click on **clear**.



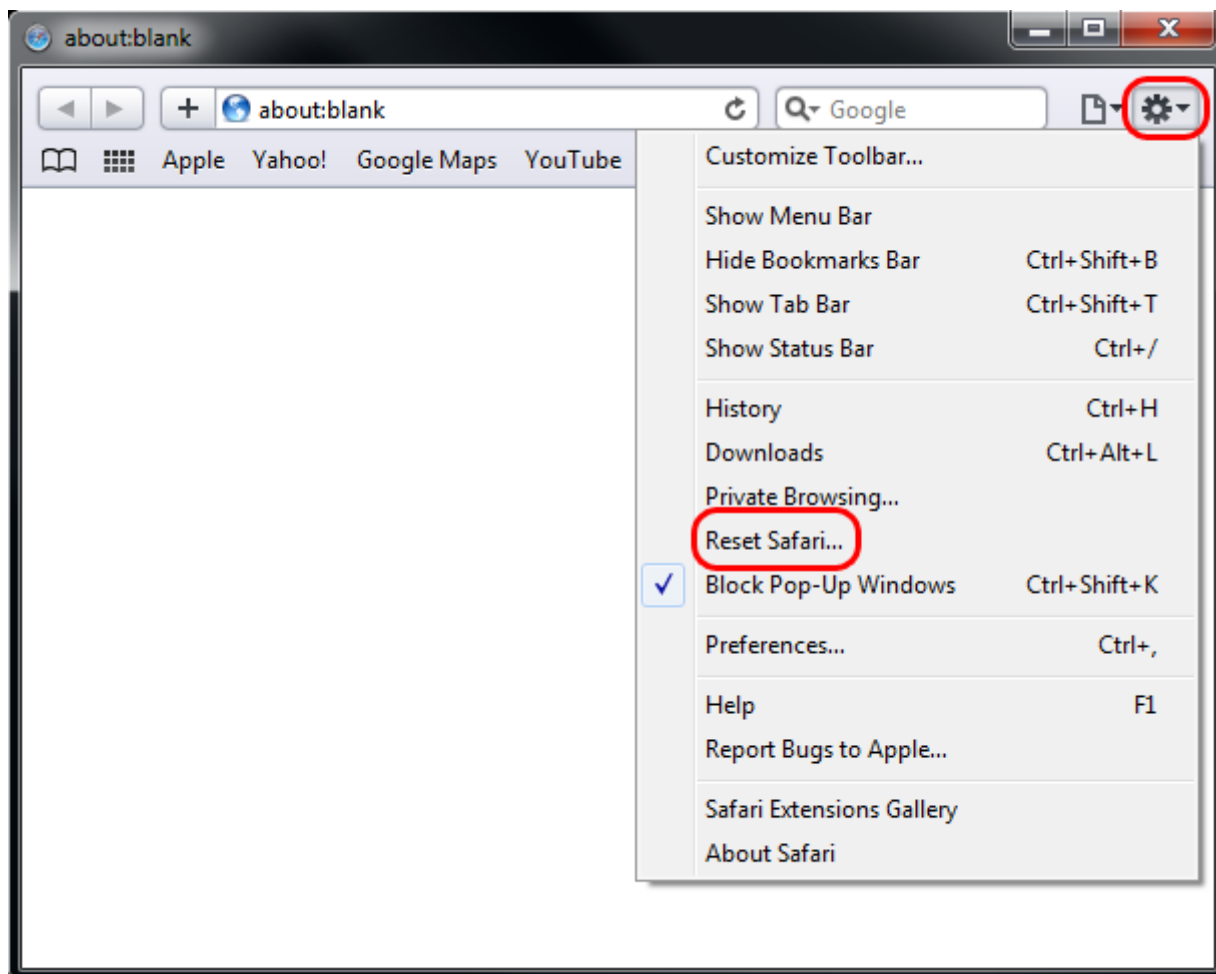


Safari (Win)

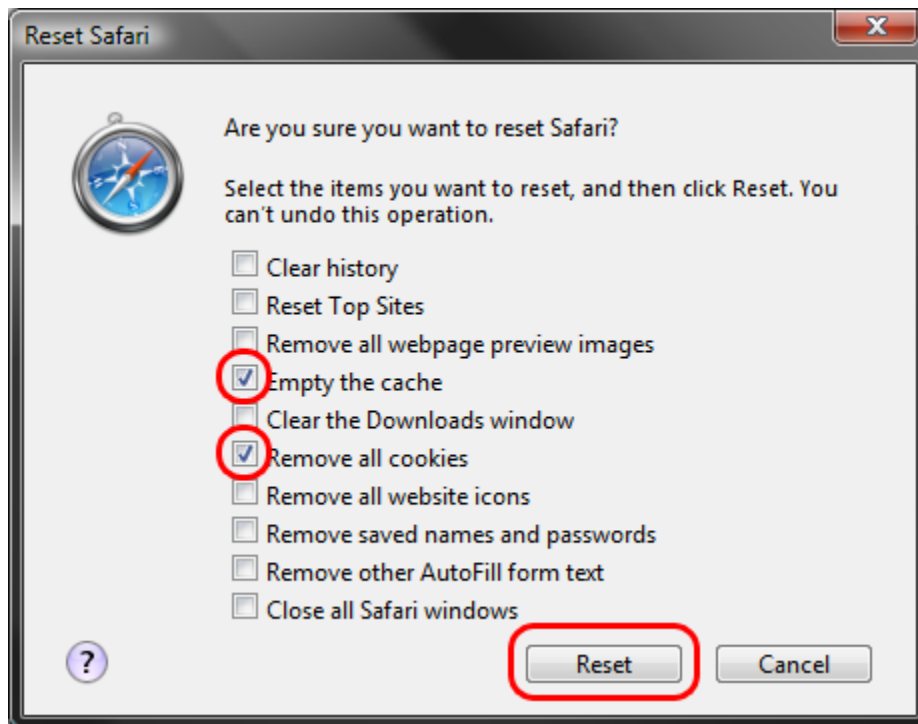
This document explains how to clear the cache and cookies in Safari.

Safari 5

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

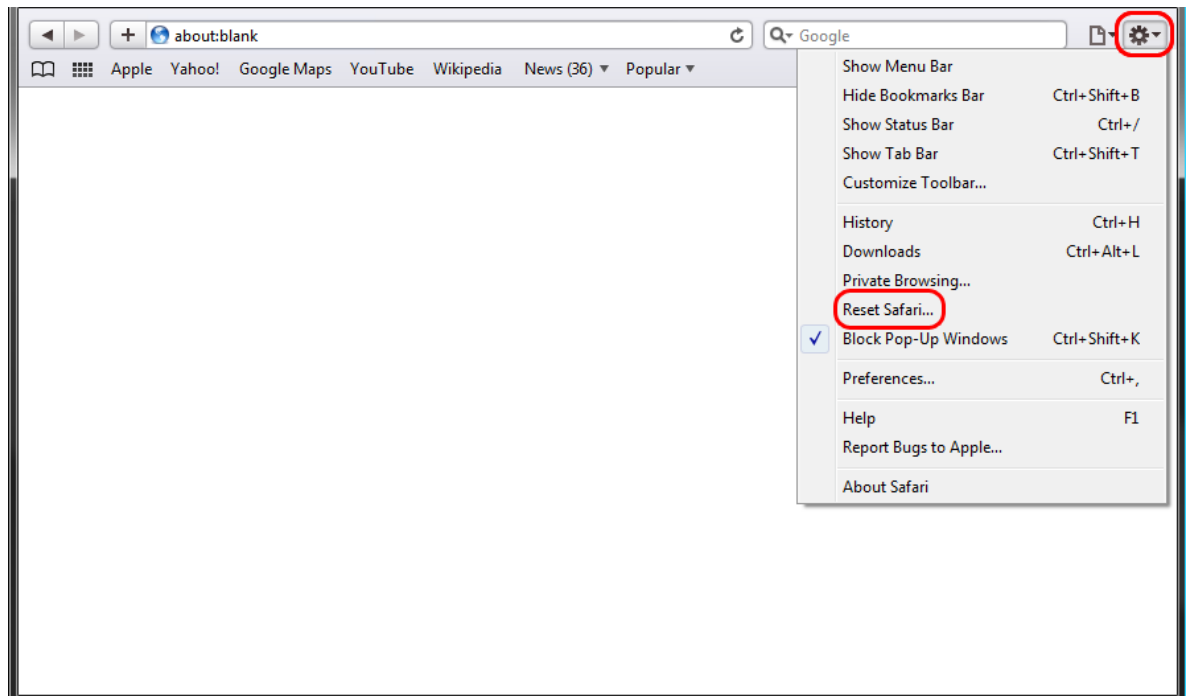


2. Check **Empty the cache** and **Remove all cookies**, then click on **Reset**.

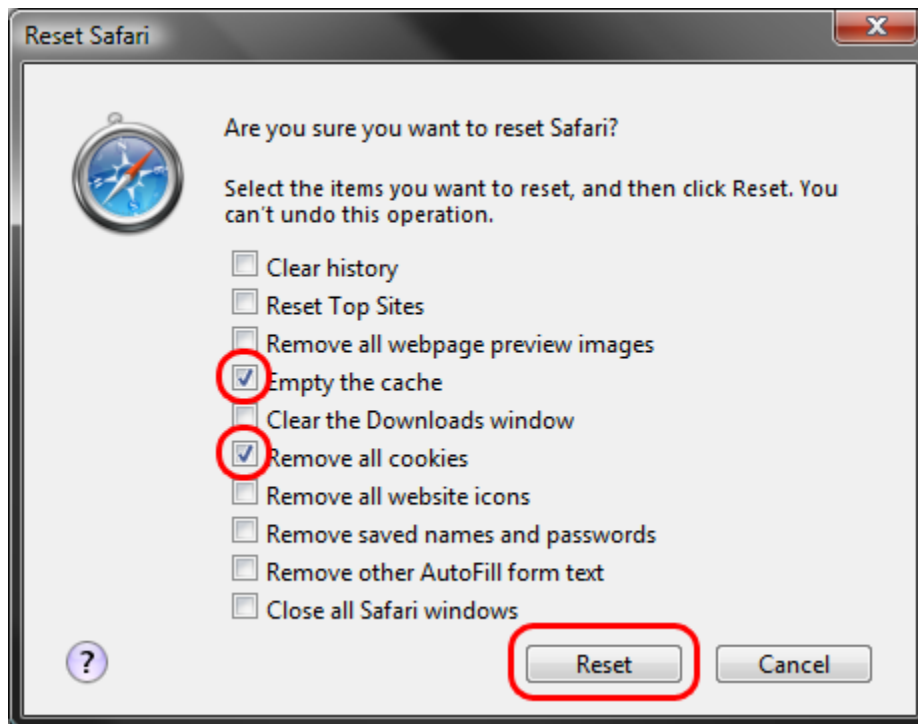


Safari 4

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



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





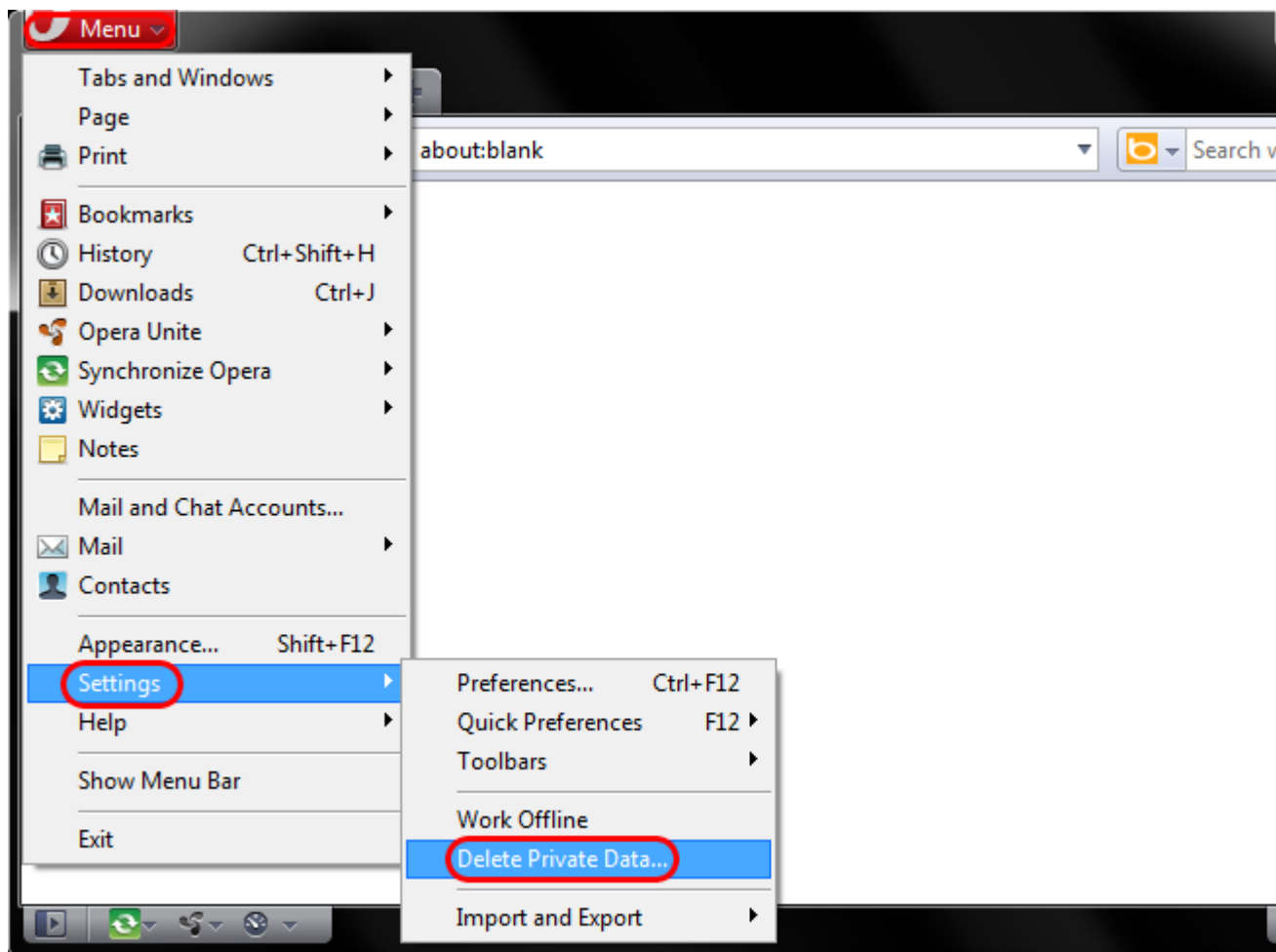
Opera (Win)

This document explains how to clear the cache and cookies in Opera 9 through 11.

Opera 10.50, 11, and Newer

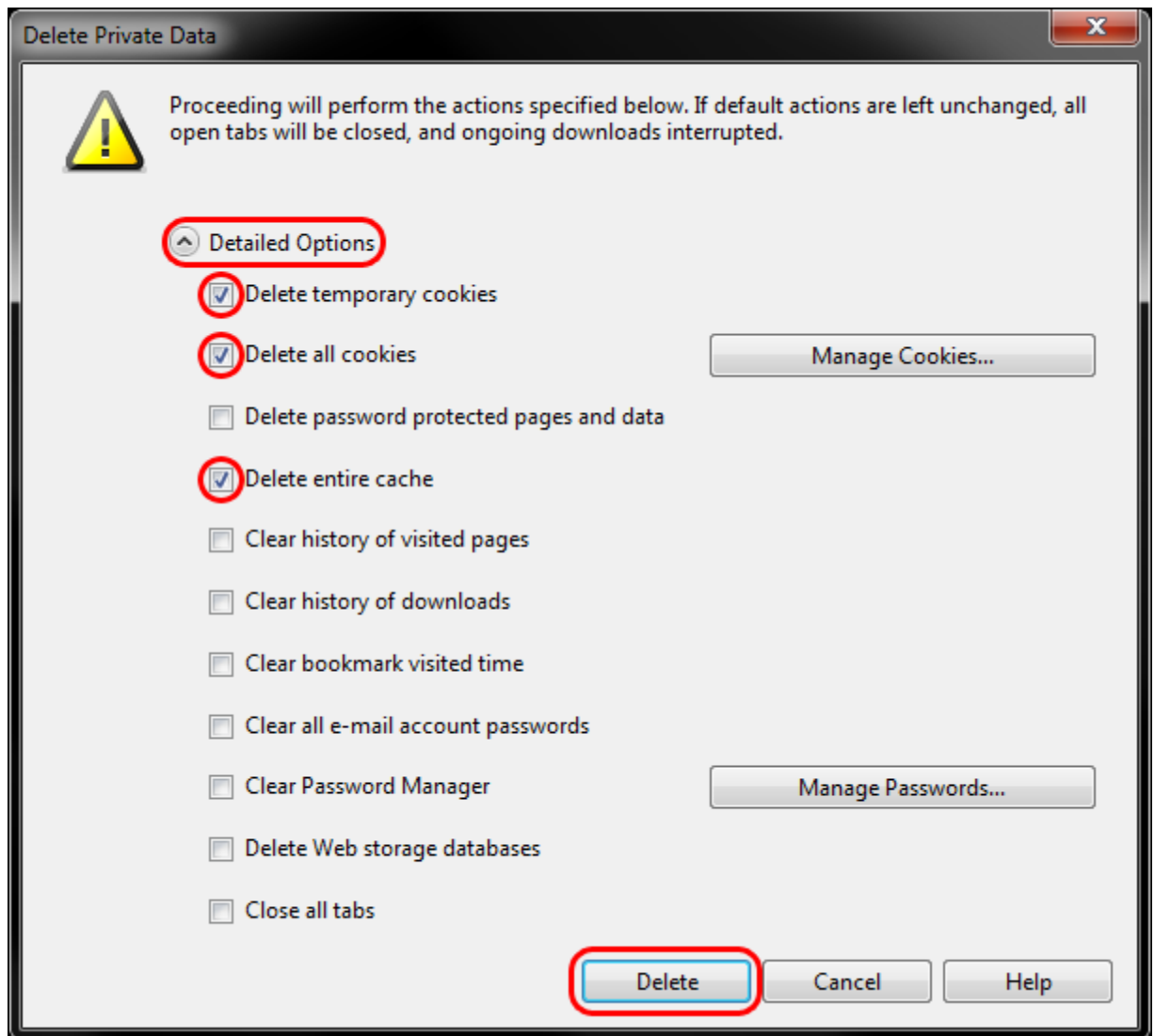
1. Click on the **Opera button** in the top left corner > **Settings** > **Delete Private Data...**

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



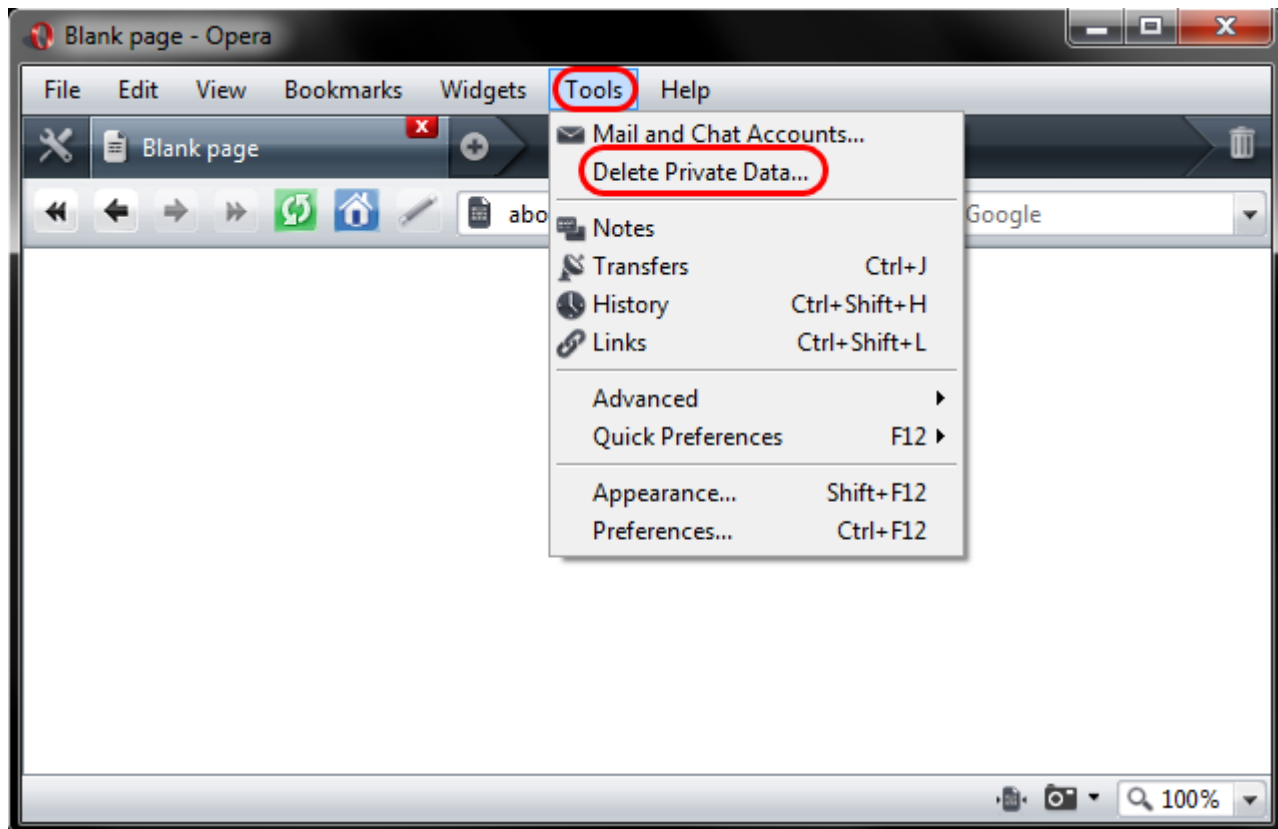
2. Click on **Detailed Options** to show the rest of the options. Make sure only the following are checked:
 - **Delete temporary cookies**
 - **Delete all cookies**
 - **Delete entire cache**

Click on the **Delete** button.



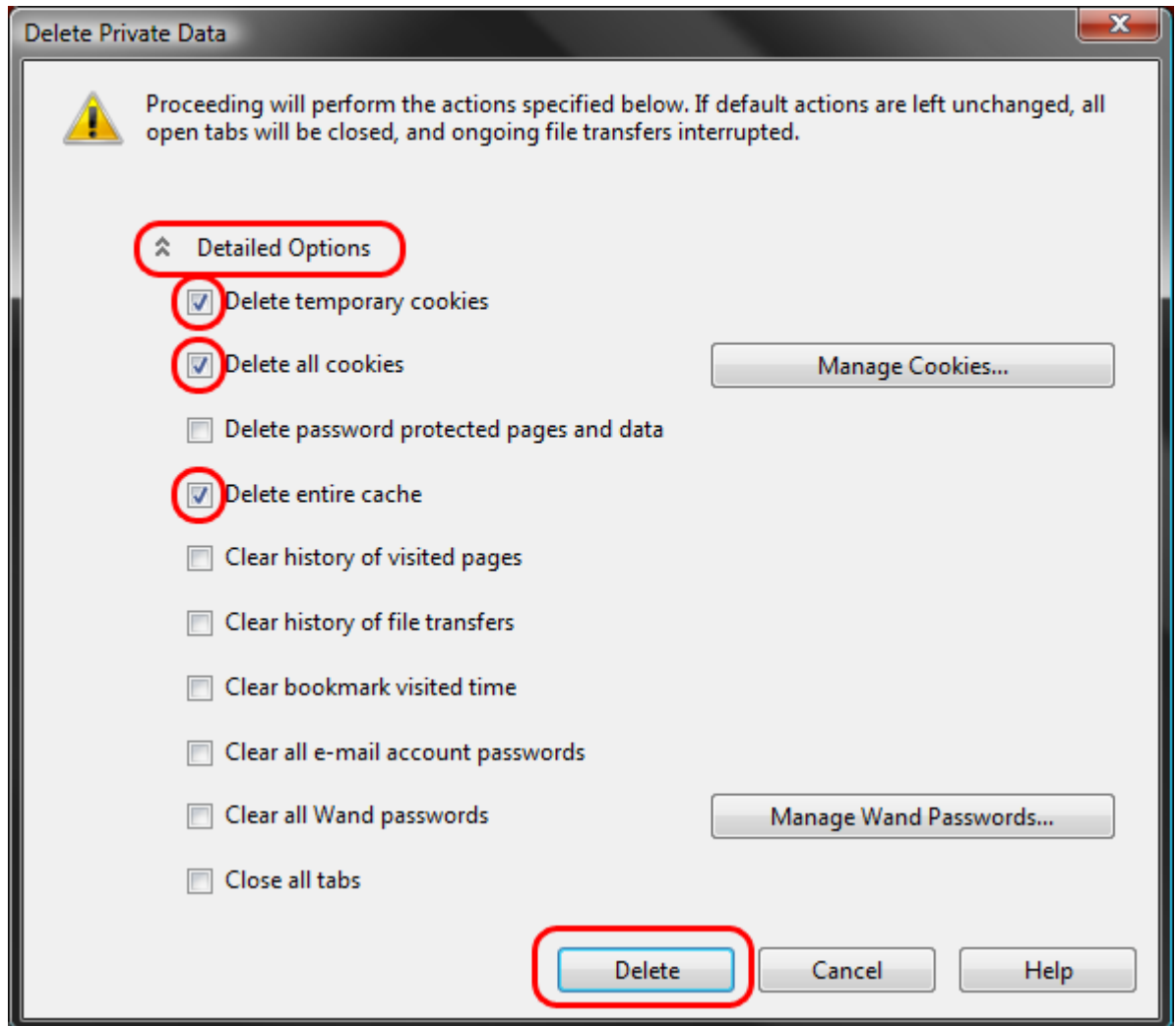
Opera 9 and Opera 10

1. Click on **Tools > Delete Private Data....**



2. Click on **Detailed Options** to show the rest of the options. Make sure only the following are checked:
 - **Delete temporary cookies**
 - **Delete all cookies**
 - **Delete entire cache**

Click on the **Delete** button.



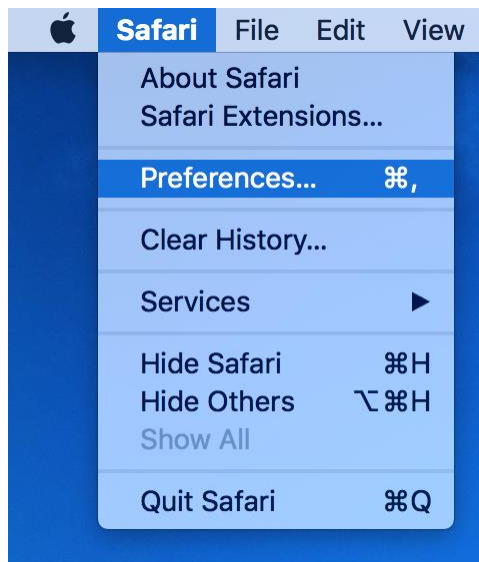


Mac OS X

Safari

Safari 8

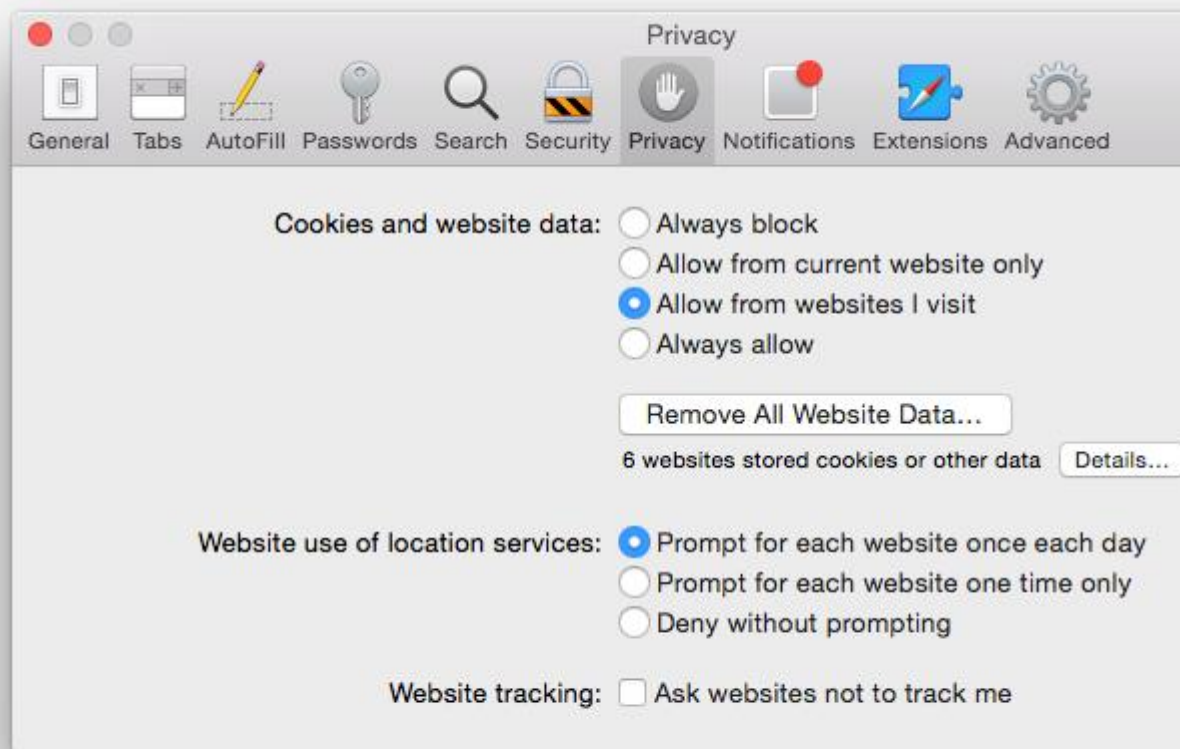
1. Click **Safari** in the upper left hand side of your screen. In the menu that appears, click **Preferences**.



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



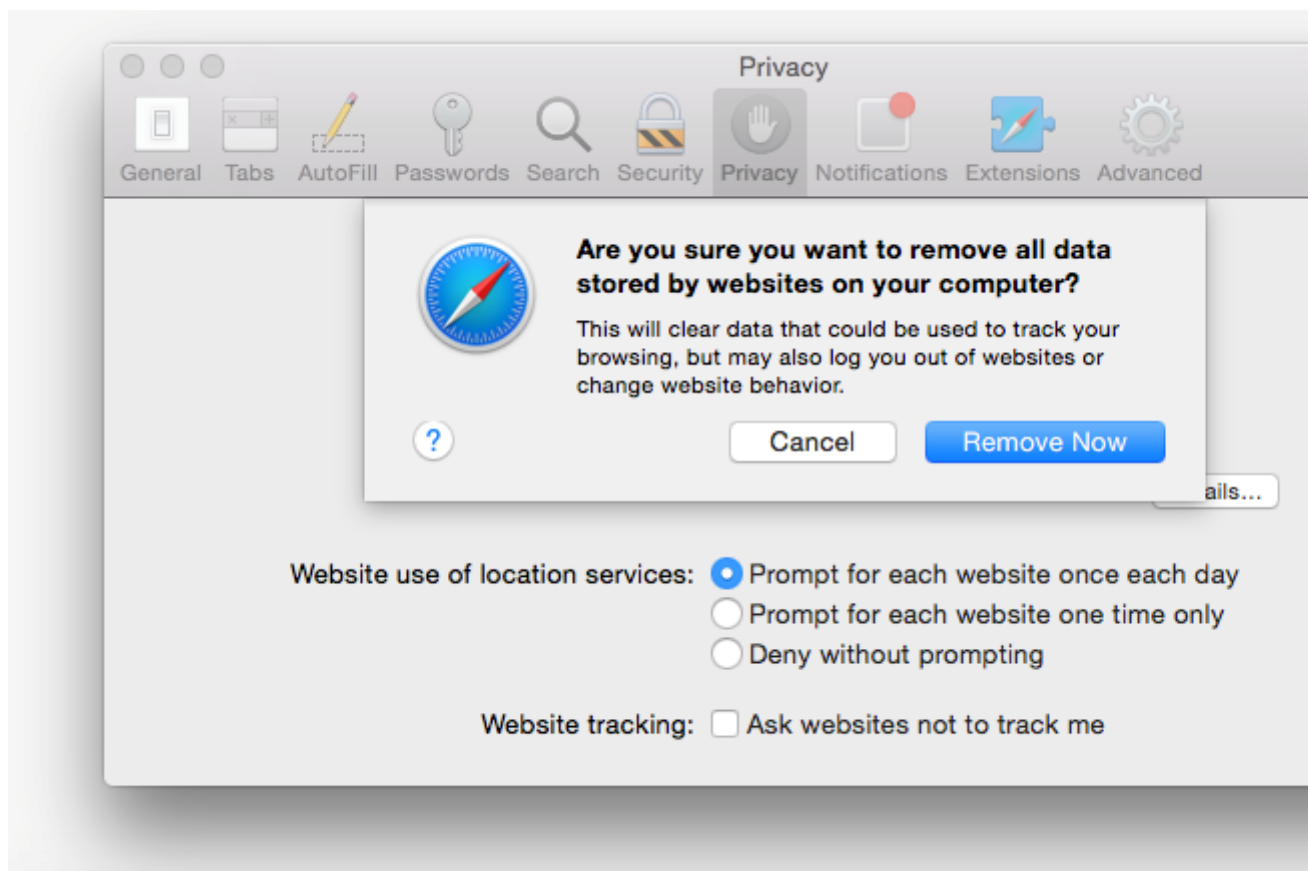
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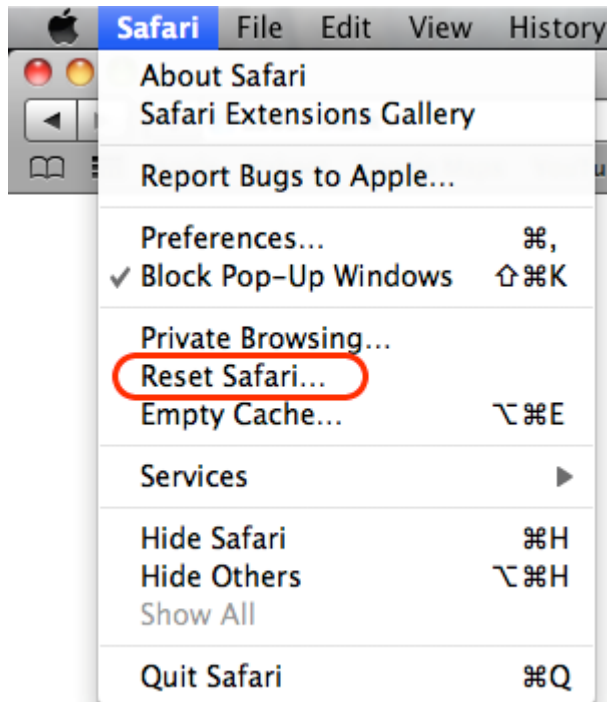
3. Click **Remove Now** in the pop up window that appears.



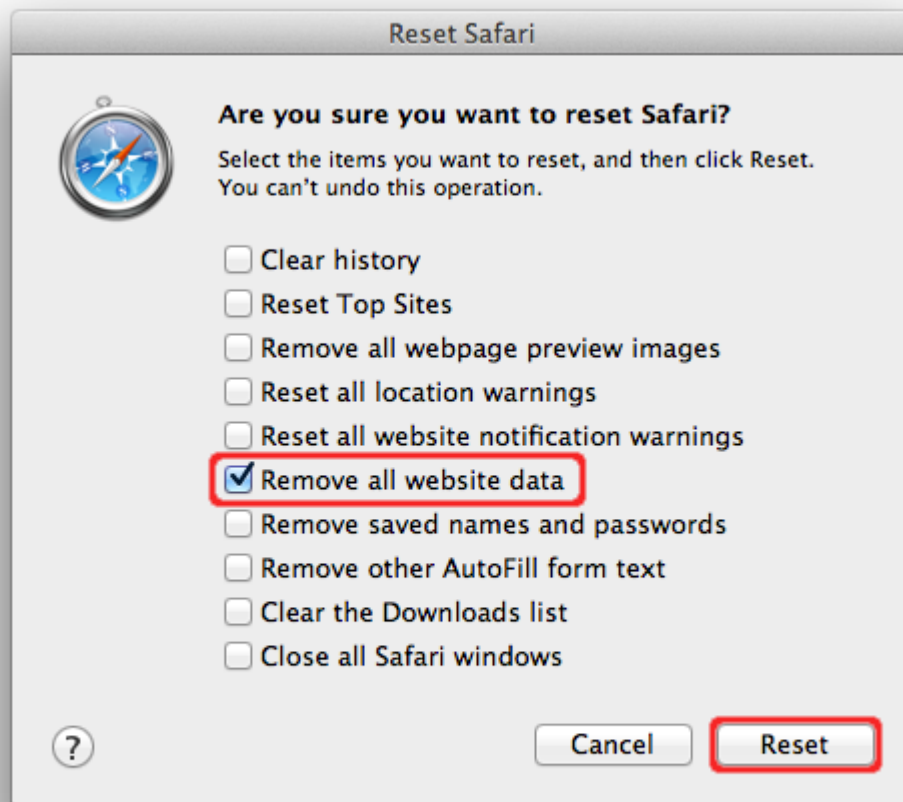
Safari 5.1 - 7.9 (Mac)

This document explains how to clear the cache and cookies in Safari version 5.1 and newer.

1. Click on **Safari > Reset Safari....**



2. Check **Remove all website data**, then click on the **Reset** button.



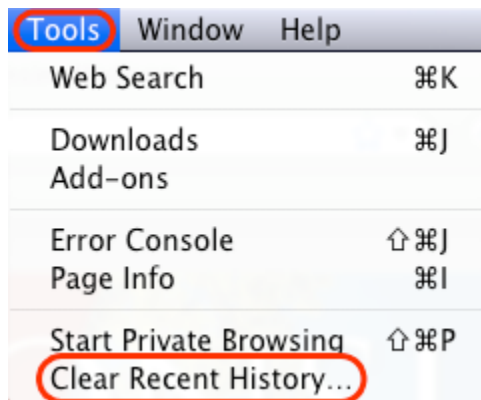


Mozilla Firefox

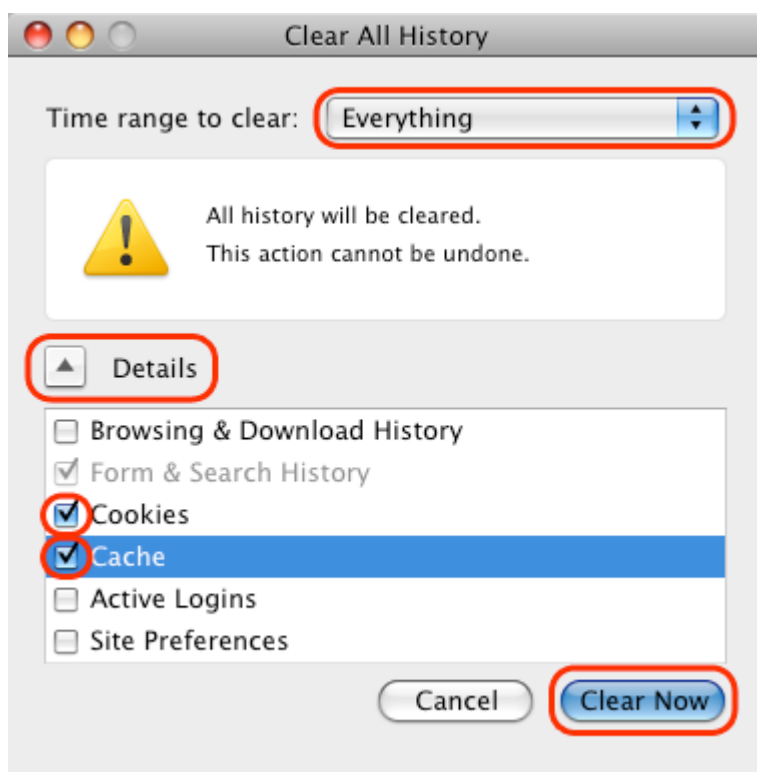
Firefox 3.5 - 20 (Mac)

This document explains how to clear the cache and cookies in Mozilla Firefox versions 3.5 through 20

1. Click on **Tools > Clear Recent History....**

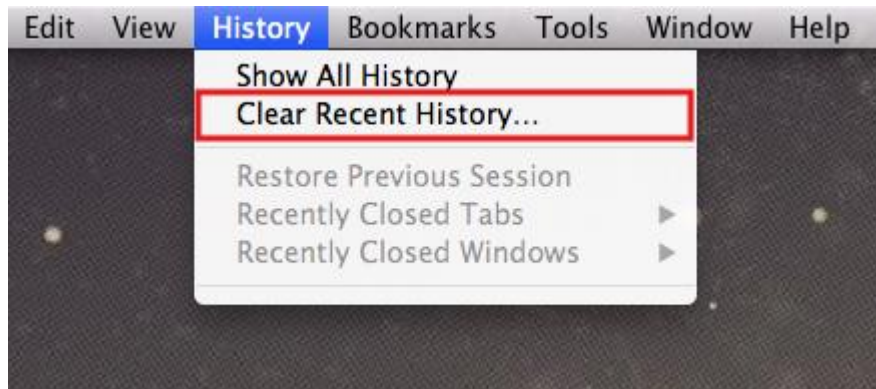


2. Click on the drop down box to the right of **Time range to clear** and select **Everything**. Then, click on **Details** and check both **Cookies** and **Cache**. Click on **Clear Now**.

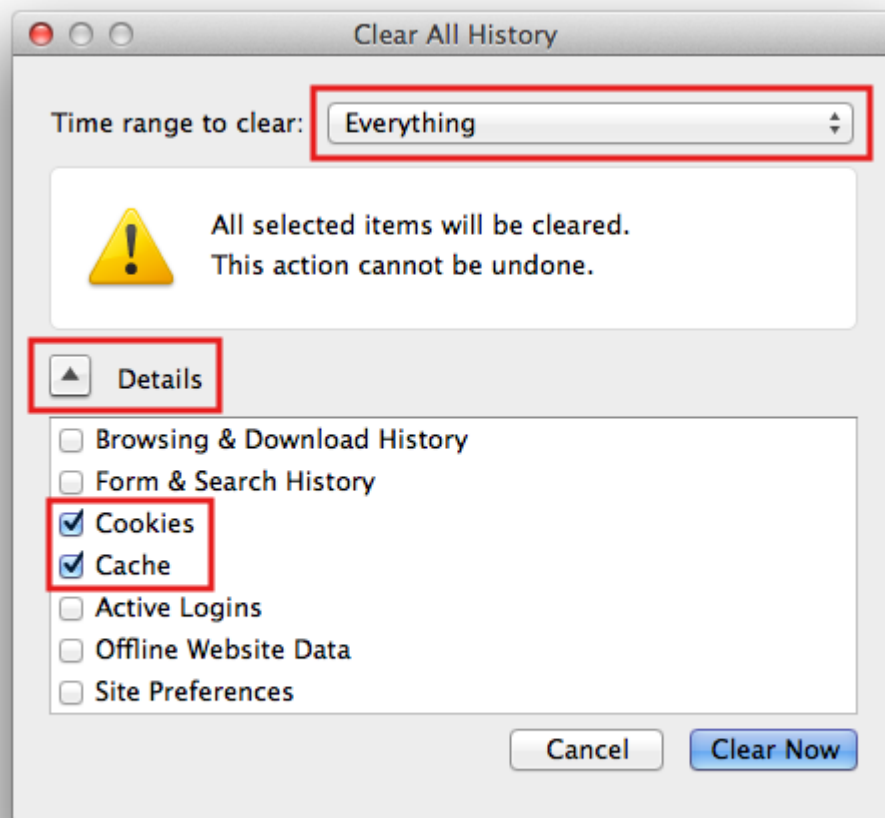


Firefox 21+ (Mac)

1. In the menu bar, click on **History > Clear Recent History..**



2. In the window that appears, click on the dropdown menu to the right of **Time range to clear** and select **Everything**. If necessary, expand the **Details** section and check both **Cookies** and **Cache**.



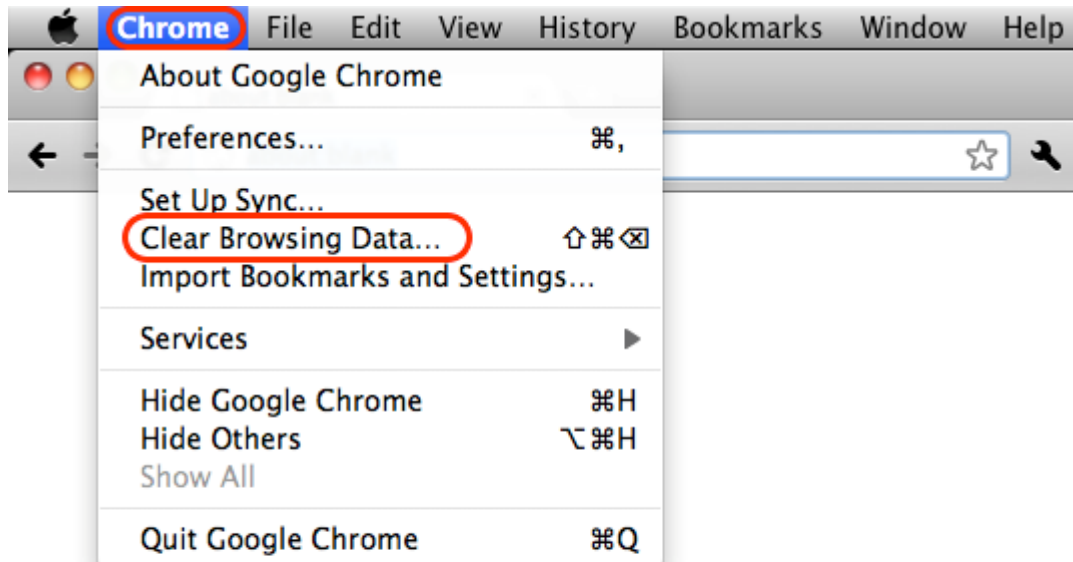
3. Click **Clear Now**. The progress wheel may spin for a few minutes, depending on how much data needed to be deleted. Once it has stopped, the process is complete.



Chrome (Mac)

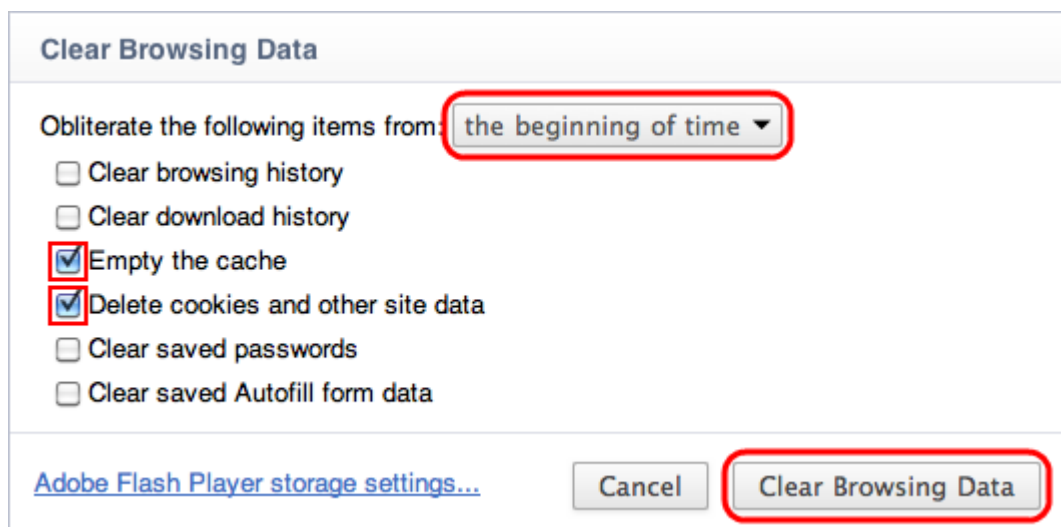
This document explains how to clear the cache and cookies in Google Chrome.

1. Click on **Chrome > Clear Browsing Data...**



2. 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.



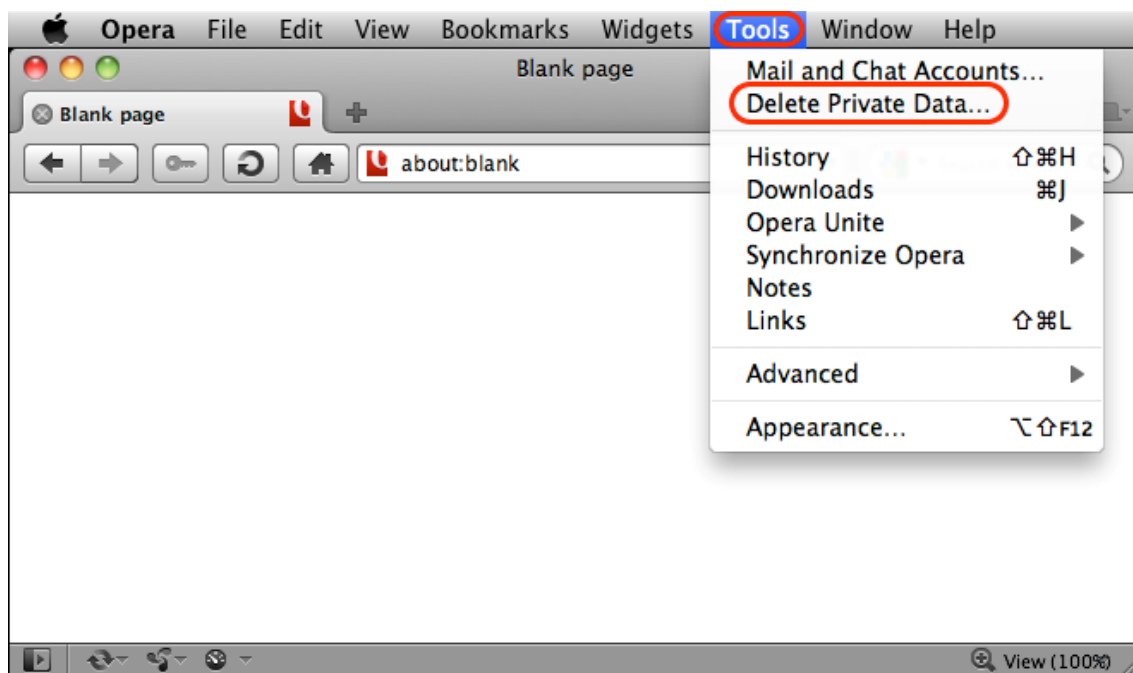


Opera

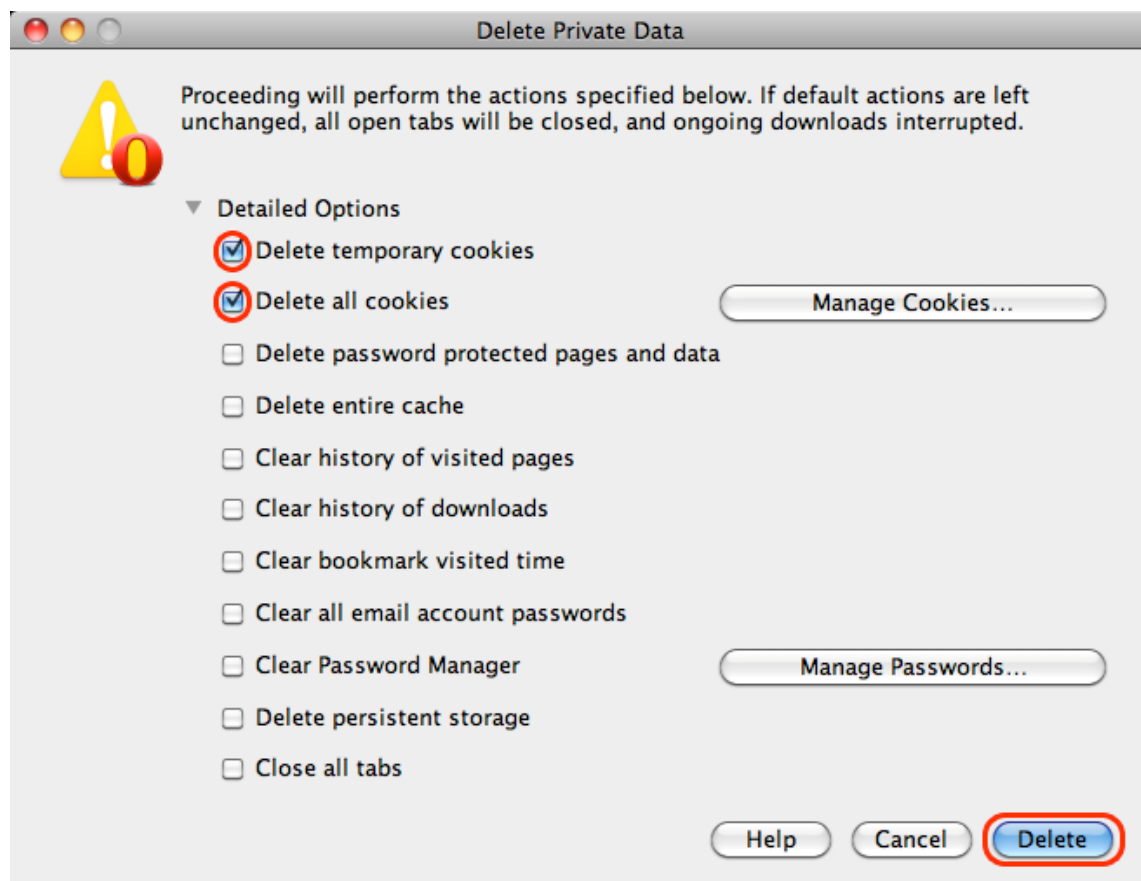
Opera 10.50+ (Mac)

This document explains how to clear the cache and cookies in Opera 10.50+.

1. Click on **Tools > Delete Private Data...**



2. Check **Delete temporary cookies** and **Delete all cookies**, then click on **Delete**.

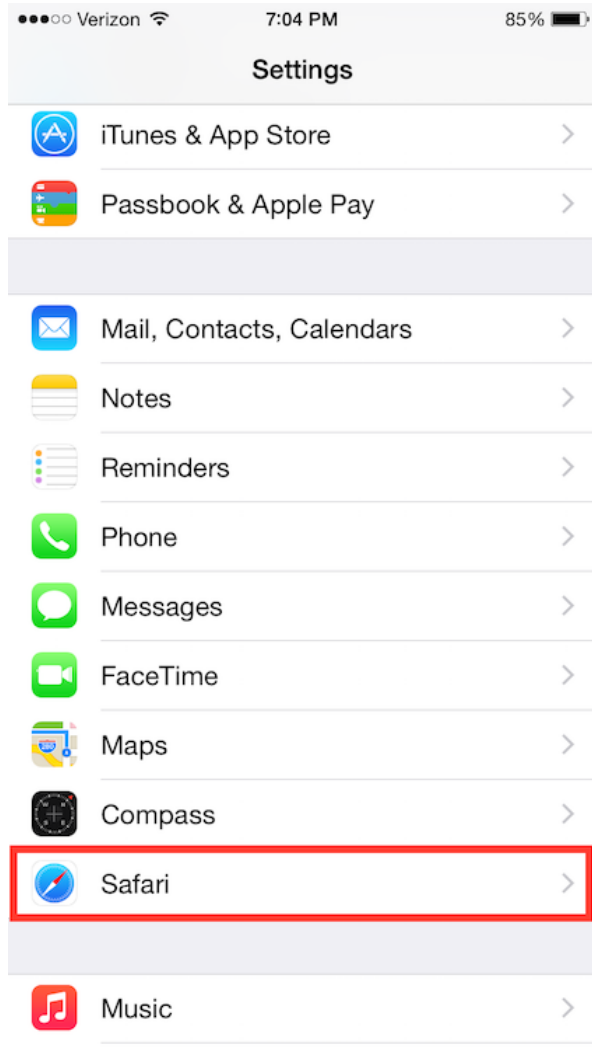




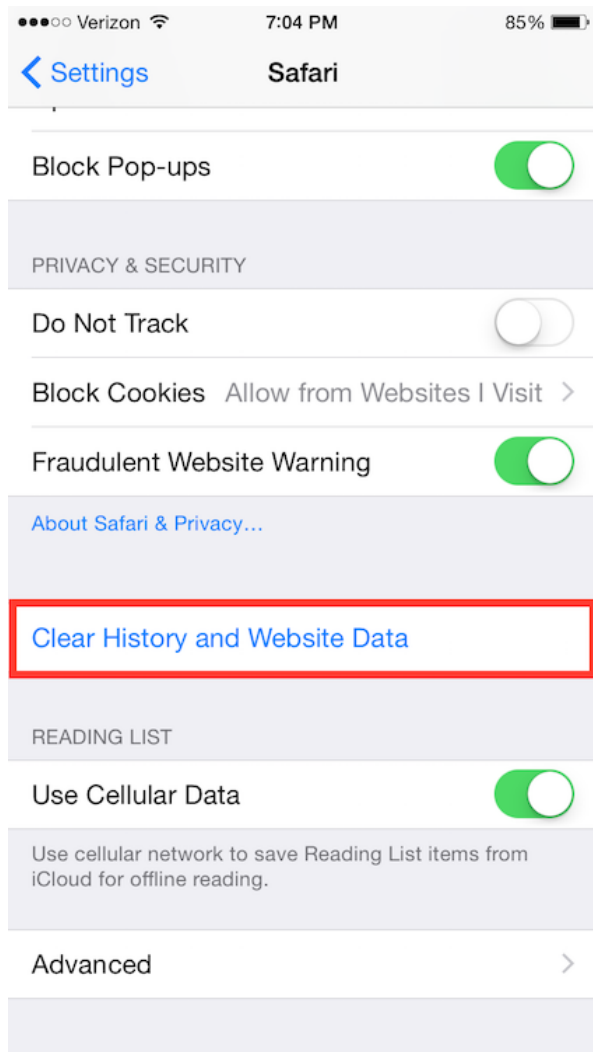
Mobile/Tablets

Safari

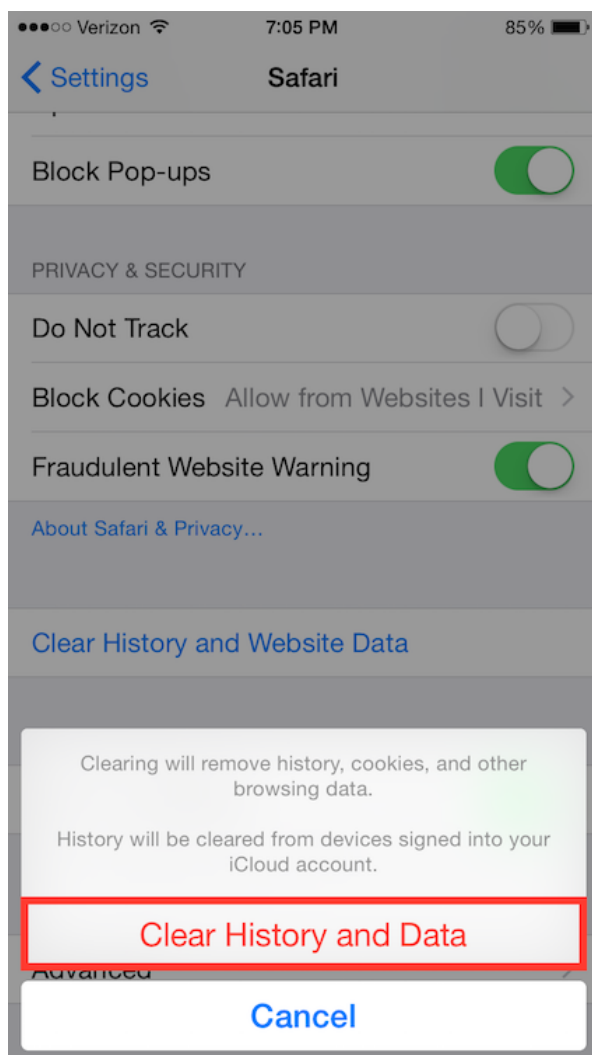
1. On the Settings screen, scroll down and tap the **Safari** button.



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



3. On the confirmation screen, tap **Clear Cookies and Data**.

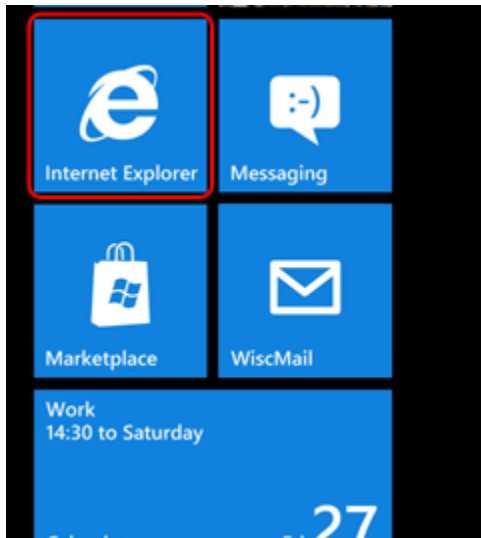




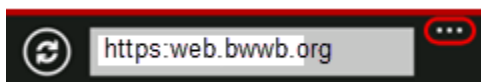
Internet Explorer (Windows Phone)

This document explains how to clear the cache and cookies in Internet Explorer 9 on Windows Phone devices.

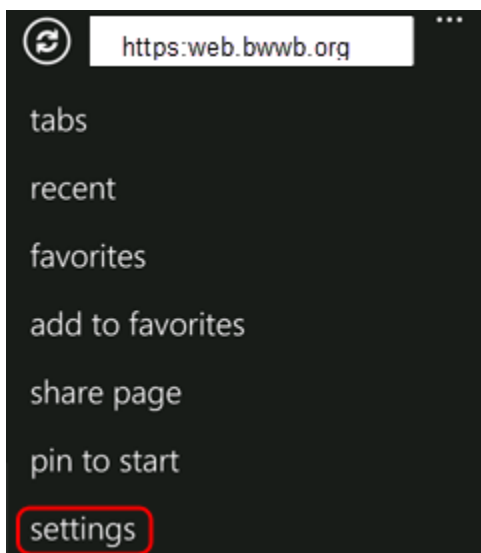
1. Tap the **Internet Explorer** live tile on the home screen.



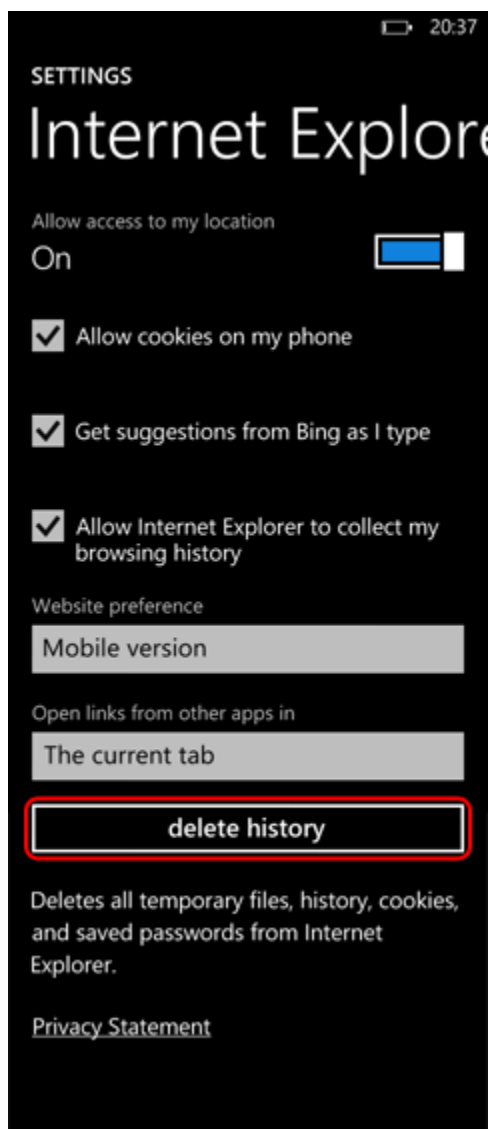
2. Tap on the ellipses (...) at the bottom right.



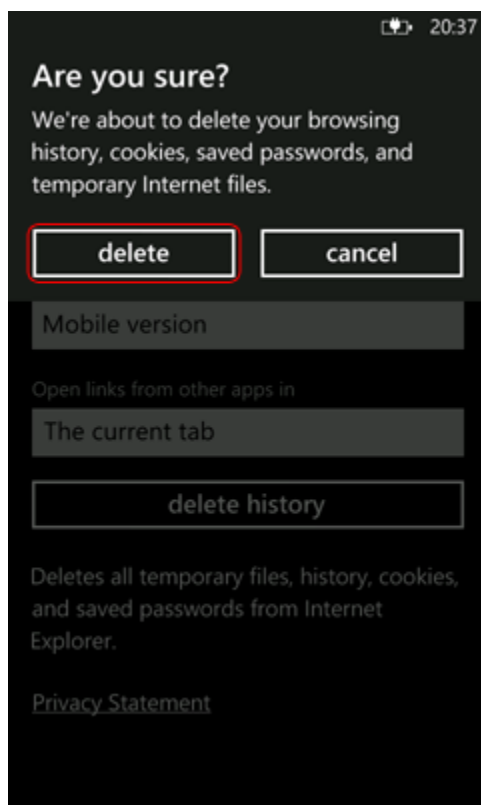
3. Scroll down and tap **settings**.



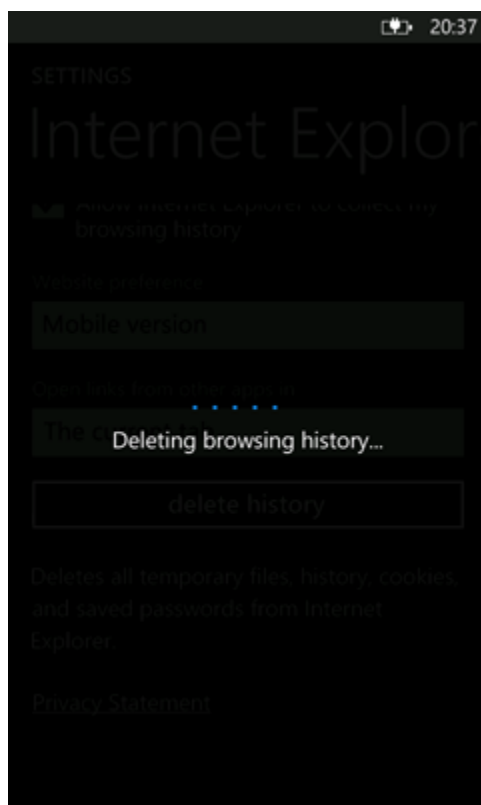
4. Scroll down and tap **delete history**.



5. Tap **delete** to confirm.





6. Wait a few seconds for the cache and cookies to clear. Then, you can tap the back button to return to Internet Explorer.





Chrome

1. On your iPhone or iPad, open the Chrome app .
2. At the top right, tap More  > **Settings**.
3. Tap **Privacy** > **Clear browsing data**.
4. Check **Cookies, Site Data**. Uncheck all the other items.
5. Tap **Clear Browsing Data**.
6. Confirm by tapping **Clear Browsing Data**.
7. Tap **Done**.

Cookies Enable/Disable

Enable Cookies on Mac OS

Enable cookies in Safari

In Safari, you'll need to click Safari > Preferences and then choose Privacy before you can enable cookies.

Now, you'll see the window below.



By default, Safari blocks cookies from third parties and advertisers, but you can change this to always block cookies (to completely disable cookies), or to never block cookies (to enable them).

From this window, you can also delete all (or some by clicking the details button) of the cookies that have already been stored from websites you've visited.

Enable cookies in Firefox

To enable cookies in Firefox, you'll need to go to Firefox > Preferences > and then click Privacy.

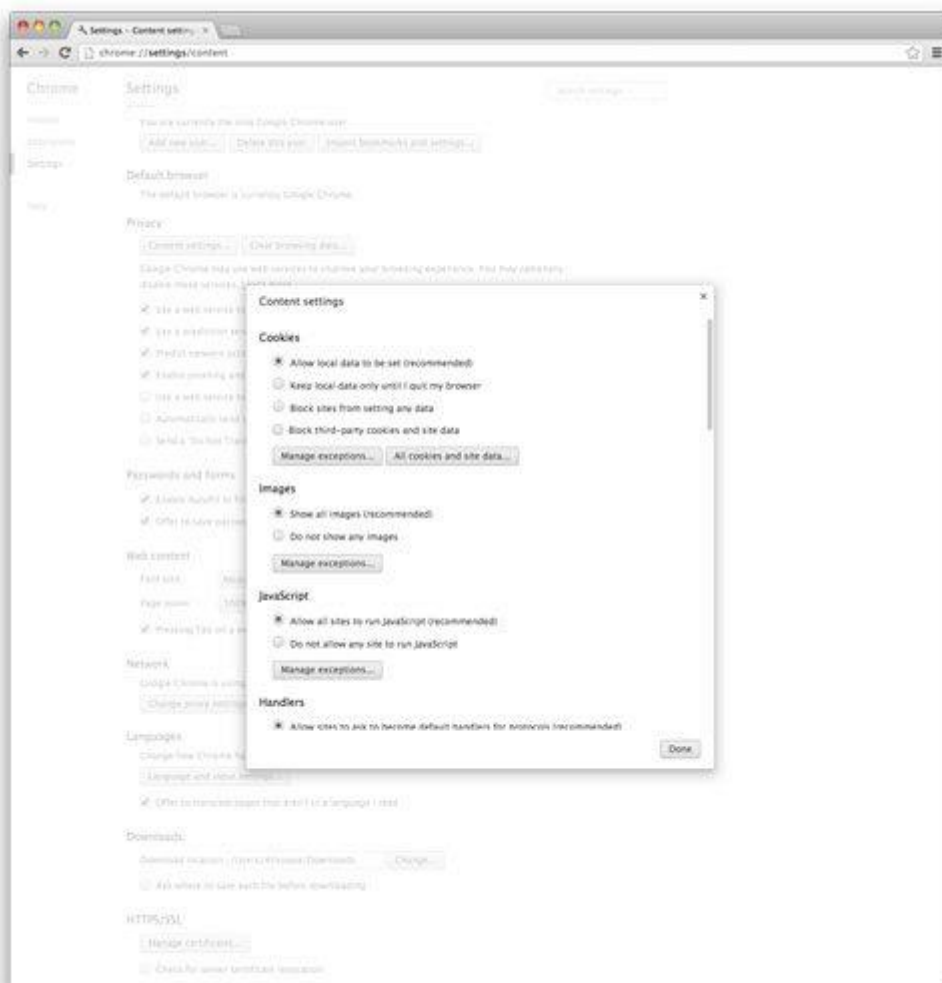


Now, under 'History', choose "Firefox will use custom settings for history". You can now check (or uncheck to disable) 'accept cookies from sites' and then choose 'Always', 'From visited' or 'Never'.

You can also choose whether you want Firefox to keep the cookies until they expire, every time you close Firefox, or, to be really selective, you can tell Firefox to ask you every time.

Enable cookies in Google Chrome

If you're using Chrome, go to Chrome > Preferences and you'll see a settings menu appear within the browser window. Scroll down and click "Show advanced settings..." to bring up the privacy options.



Now, click the "Content settings" button, and then, to enable cookies, click "Allow local data to be set (recommended)".

Alternatively, you can choose to allow Chrome to store cookies until you quit the application, or you can block third-party or all sites.

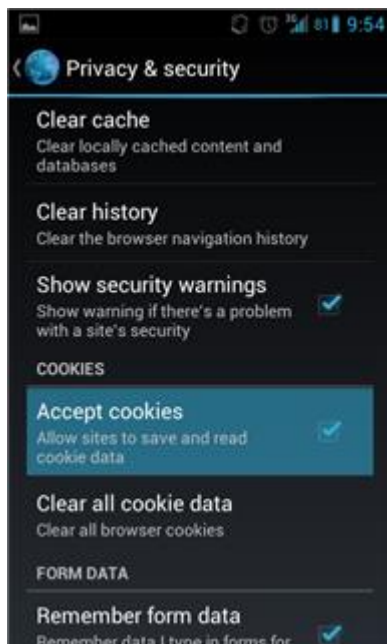
Enable/Disable Cookies on Mobile/Tablets

Enabling cookies using the Android web browser

1. Open the Browser.
2. Go to *Menu > Settings > Privacy & security*.
Or, go to *Menu > More > Settings* and find "Privacy settings."

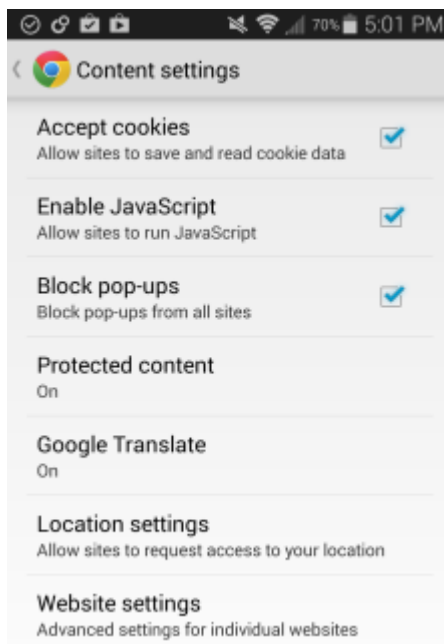


3. Make sure **Accept Cookies** is checked or switched **On**.



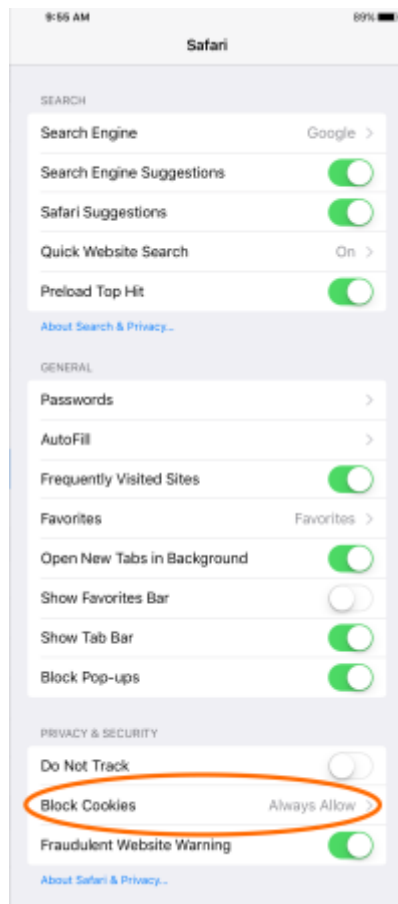
Enabling cookies using Chrome for Android

1. Open Chrome.
2. Go to *Menu > Settings > Content settings*.
You'll find the menu icon in the top-right corner.
3. Make sure **Accept Cookies** is checked.



Enabling cookies using Safari for iOS (iPhone/iPad/iPod touch)

1. From your Home screen, go to *Settings > Safari*.
2. **For iOS 7:** set **Block Cookies** to **Never**.
For iOS 8, 9, & 10: set **Block Cookies** to **Always Allow**.



Enabling cookies using the BlackBerry browser

1. Open the Browser.
2. Push the **BlackBerry** button, then select **Settings**.
3. Tap **Privacy and Security** and ensure the **Accept Cookies** option is **On**.

Enabling cookies using Internet Explorer for Windows Phone

1. Open Internet Explorer.
2. Go to *Menu > Settings*.



3. Make sure that **Allow cookies on my phone** is checked.

