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**
o  **Delete cookies and other site data**

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

<table>
<thead>
<tr>
<th>Clear Browsing Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obiterate the following items from:</td>
</tr>
<tr>
<td>□ Clear browsing history</td>
</tr>
<tr>
<td>□ Clear download history</td>
</tr>
<tr>
<td>□ Empty the cache</td>
</tr>
<tr>
<td>□ Delete cookies and other site data</td>
</tr>
<tr>
<td>□ Clear saved passwords</td>
</tr>
<tr>
<td>□ Clear saved Autofill form data</td>
</tr>
</tbody>
</table>

**Adobe Flash Player storage settings...**  **Clear browsing data**  **Cancel**
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.
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**.

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.

- For more information on the other options, see [Delete browsing, search and download history on Firefox](#).
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 the 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**.

![Internet Options menu](image)

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**.
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.

- [x] Clear history
- [x] Reset Top Sites
- [x] Remove all webpage preview images
- [x] Empty the cache
- [x] Clear the Downloads window
- [x] Remove all cookies
- [ ] Remove all website icons
- [ ] Remove saved names and passwords
- [ ] Remove other AutoFill form text
- [ ] Close all Safari windows

[Reset]  [Cancel]
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.
Delete Private Data

Proceeding will perform the actions specified below. If default actions are left unchanged, all open tabs will be closed, and ongoing file transfers interrupted.

Detailed Options
- [x] Delete temporary cookies
- [x] Delete all cookies
- [ ] Delete password protected pages and data
- [ ] Delete password protected pages and data
- [x] Delete entire cache
- [ ] Clear history of visited pages
- [ ] Clear history of file transfers
- [ ] Clear bookmark visited time
- [ ] Clear all e-mail account passwords
- [ ] Clear all Saved passwords
- [ ] Close all tabs

Manage Cookies...
Manage Saved passwords...

Delete Cancel Help
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. 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.
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
- [ ] Reset all location warnings
- [ ] Reset all website notification warnings
- [x] Remove all website data
- [ ] Remove saved names and passwords
- [ ] Remove other AutoFill form text
- [ ] Clear the Downloads list
- [ ] Close all Safari windows

[Cancel] [Reset]
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.
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**.
Proceeding will perform the actions specified below. If default actions are left unchanged, all open tabs will be closed, and ongoing downloads interrupted.

- **Delete temporary cookies**
- **Delete all cookies**
- Delete password protected pages and data
- Delete entire cache
- Clear history of visited pages
- Clear history of downloads
- Clear bookmark visited time
- Clear all email account passwords
- Clear Password Manager
- Delete persistent storage
- Close all tabs

[Delete button]
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**.
Settings

Safari

Block Pop-ups

PRIVACY & SECURITY

Do Not Track

Block Cookies  Allow from Websites I Visit

Fraudulent Website Warning

About Safari & Privacy...

Clear History and Website Data

Clearing will remove history, cookies, and other browsing data.

History will be cleared from devices signed into your iCloud account.

Clear History and Data

Cancel
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.

![Privacy settings window](image)

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.