

How do I clear my web browser's cache, cookies, and history?

Notes:

- If you don't see instructions below for your specific version or browser, search your browser's **Help** menu for "clear cache". If you're unsure what browser version you're using, from the **Help** menu, select **About [browser name]**. In Internet Explorer and Firefox, if you don't see the menu bar, press **Alt**. When assisting a customer you may need google how to step them through clearing cookies and cache for their specific browser version.
- When troubleshooting issues with any web site, after clearing your browser's cache and cookies, exit your browser completely before attempting to access the site again. In Windows, close all your browser windows; in Mac OS X, quit (**Command-q**) your browser.

About cache, cookies, and history

Each time you access a file through your web browser, the browser caches (stores) it. By doing this, the browser doesn't have to newly retrieve files (including any images) from the remote web site each time you click **Back** or **Forward**. You should periodically clear the cache to allow your browser to function more efficiently.

A **cookie** is a file created by a web browser, at the request of a web site, that is then stored on a computer. These files typically store user-specific information such as selections in a form, shopping cart contents, or **authentication** data. Browsers will normally clear cookies that reach a certain age, but clearing them manually may solve problems with web sites or your browser.

A browser's history is a log of sites that you visit. When you use a browser's **Back** button, you are moving back one entry in the history log. Browsers will normally clear the history at regular intervals, but you may want to clear it manually for privacy.

Android

1. Start your browser.
2. Tap **Menu**, and then tap **More**.
3. Select **Settings**.
4. Under "Privacy settings", select **Clear cache**, **Clear history**, or **Clear all cookie data** as appropriate, and then tap **OK** to accept (or **Cancel** to cancel) the deletion.

Chrome

1. In the browser bar, enter:

```
chrome://settings/clearBrowserData
```

2. Select the items you want to clear (e.g., **Clear browsing history**, **Clear download history**, **Empty the cache**, **Delete cookies and other site and plug-in data**).
3. From the **Obliterate the following items from:** drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the **beginning of time**.
4. Click **Clear browsing data**.

Firefox

1. From the **Tools** or **History** menu, select **Clear Recent History**.
2. If the menu bar is hidden, press **Alt** to make it visible.
3. From the **Time range to clear:** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
4. Click the down arrow next to "Details" to choose which elements of the history to clear. Click **Clear Now**.

Internet Explorer 8 and higher

1. From the **Tools** or **Safety** menu, select **Delete browsing history...**
2. If the menu bar is hidden, press **Alt** to make it visible.

3. Deselect **Preserve Favorites website data**, and select:
 - **Temporary Internet files** or **Temporary Internet files and website files**
 - **Cookies** or **Cookies and website data**
 - **History**
 - **Click Delete.**

Internet Explorer 7

1. From the **Tools** menu in the upper right, select **Delete Browsing History....**
2. To delete your cache, click **Delete files....**
3. To delete your cookies, click **Delete cookies...**
4. To delete your history, click **Delete history....**
5. Click **Close**, and then click **OK** to exit.

Mobile Safari for iOS (iPhone, iPod touch, iPad)

To clear cache and cookies:

1. From the home screen, tap **Settings**, and then tap **Safari**.
2. At the bottom of Safari's settings screen, tap **Clear History and Website Data**, or **Clear cookies and data**, or **Clear Cookies** and **Clear Cache**. Confirm when prompted.

To clear history:

1. From the home screen, tap **Safari**.
2. At the bottom of the screen, tap the **Bookmarks** icon.
3. In the lower left, tap **Clear**.
4. Tap **Clear History**.

Opera

1. From the **Opera** menu, select **Settings**, and then **Delete Private Data...**
2. In the dialog box that opens, select the items you want to clear, and then click **Delete**.

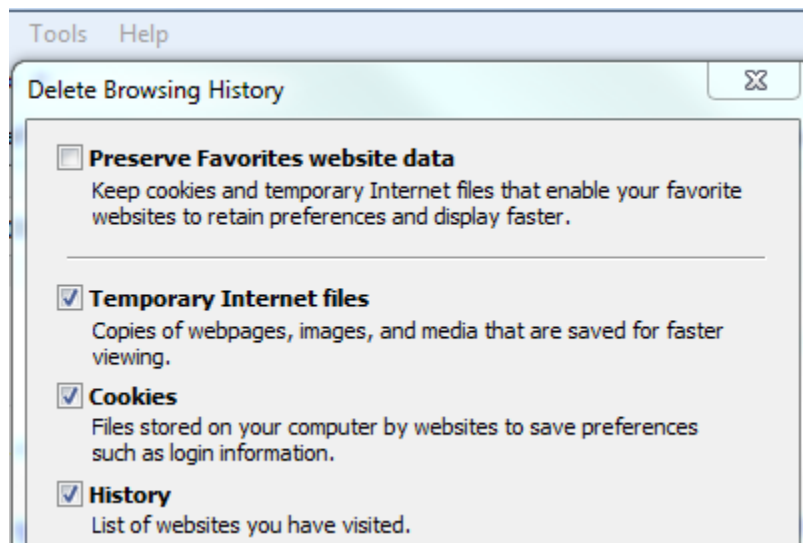
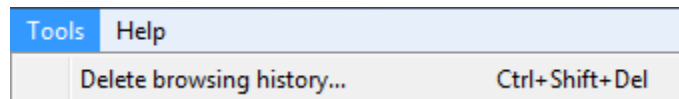
Safari

1. From the **Safari** menu, select **Reset Safari...**
2. From the menu, select the items you want to reset, and then click **Reset**. As of Safari 5.1, **Remove all website data** covers both cookies and cache.

Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookie - Settings to check

This document explains how to clear the cache and cookies in Internet Explorer 9, 10 and 11. There are two ways shown here.

1. Select Tools Delete browsing history....

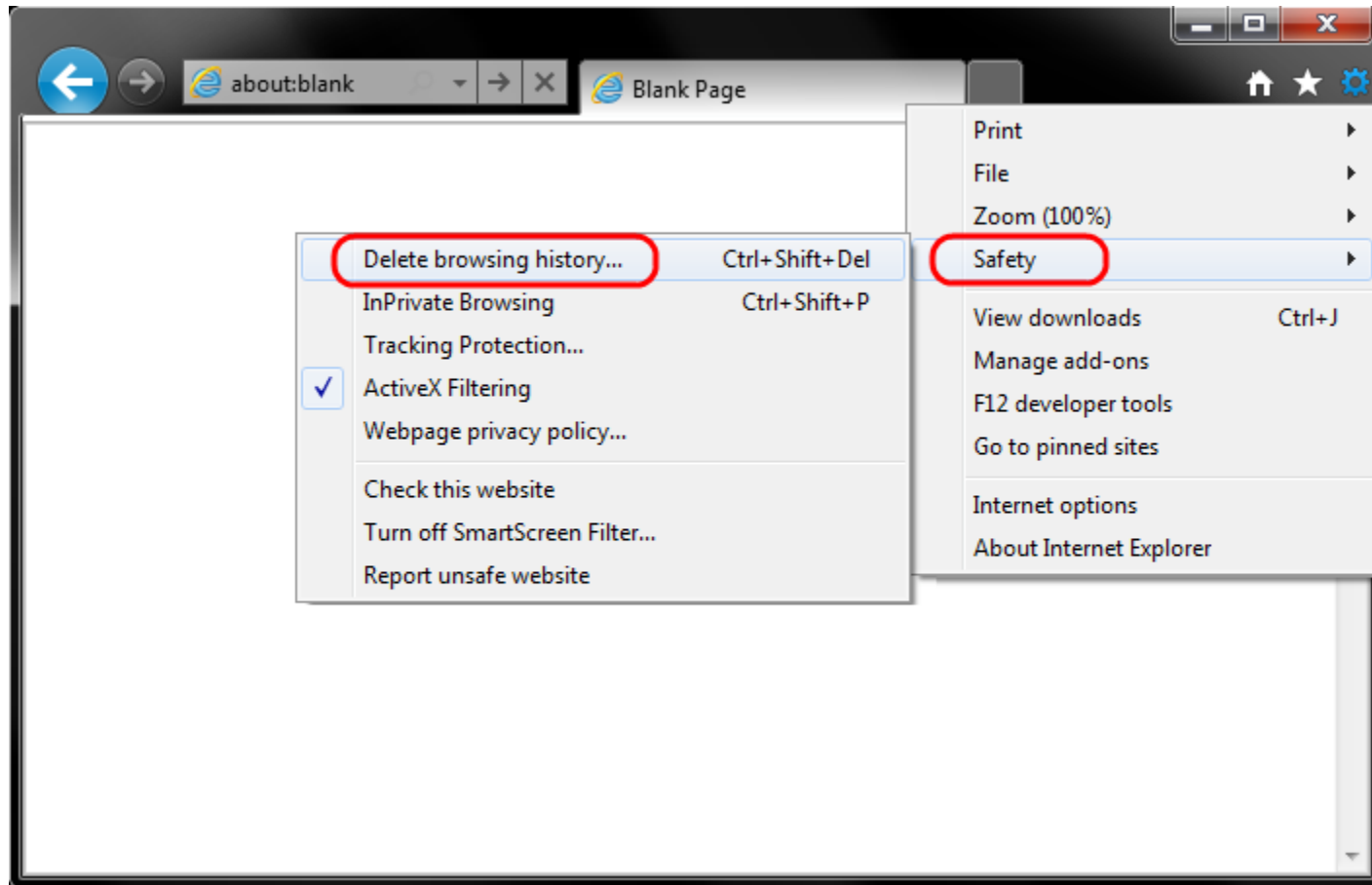


Make sure to **uncheck Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.

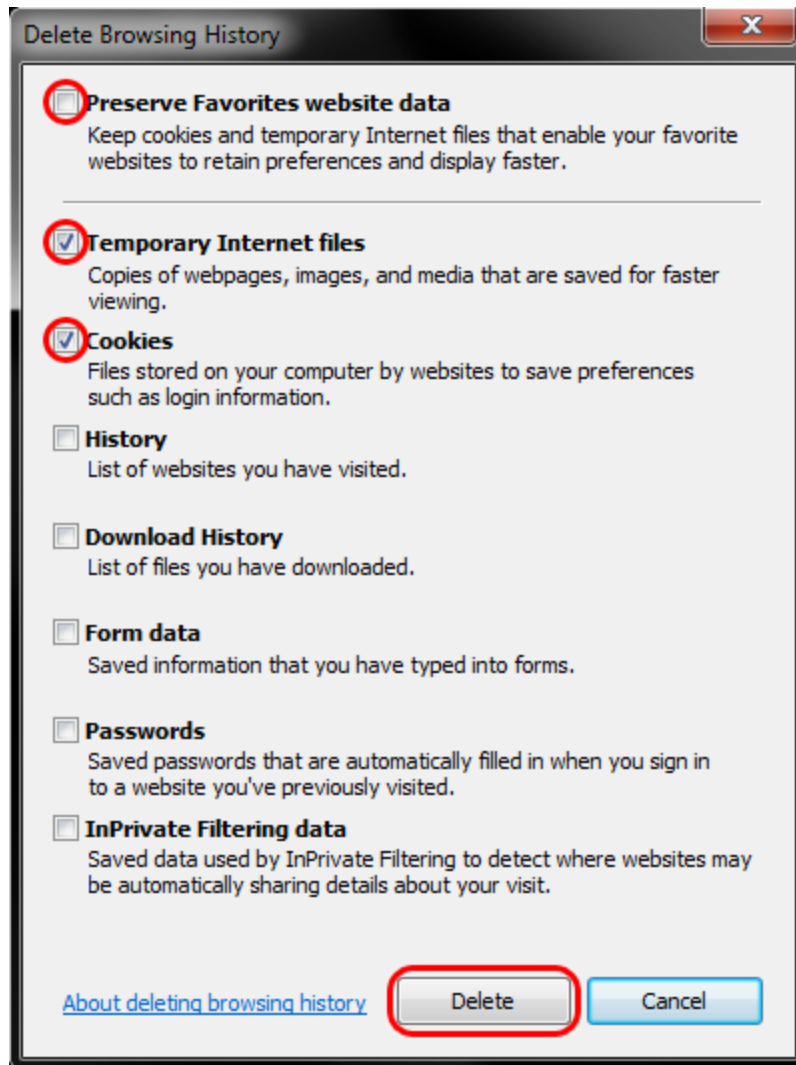
Clearing History is suggested as well.

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

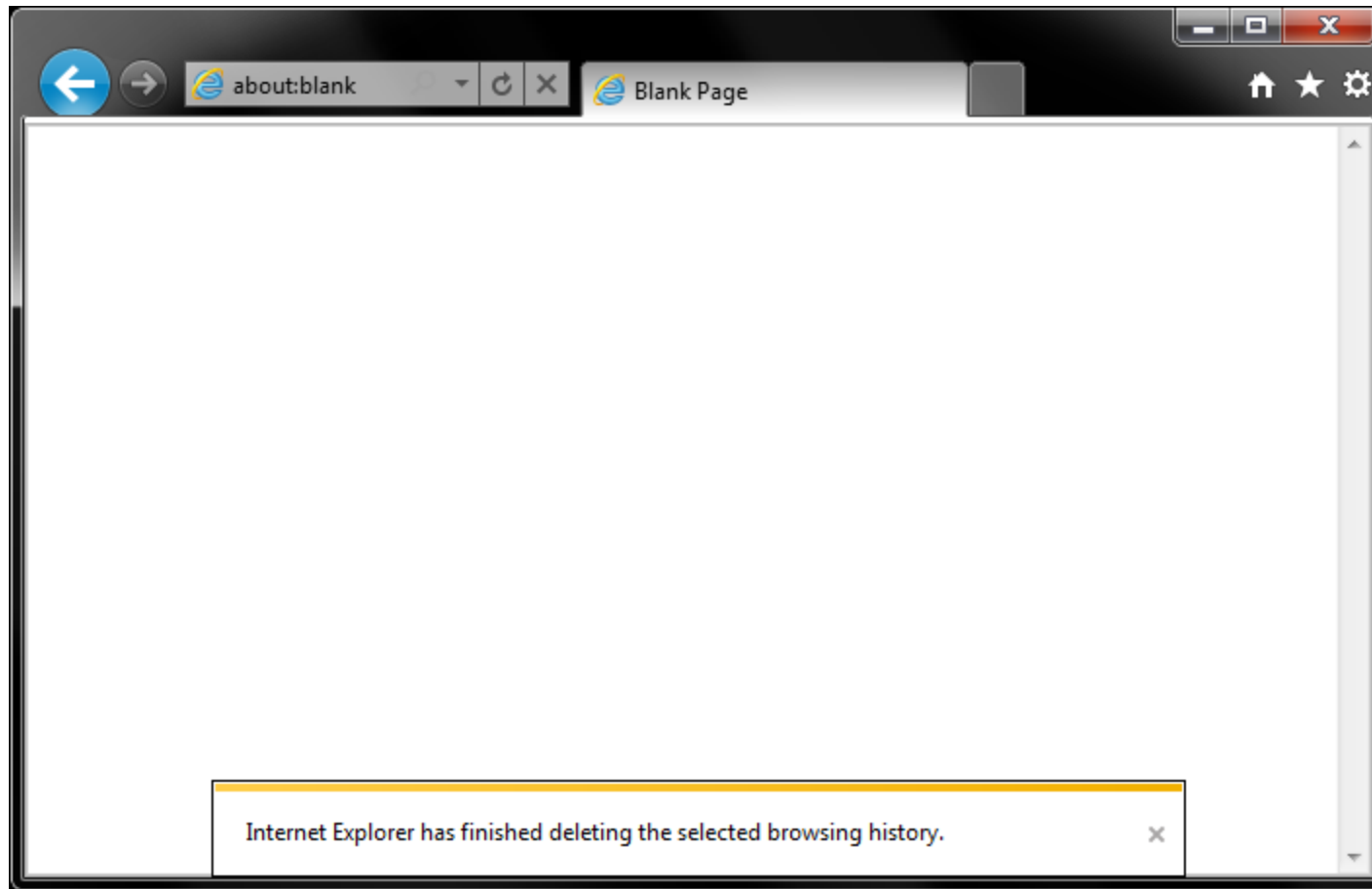
NOTE: You can also access this menu by holding **Ctrl + Shift + Delete**.



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



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

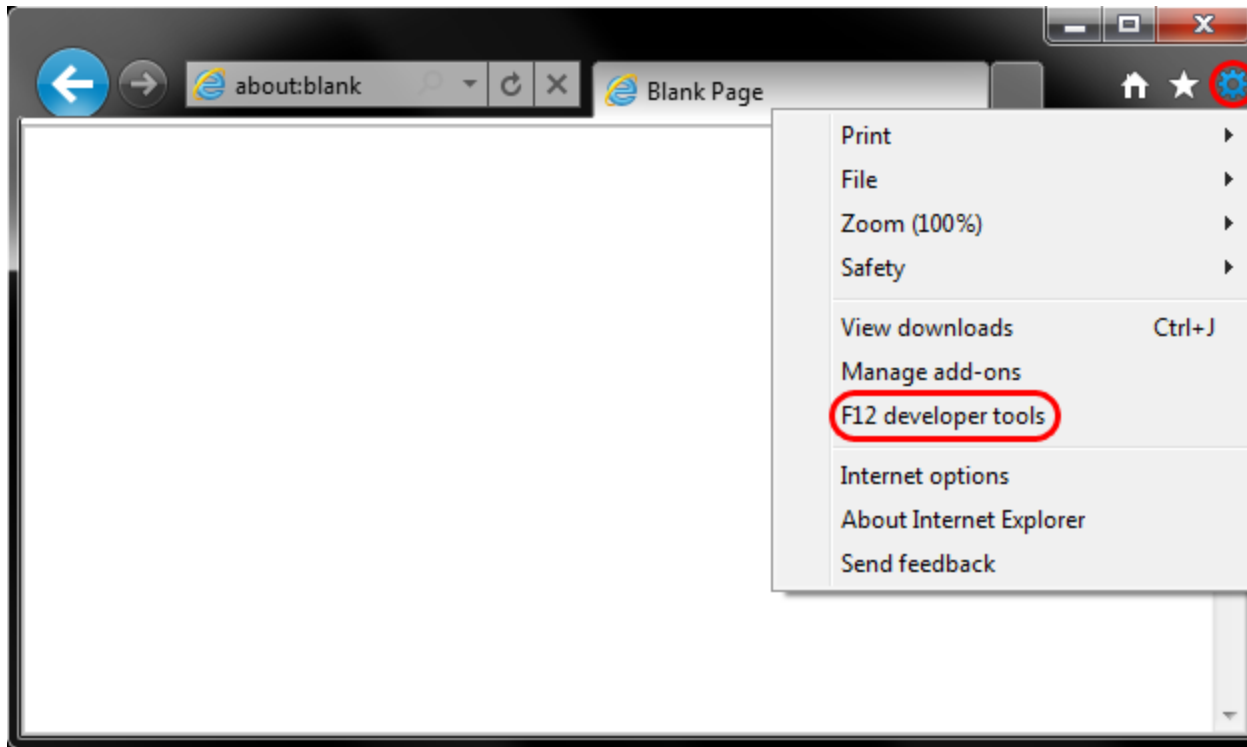


Further Troubleshooting

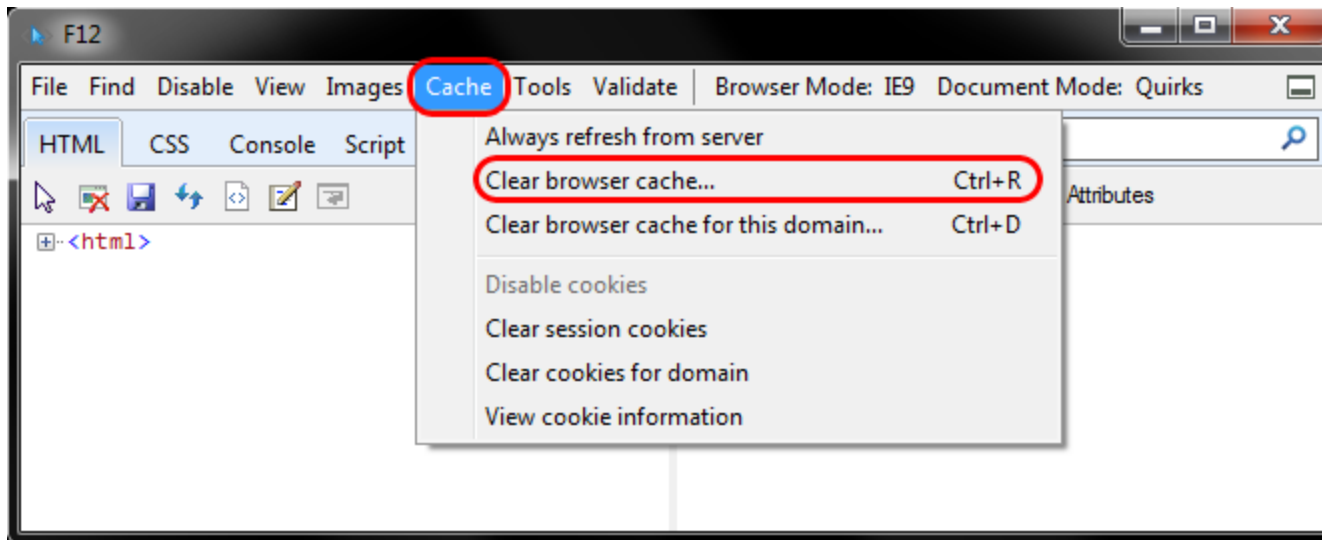
The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications such as WiscMail require a more thorough procedure. If you are still having issues, try to steps below.

- **Note:** The F12 developer tools in Internet Explorer 11 do not include a cache menu. This process will only work for IE10 or lower.

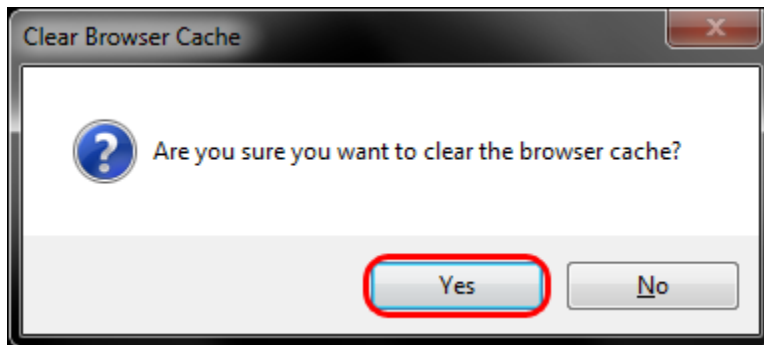
1. Close out of **Internet Options**. Click on **Tools** and select **Developer Tools**.



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.




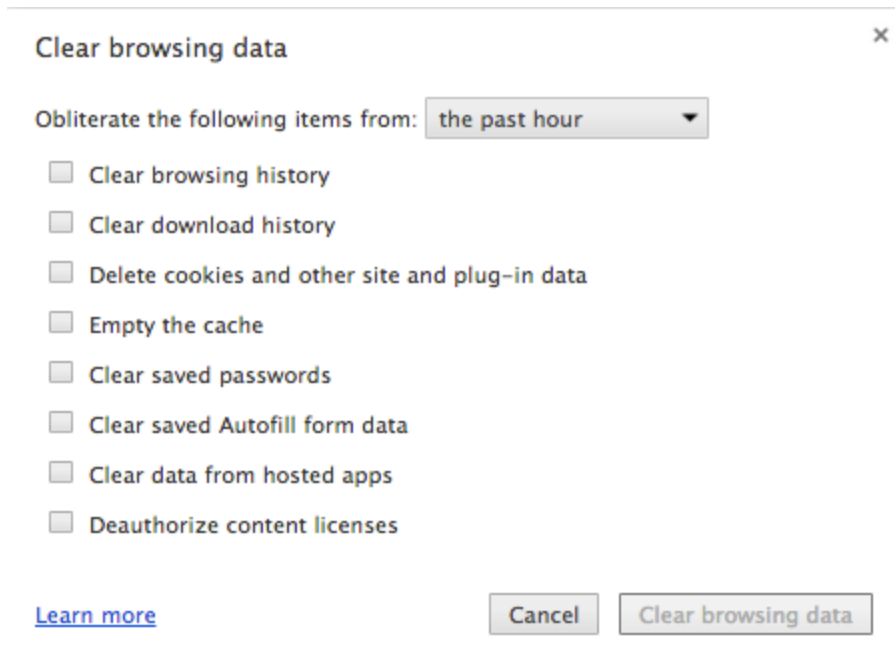
Chrome - Clearing Cache and Cookie - Settings to check

Delete your cache and other browser data

You have control over your browsing data. This data includes things like your browsing and download history and saved form data. Use the "Clear browsing data" dialog to delete all your data or just a portion of your data, collected during a specific period of time.

Delete all your data

1. Click the Chrome menu  on the browser toolbar.
2. Select **Tools**.
3. Select **Clear browsing data**.
4. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
5. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
6. Click **Clear browsing data**.



If clearing cache and cookies doesn't work, make sure the settings are as follows.



Go to Settings> Show Advanced Settings>

Under Privacy Section> Click Content Settings

*Follow Screen shots for correct settings

Cookies:

Content settings



Cookies

- Allow local data to be set (recommended)
- Allow local data to be set for the current session only
- Block sites from setting any data
- Block third-party cookies and site data
- Clear cookies and other site and plug-in data when I close my browser

Manage exceptions...

All cookies and site data...

Images

- Show all images (recommended)
- Do not show any images

Manage exceptions...

JavaScript

- Allow all sites to run JavaScript (recommended)
- Do not allow any site to run JavaScript

Manage exceptions...

Handlers

- Allow sites to ask to become default handlers for protocols (recommended)
- Do not allow any site to handle protocols

Manage handlers...



OK

Cookies: Click **Manage Exceptions** and Add Web Domain to Allow (This is similar to adding to Trusted sites in IE)

Plug-ins

- Run automatically (recommended)
- Click to play
- Block all

Manage exceptions...

[Disable individual plug-ins...](#)

Pop-ups

- Allow all sites to show pop-ups
- Do not allow any site to show pop-ups (recommended)

Manage exceptions...

-Manage Exceptions for Pop-ups to allow for site.

Firefox - Clearing Cache and Cookie - Settings to check


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

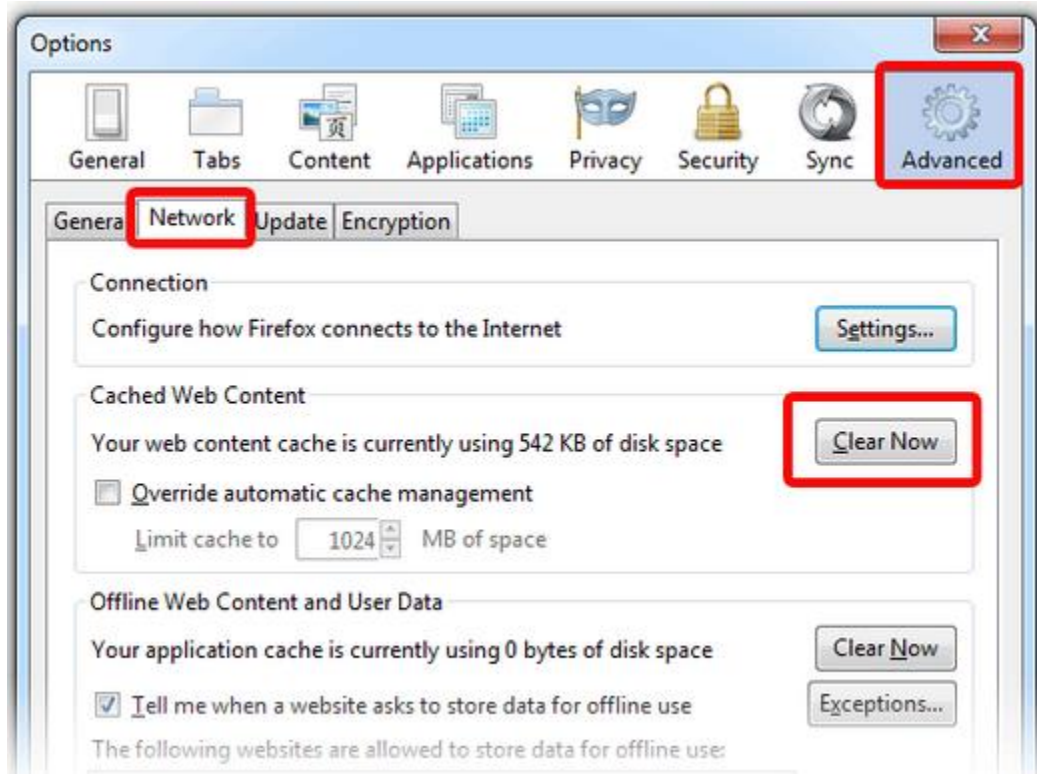
How to clear the Firefox cache

The Firefox [cache](#) temporarily stores images, scripts, and other parts of websites you visit in order to speed up your browsing experience. This article describes how to clear the cache.

- To clear your history (i.e. cookies, browsing history, cache, etc.) all at once, see [Remove recent browsing, search and download history](#).
- [Clear the cache](#)
- [Automatically clear the 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.



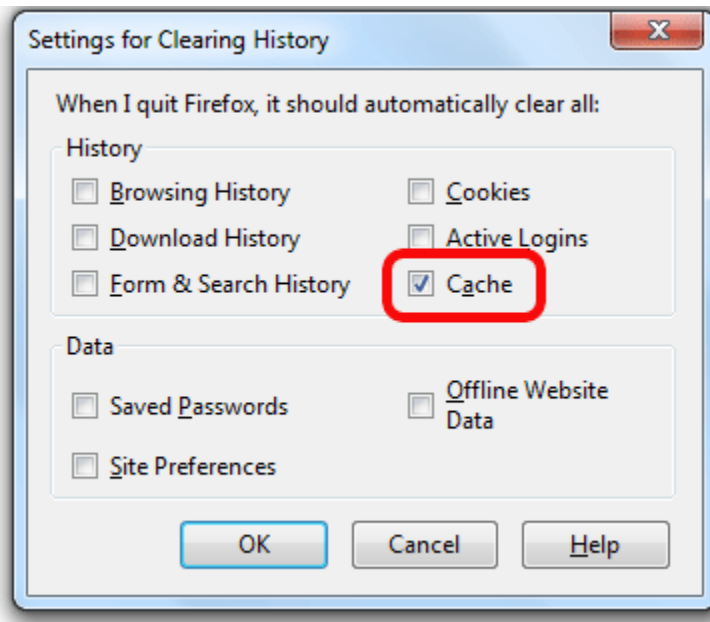
5. Click OK to close the Options window

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, click the check mark box next to **Cache**.



Click OK to close the Settings for Clearing History window.
Click OK to close the Options window