

CLEAR CACHE, COOKIES and HISTORY

Note: Be sure not to check any boxes that will erase saved passwords or other data you may not have written down

- In most cases to open menus used to clear your cache, cookies, and history, press **Ctrl-Shift-Delete** (Windows) or **Command-Shift-Delete** (Mac). Then, Start at STEP 2 of the appropriate instructions below. If this doesn't open the correct menu start at STEP 1.
- 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 or your browser's menu, select About [browser name].
- In Internet Explorer and Firefox, if you don't see the menu bar, press Alt.

CHROME

1. In the browser bar, enter:chrome://settings/clearBrowserData
2. Select the following:
 - **Browsing history**
 - **Download history**
 - **Cookies and other site and plug-in data**
 - **Cached images and files**
 - 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**.
3. Click **Clear browsing data**.
4. Exit/quit all browser windows and re-open the browser.

FIREFOX

1. From the **History** menu, select **Clear Recent History**.
If the menu bar is hidden, press Alt to make it visible.
2. From the **Time range to clear:** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
4. Click **Clear Now**.
5. Exit/quit all browser windows and re-open the browser.

INTERNET EXPLORER 9 and higher

1. Select **Tools** (via the Gear Icon) --> **Safety** --> **Delete browsing history...**
If the menu bar is hidden, press Alt to make it visible.
2. Deselect **Preserve Favorites website data**, and select:
 - **Temporary Internet files** or **Temporary Internet files and website files**
 - **Cookies** or **Cookies and website data**
 - **History**
3. Click **Delete**. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.