

## **How to clear Cache and Cookies within our Users Top Browsers and Operating systems**

Top Browsers for Desktop	Top Browsers for Mobile	Top Browser for Tablet	Top operating systems
Chrome	Safari	Safari	iOS (iPad, iPhone)
Safari	Chrome	Chrome	Chrome OS (Chromebox)
Edge		Internet explorer	Mac
Firefox			Windows
Internet Explorer			Android

### **How cache & cookies work**

Cookies are files created by sites you visit. They make your online experience easier by saving browsing data.

The Cache remembers parts of pages, like images, to help them open faster during your next visit.

### **What happens after you clear this info**

After you clear cache and cookies:

Some settings on sites get deleted. For example, if you were signed in, you'll need to sign in again.

Some sites can seem slower because content, like images, needs to load again.


## Troubleshooting alternatives

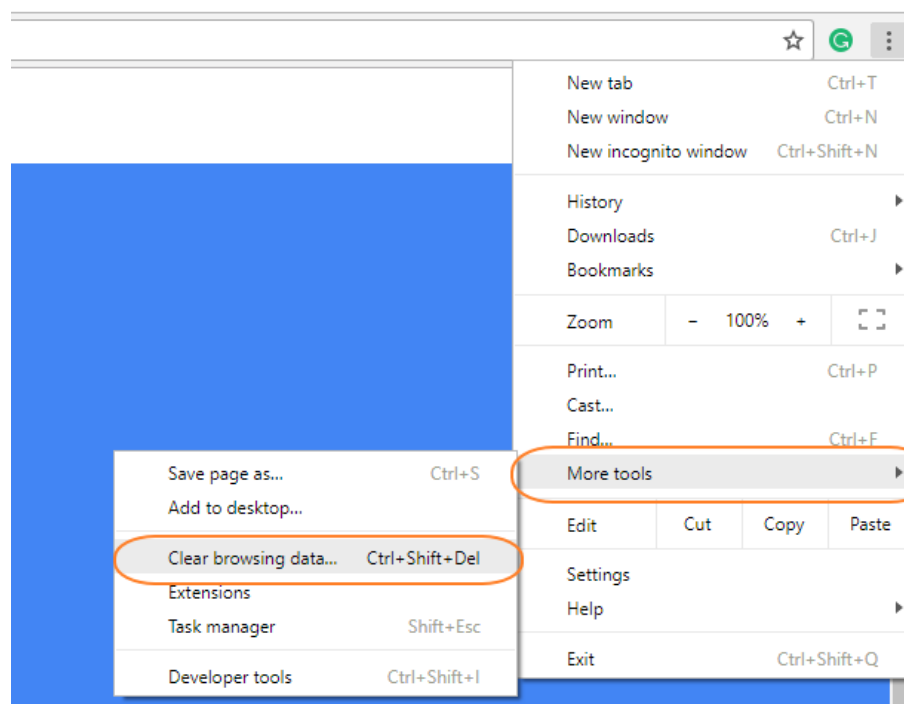
If you need to clear your cache, cookies, and history for troubleshooting purposes, but aren't yet prepared to lose the content listed above, you may wish to consider using a private browsing window in your preferred browser as a temporary solution.

<b>Browse in private with Incognito mode (Chrome desktop and Android)</b>	Start <b>Chrome</b> and click the vertical ellipsis (3dots) in the top right corner of the screen. Click <b>New Incognito Window</b>	Ctrl+ Shift + N (short cut keys)
<b>Browse privately (Safari)</b>	Launch <b>Safari</b> and go to the Safari menu to <b>Private Browsing</b>	
<b>Browse InPrivate in Microsoft Edge</b>	In <b>Microsoft Edge</b> , select the More ... icon, and then <b>New InPrivate window.</b>	CTRL + SHIFT + P (short cut keys)
<b>Private Browsing (Firefox)</b>	Start <b>Firefox</b> and click on the hamburger icon at the top right and then select New <b>Private Window.</b>	CTRL + SHIFT + P (short cut keys)
<b>Browse InPrivate Internet Explorer</b>	Start <b>IE</b> ; Click the gear icon in the top right corner, then hover over safety and Click <b>InPrivate Browsing</b>	CTRL + SHIFT + P (short cut keys)
Turn Private Browsing on or off on your iPhone, iPad, or iPod touch	open <b>Safari</b> , then tap (2 squares stacked together) <b>Tap Private</b> , then tap Done.	

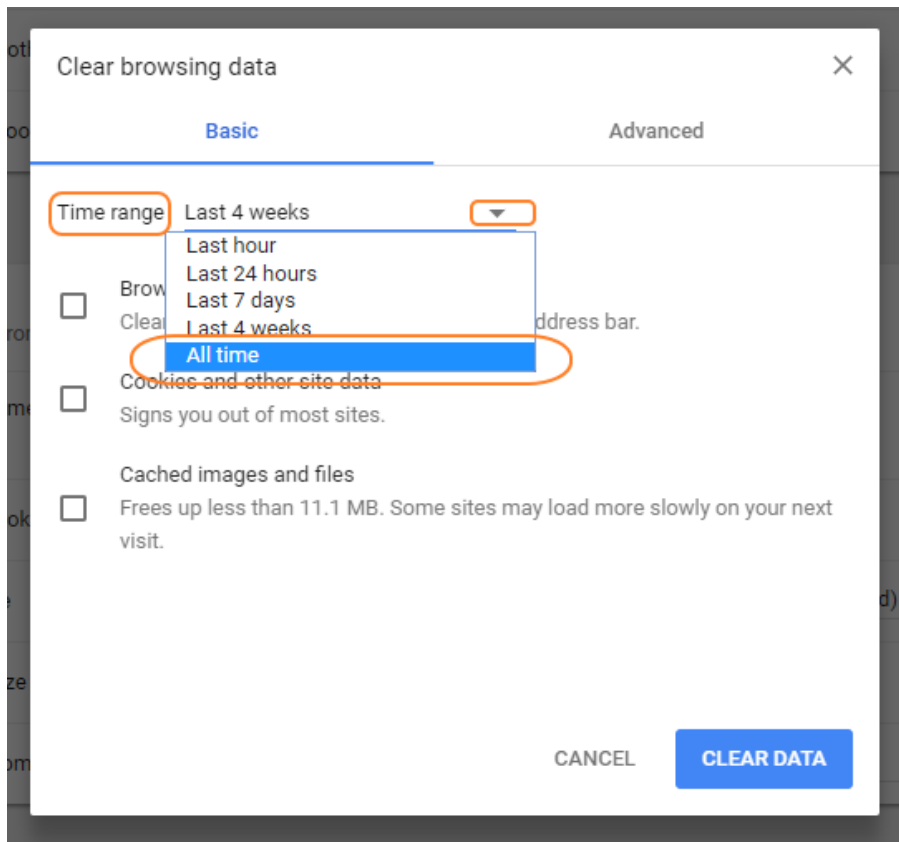
## Clearing Cache & Cookies

### In Chrome

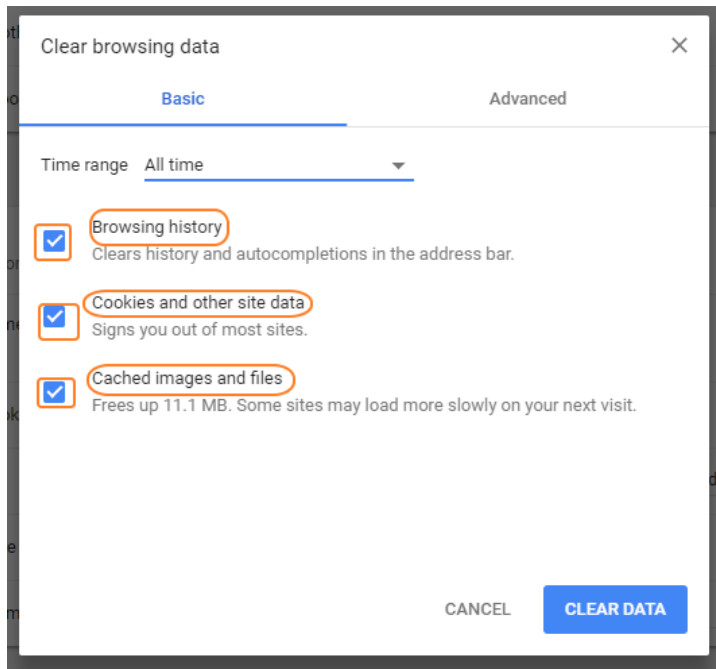
1. On your computer, open Chrome.
2. At the top right, click in the vertical ellipsis 
3. Click More tools and then Clear browsing data.



4. At the top, choose a time range. To delete everything, select All time.



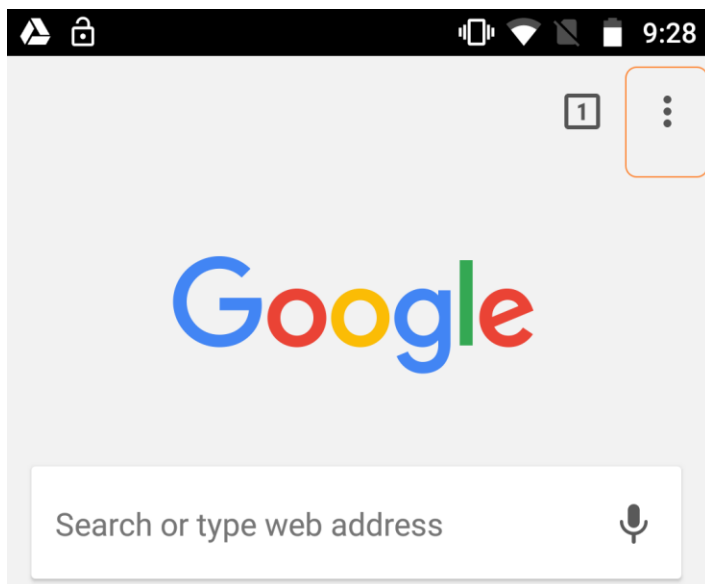
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.



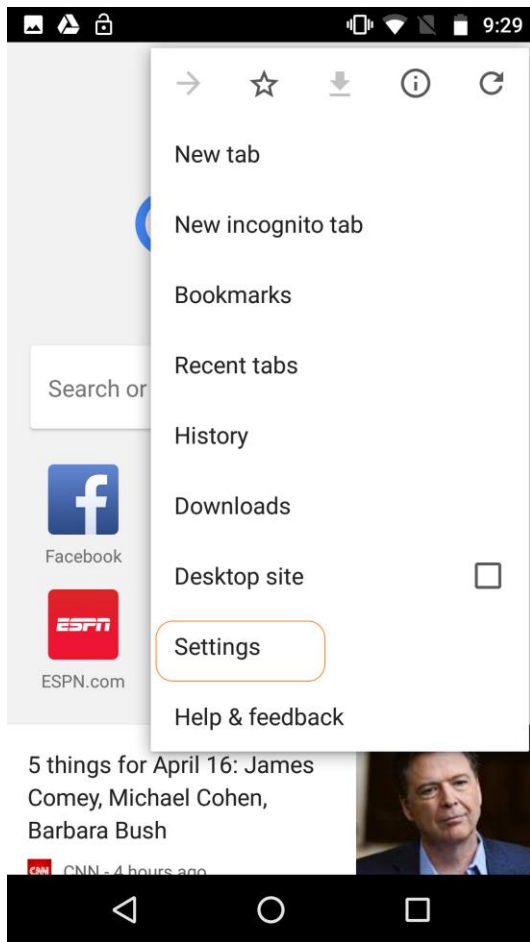
6. Click Clear data.

## Mobile device for Chrome

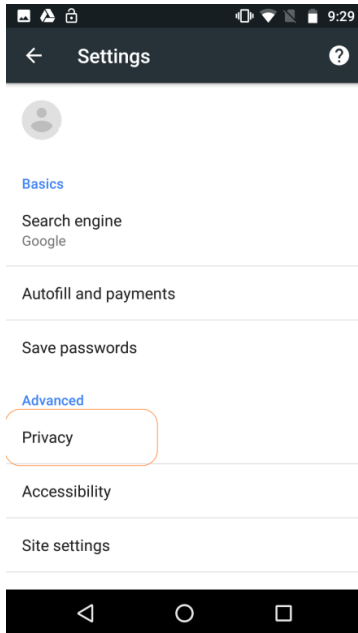
1. Open chrome browser then select the vertical ellipsis



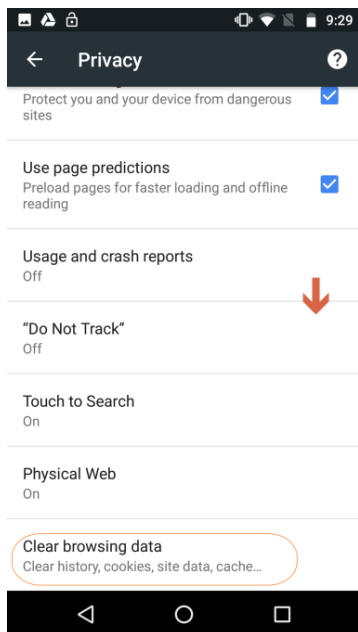
2. Select settings



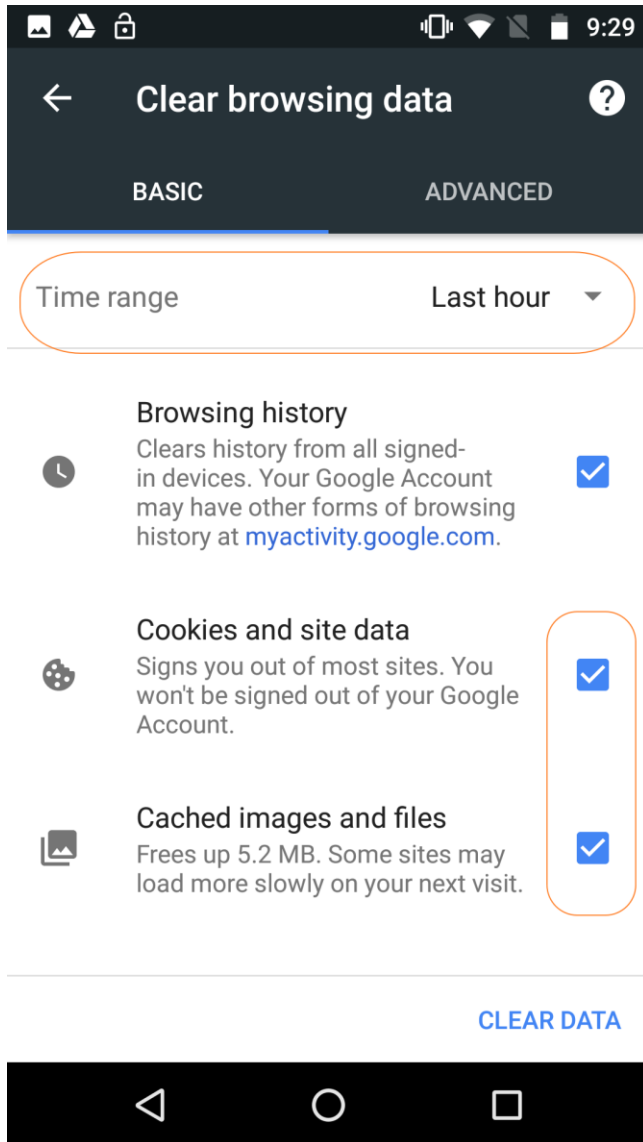
3. From the Settings Menu Select Privacy



#### 4. From the privacy menu Select Clear Browser Data



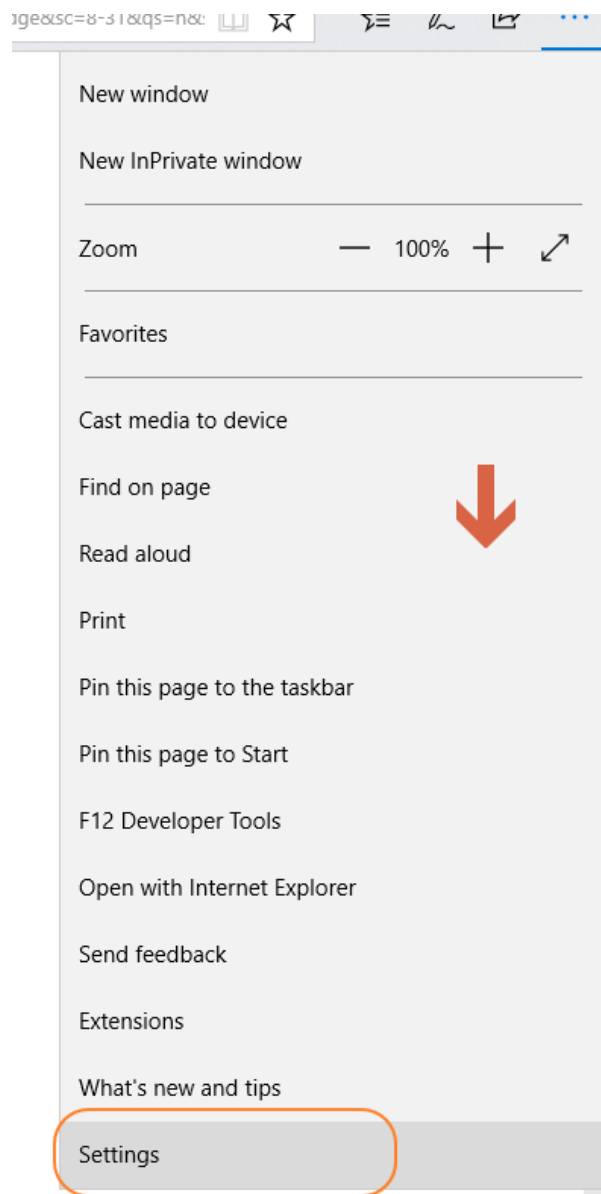
5. Select the time range (Last 7 days, Last 4 weeks, All Time) Check the corresponding boxes Cookies & Cache Then Select CLEAR DATA at the bottom



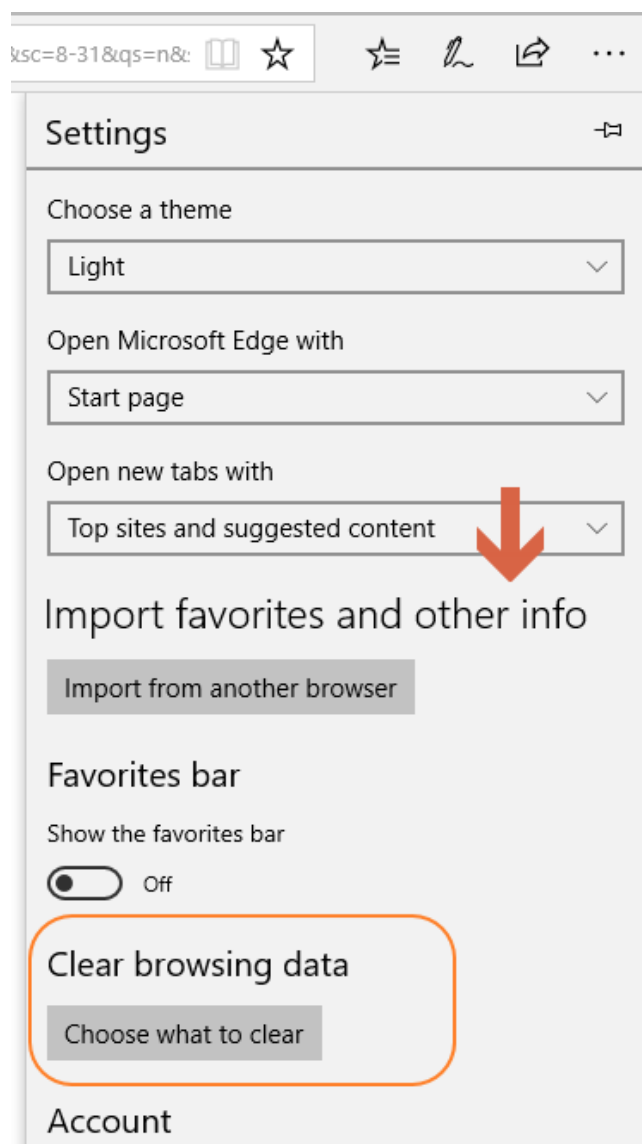
## In Microsoft Edge

1. In the Microsoft Edge browser, Click on the ellipsis in the top right corner ... then click **Settings**.

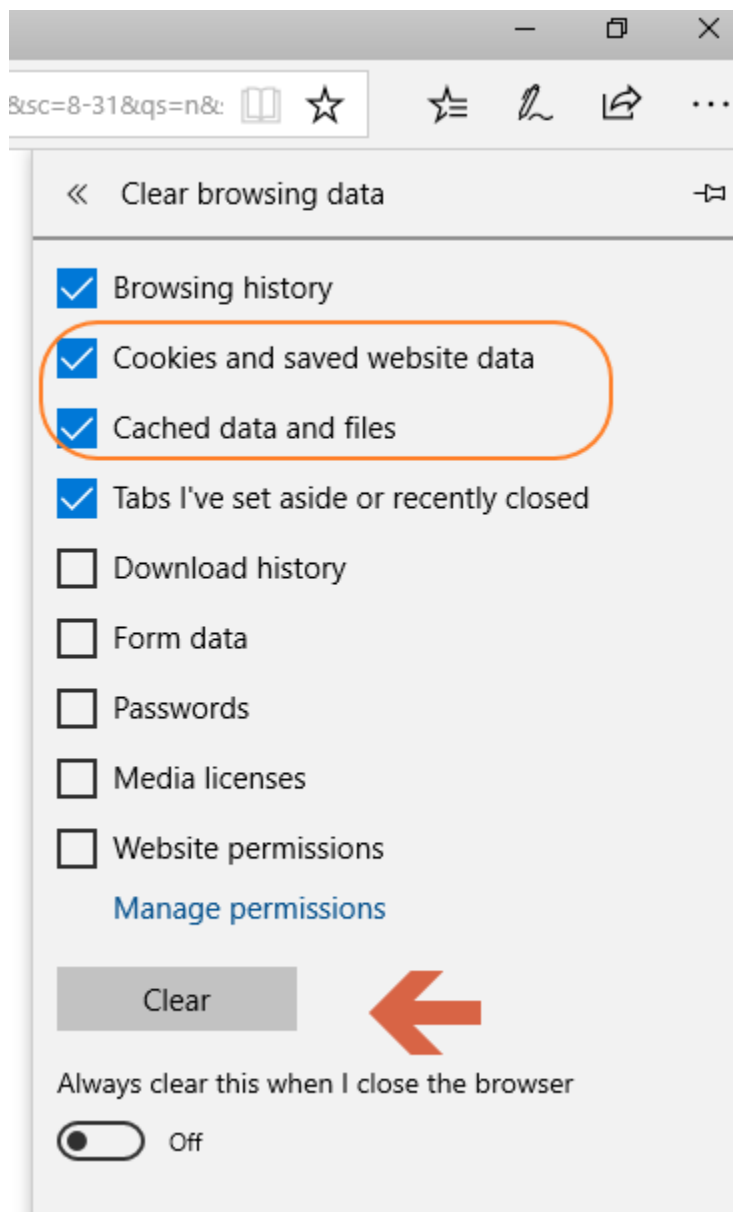




2. From the Settings menu >Under **Clear browsing data**, select **Choose what to clear**.



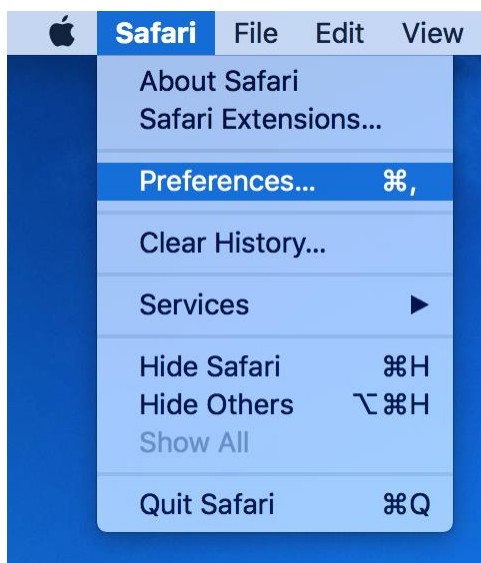
3. Select the **Cookies and saved website data** check box and select **Clear**.



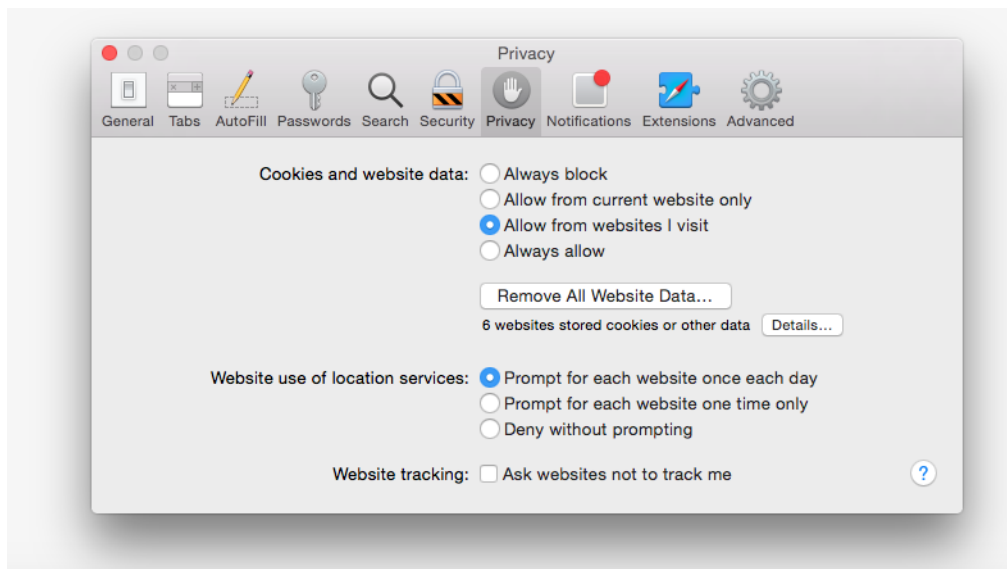
## Safari 8.0 - 10.0 (Mac) - Clearing Cache and Cookies

See the following steps on how to clear cache and cookies in Safari 8.0 to 10.0.

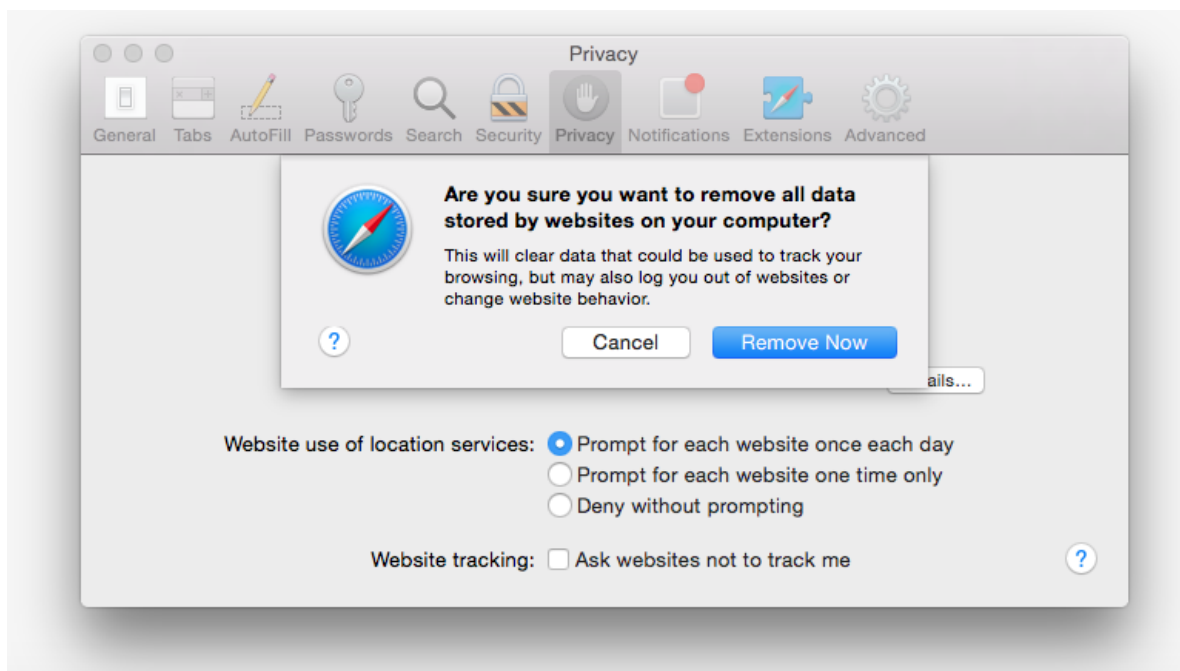
1. Click **Safari** in the upper left-hand side of your screen. In the menu that appears, click **Preferences**.



2. In the window that appears, click the **Privacy** Tab. Click the button **Remove All Website Data...**
- 3.



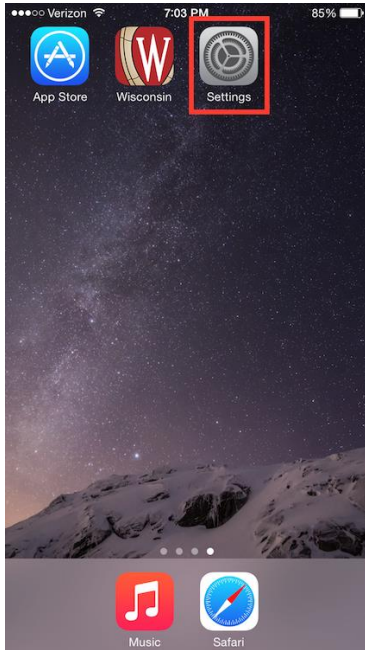
4. Click **Remove Now** in the pop-up window that appears.



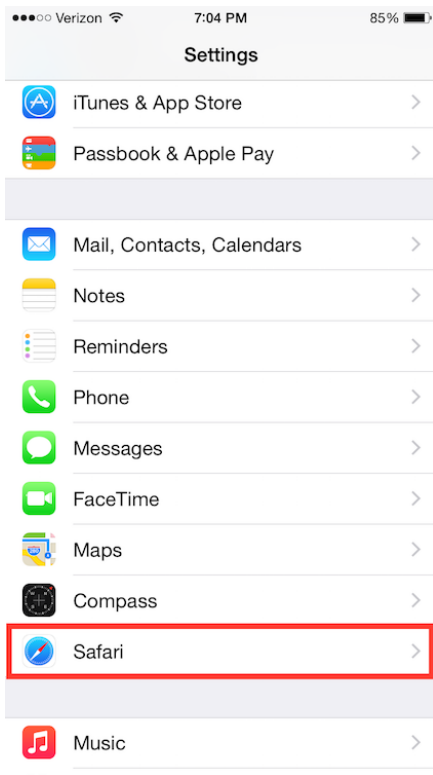
## iOS - Clearing Cache and Cookies

See the following on how to clear Safari's cache and cookies on iOS.

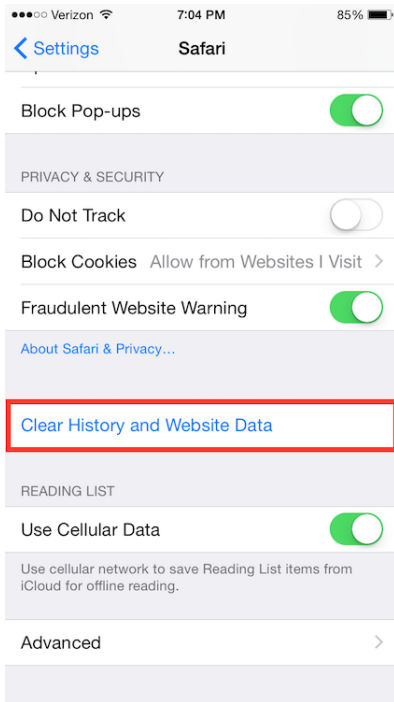
1. From the home screen, tap the **Settings** button.



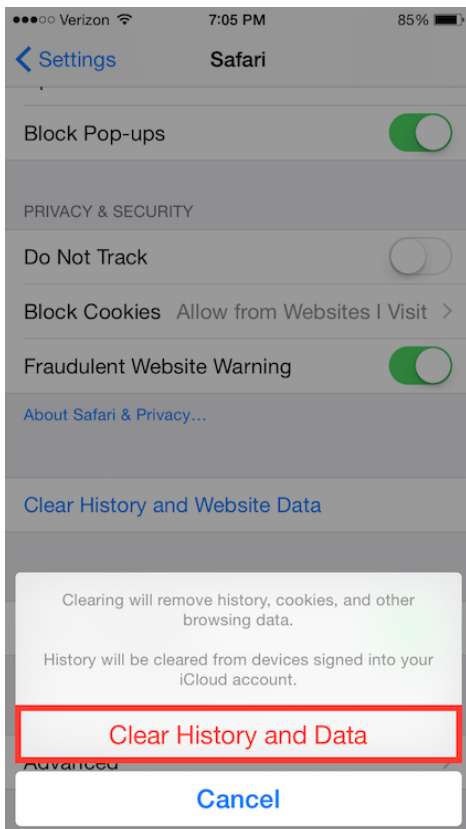
2. On the Settings screen, scroll down and tap the **Safari** button.




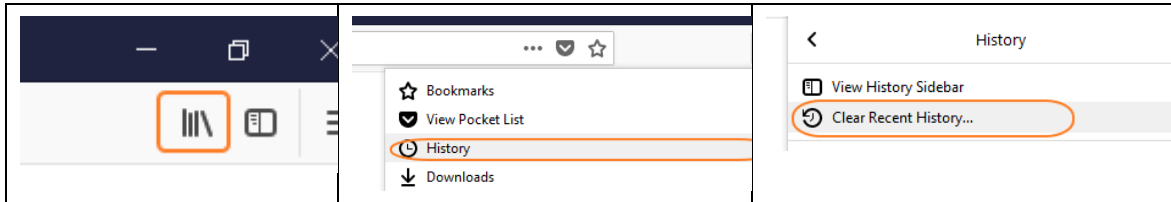
3. Under the 'Privacy' section of the Safari screen, tap the button labeled **Clear Cookies and Data**.



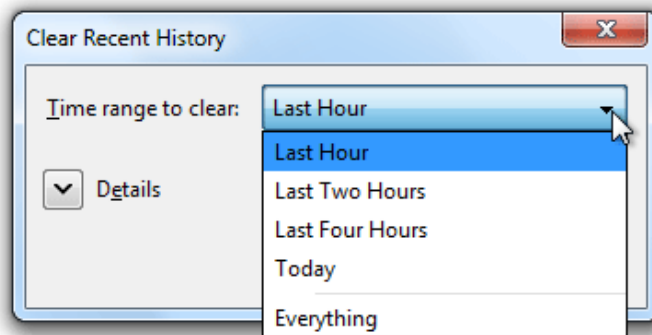
4. On the confirmation screen, tap **Clear Cookies and Data**.



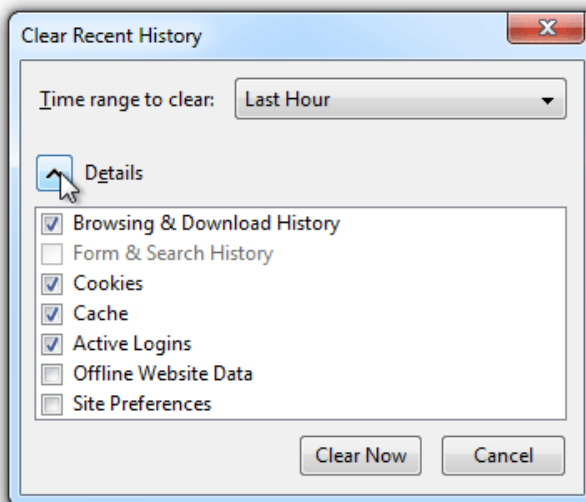
1. Click the Library button , click **History** and then click **Clear Recent History...**



2. Select how much history you want to clear:
  - o Click the drop-down menu next to **Time range to clear** to choose how much of your history Firefox will clear.



- o Next, click the arrow next to **Details** to select exactly what information will get cleared.





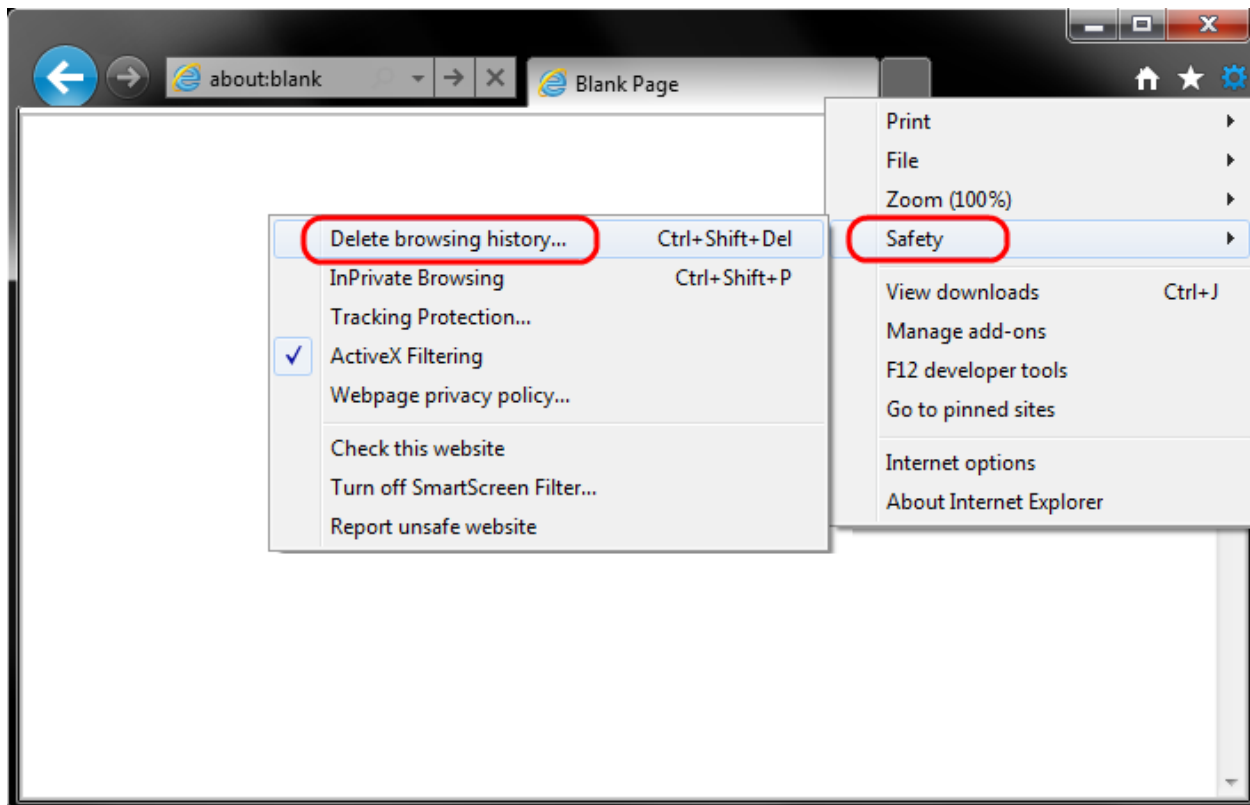
3. Finally, click the **Clear Now** button. The window will close and the items you've selected will be cleared.

Please note that some of our Internet Explorer users may be using various versions, the instructions have slight variations on how to clear the cache and cookies. Also, the instructions are in order from most used to least.

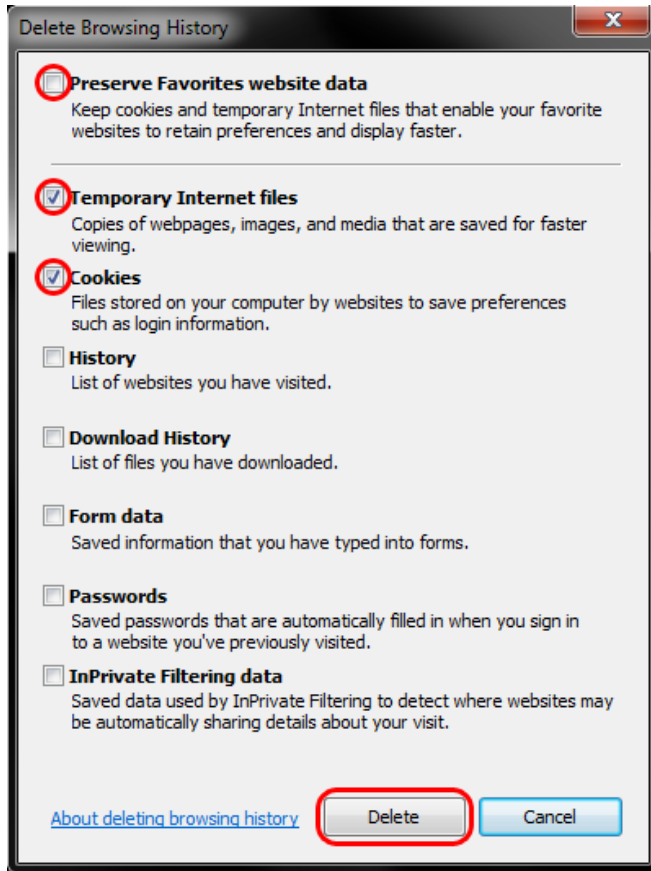
## Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookies

See the following s on how to clear the cache and cookies in Internet Explorer (version numbers 9, 10 and 11)

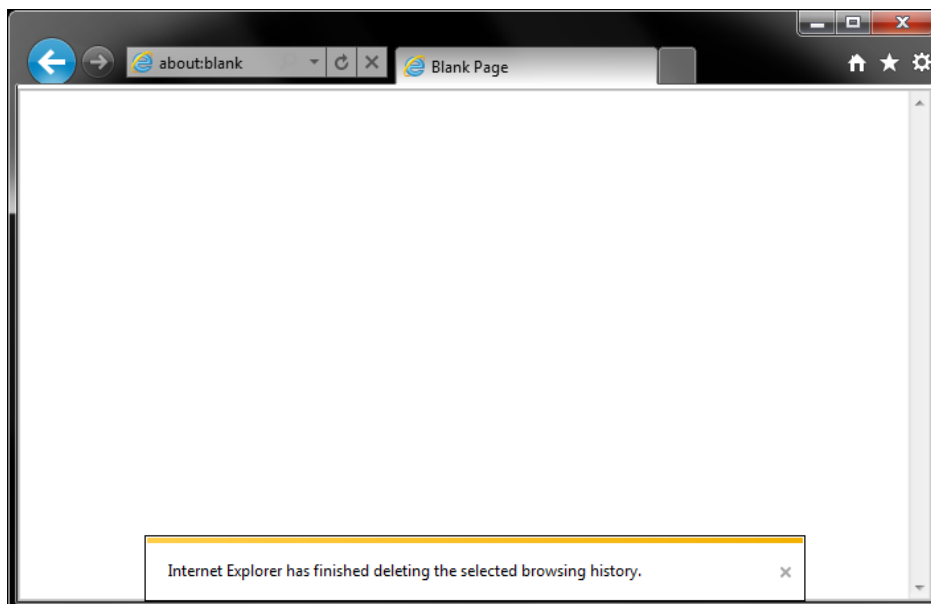
1. Select **Tools (via the Gear Icon) > Safety > Delete browsing history....**  
**NOTE:** You can also access this menu by holding **Ctrl + Shift + Delete**.



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.

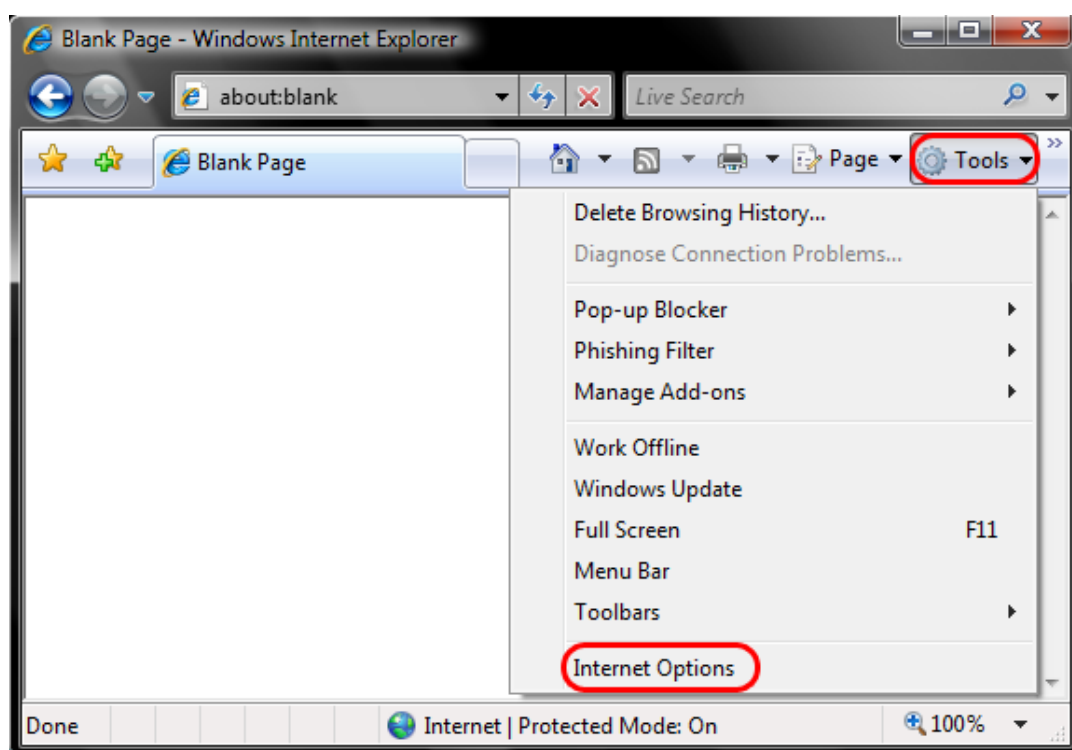


## Internet Explorer 7 (Win) - Clearing Cache and Cookies

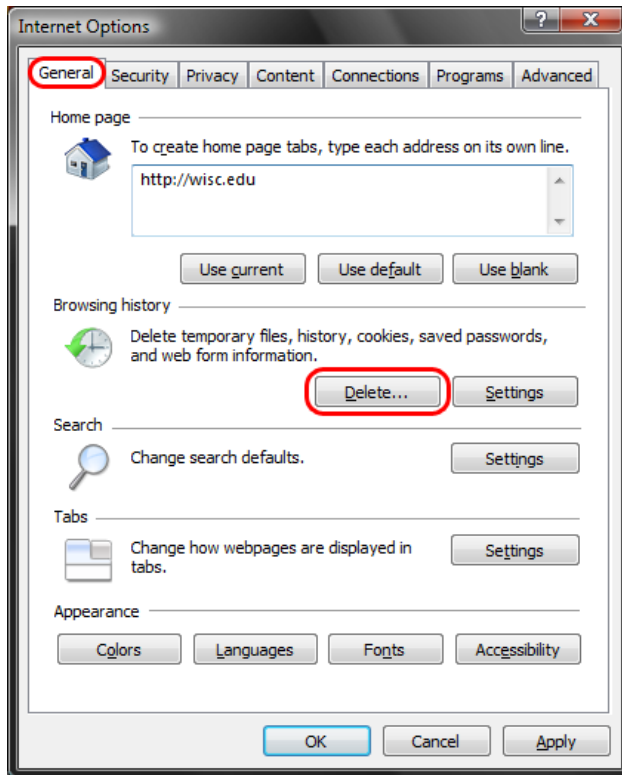
See the following s on how to clear the cache and cookies in Internet Explorer version 7.

### Internet Explorer 7 - Windows

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



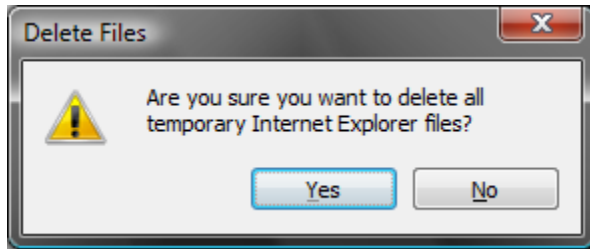
2. Click on the **General** tab and then the **Delete...** button.



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



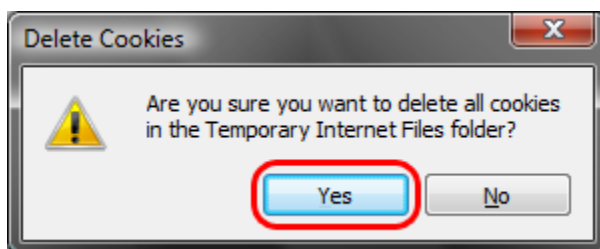
4. Click the **Yes** button.



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



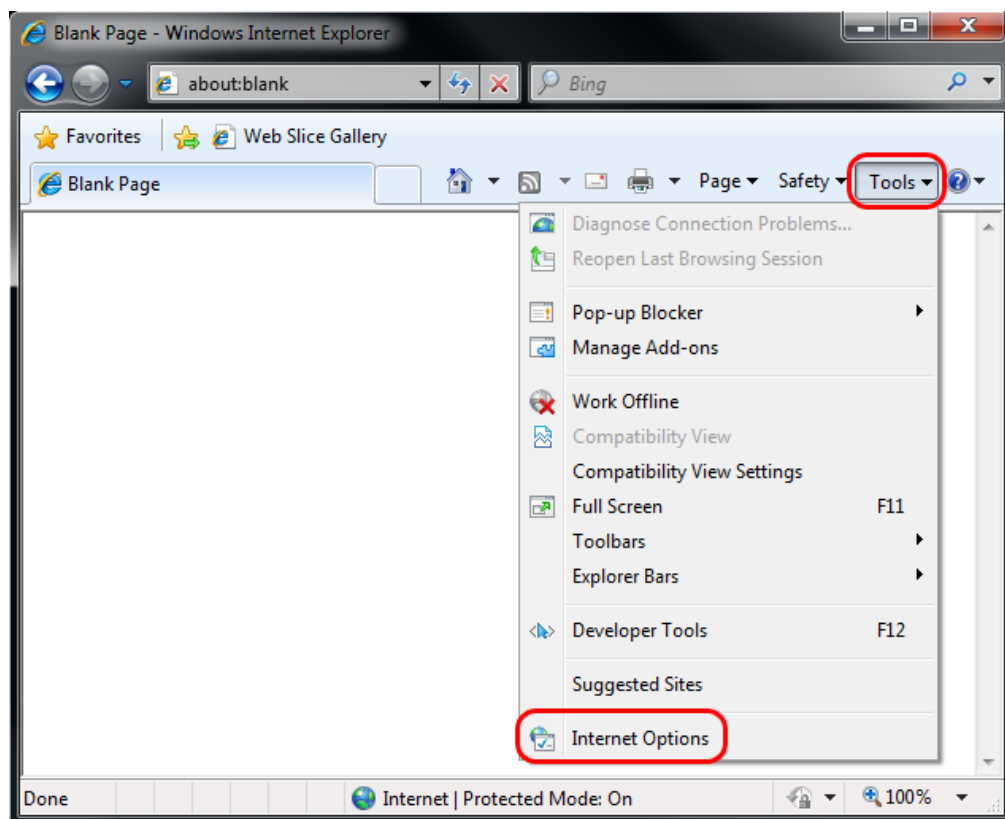
6. Click the **Yes** button.



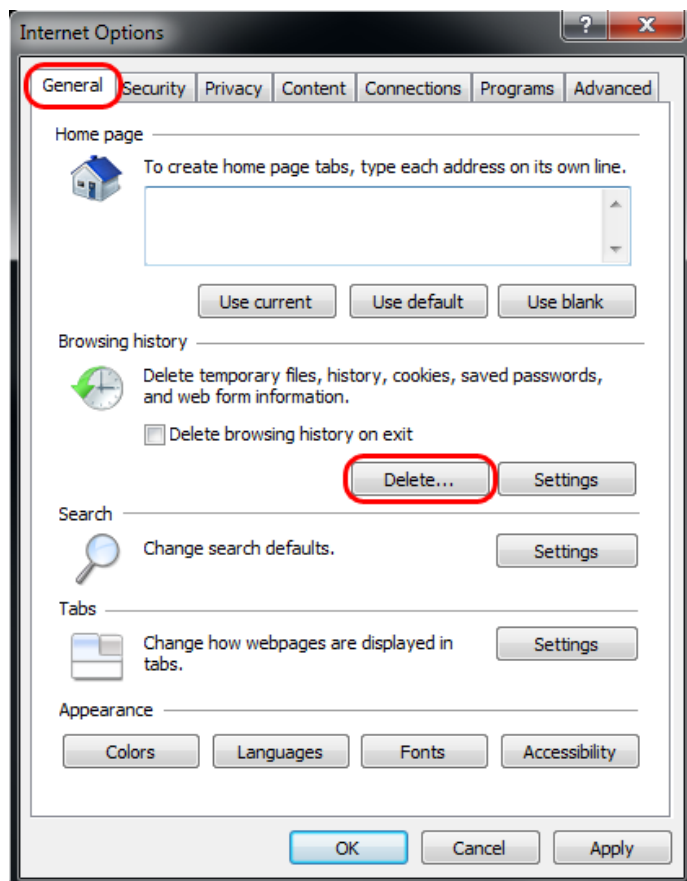
## Internet Explorer 8 (Win) - Clearing Cache and Cookies

See the following s on the following s on how to clear the cache and cookies in Internet Explorer version 8.

1. Select **Tools > Internet Options**.



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



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

