

## Clear Cache and Cookies

What browser do I have?



[Chrome](#)



[Firefox](#)



[Internet Explorer](#)



or



[Edge](#)



[Safari](#)

### Chrome

#### Desktop - PC

Click on the three vertical dots in the upper right corner

Hover over "History" this will pop out a side menu.

Click on "History." This will open a new tab.

On the left hand side click "Clear browsing data"

For Time Range choose "All Time"

Uncheck Browsing History

Check "Cookies and other site Data" and "Cached Images and files" and then click the "Clear" button. This might take a while. After it has finished close out of your browser and relaunch.

#### Desktop – Mac

In the Apple Menu Bar click on "History"

Click on "Show full history"

On the left hand side click "Clear browsing data"

For Time Range choose "All Time"

Uncheck Browsing History

Check "Cookies and other site Data" and "Cached Images and files" and then click the "Clear" button. This might take a while. After it has finished close out of your browser and relaunch.

## **Mobile**

Click on the three vertical dots in the upper right corner.

Tap on "History"

Tap on "Clear browsing data"

For Time Range choose "All Time"

Uncheck Browsing History

Check "Cookies and other site Data" and "Cached Images and files" and then click the "Clear" button. This might take a while. After it's finished close out of your browser and relaunch.

## Firefox

### **Desktop**

Click on the three vertical bars and choose "Options"

Click on "Privacy & Security"

Scroll down to "History" and click the "Clear history" button.

For "Time range to clear" choose "everything."

Uncheck all boxes except "Cookies" and "cache"

Click "Clear now." This might take a while. After it has finished close out of your browser and relaunch.

### **Mobile**


Tap on the three vertical dots in the upper right hand corner.

Tap on "History."

Tap "Clear browsing history."

This will clear all browsing history including visited websites.

## Internet Explorer

Click on the cog/gear/settings menu in the upper right hand corner 

Go to “internet options”

Click on “Delete...” in the box that pops up.

Uncheck “Preserve favorites website data” – if you leave this checked and have VIP bookmarked it won’t clear your cache and cookies.

Check “Temporary Internet Files and website files” and “Cookies and website data.”

Uncheck everything else.

Click “Delete. “

Click “Ok”

This might take a while. After it has finished close out of your browser and relaunch.

## Edge

Click on the three horizontal dots in the upper right hand corner

Click on “Settings”

Click on “Privacy and Security”

Click on “Choose what to Clear”

Uncheck “Browsing history”

Check “Cookies and saved website data” and “Cached data and files”

Uncheck everything else.

Click “Clear.” This might take a while. After it has finished close out of your browser and relaunch.

# Safari

## **Desktop**

In the Apple Menu Bar click on “Safari”

Click on “Preferences”

Go to the “Privacy” tab.

Click on “Manage website data”

Click “remove all.”

This might take a while. After it has finished close out of your browser by going to Safari and then choosing “Quit Safari” and relaunch.

## **Mobile**

Open your iPhone or iPad settings

Scroll down to Safari

Tap on “advanced”

Tap on “Website data”

Then tap on “Remove all website data”

Close out of Safari and relaunch it