How to Clear Cache and Cookies

What are cache and cookies?

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

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

Why should you clear cache and cookies?

As your browser collects information, it can sometimes cause problems with accessing websites. It's always a good idea to clear out your cache (or browser history) and cookies on a regular basis. This will also ensure that you are accessing pages with the most up-to-date information.

What happens when you clear cache and cookies?

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 might also seem slower because content, such as images, needs to load again.

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.

Browse in private with Incognito mode (Chrome desktop and Android)	Start Chrome and click the vertical ellipsis (3dots) in the top right corner of the screen. Click New Incognito Window	Ctrl+ Shift + N (short cut keys)
Browse privately (Safari)	Launch Safari and go to the Safari menu to Private Browsing	

Browse InPrivate in	In Microsoft Edge, select	CTRL + SHIFT + P (short cut
Microsoft Edge	the More icon, and	keys)
	then New InPrivate window.	
Private Browsing (Firefox)	Start Firefox and select the	CTRL + SHIFT + P (short cut
	hamburger icon at the top	keys)
	right and then select New	
	Private Window.	
Browse InPrivate Internet	Start IE; Click the gear icon in	CTRL + SHIFT + P (short cut
Explorer	the top right corner, then	keys)
	hover over safety and Click	
	InPrivate Browsing	
Turn Private Browsing on or	Open Safari, then tap (2	
off on your iPhone, iPad, or	squares stacked together)	
iPod touch	Tap Private, then tap Done.	

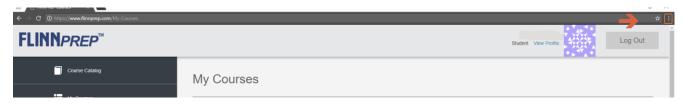
How do I clear my cache and cookies?

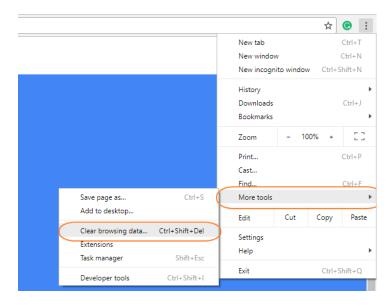
Below are step-by-step instructions to clear the cache and cookies from the following systems:

- Google Chrome
- Microsoft Edge
- Safari
- Firefox
- Internet Explorer

Chrome

1. At the top right, select the vertical ellipsis.



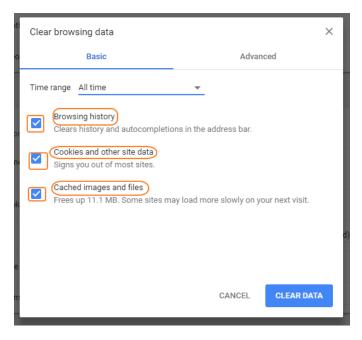


2. Select More tools and then Clear browsing data....

3. At the top, choose **Time range**. To delete everything, select **All time**.

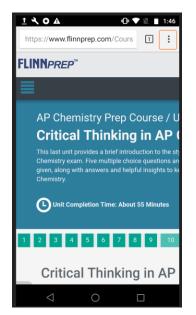


4. Select the boxes next to **Cookies and other site data** and **Cached images and files**. Then select **CLEAR DATA**.

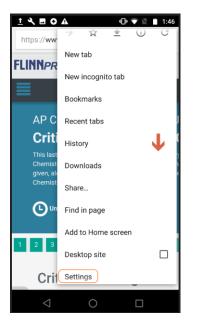


Mobile Device for Chrome

1. Select the vertical ellipsis.



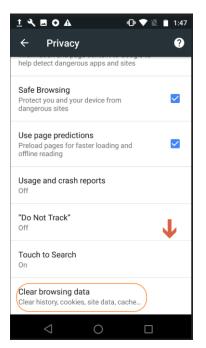
2. Select Settings.



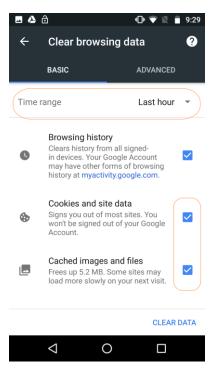
3. From the Settings Menu Select Privacy.

1 X			•• • 1	1:46
÷	Settings			?
••				
Basics				
Search Google	n engine			
Autofil	l and paymer	its		
Passw	ords			
Notific	ations			
Advanc	ed			
Privac	у			
Acces	sibility			
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4. From the privacy menu Select **Clear browsing data**.

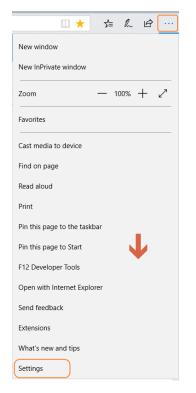


5. Select the time range (Last 7 days, Last 4 weeks, All Time). Then select the corresponding boxes for cookies and cache. Finally, select **CLEAR DATA** at the bottom.



Microsoft Edge

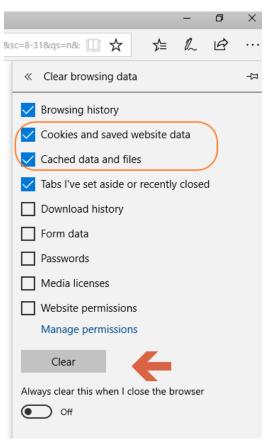
1. Select the ellipsis in the top right corner. Then select **Settings**.



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

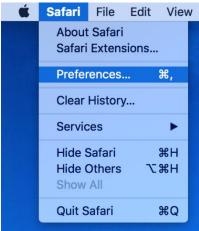


3. Select the **Cookies and saved website data** check box, and then select **Clear**.

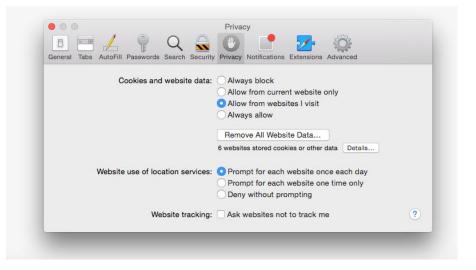


Safari 8.0-10.0 (Mac)

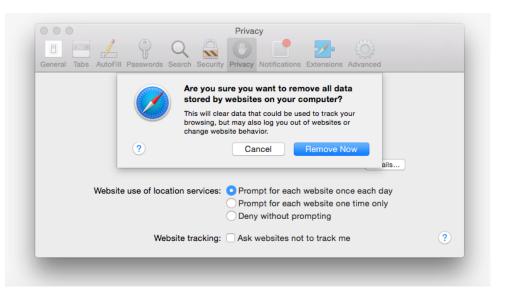
1. Select **Safari** in the upper left-hand side of your screen. In the menu that appears, select **Preferences**.



2. Select the Privacy Tab. Then select the button Remove All Website Data....



3. Select **Remove Now** in the pop-up window.



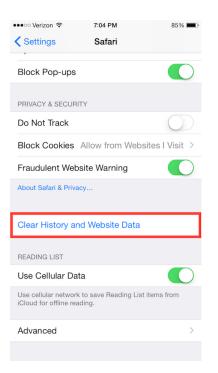
1. From the home screen, select **Settings**.



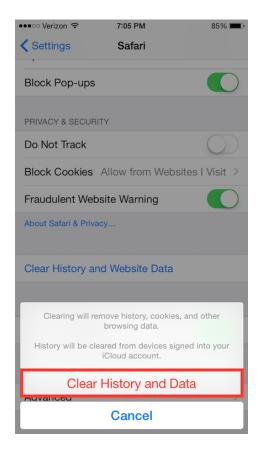
2. On the Settings screen, scroll down and select Safari.



3. Under the Privacy section, select Clear History and Website Data.



4. On the confirmation screen, select **Clear History and Data**.



Firefox

1. Select the Library icon, **History**, and then **Clear Recent History...**.

– o ×	♥ ☆	< History
	 ☆ Bookmarks ♥ View Pocket List ♥ History ♥ Downloads 	View History Sidebar Clear Recent History

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

Clear Recent History	×
Time range to clear:	Last Hour
	Last Hour
✓ D <u>e</u> tails	Last Two Hours
	Last Four Hours
	Today
	Everything

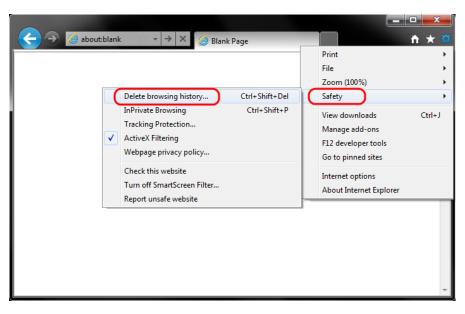
• Next, select the arrow next to **Details** to choose exactly what information Firefox will clear.

Clear Recent History
Time range to clear: Last Hour
D <u>e</u> tails
Browsing & Download History
Form & Search History
Cookies
✓ Cache
✓ Active Logins
Offline Website Data
Site Preferences
Clear Now Cancel

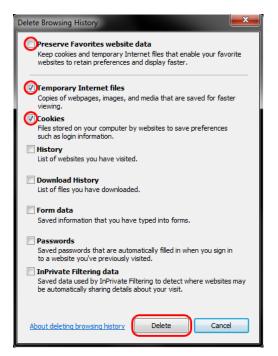
3. Finally, select **Clear Now**. The window will close, and Firefox will clear the items you selected.

Internet Explorer 9, 10, and 11 (Win)

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



2. Make sure to unselect **Preserve Favorites website data** and select both **Temporary Internet Files** and **Cookies.** Then select **Delete**.

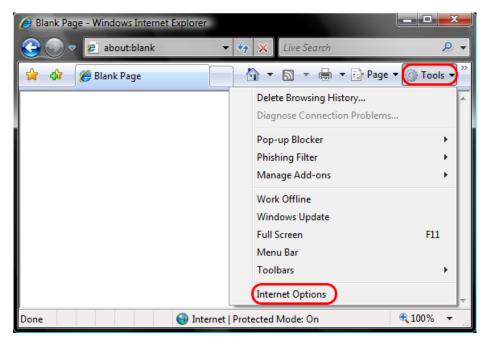


3. You will receive a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

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		^
	Internet Explorer has finished deleting the selected browsing history.	Ŧ

Internet Explorer 7 (Win)

1. Select Tools and then Internet Options.



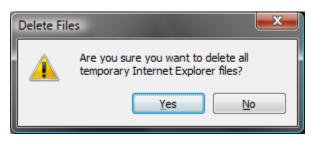
2. Select the General tab and then select Delete....

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
http://wisc.edu
Use <u>c</u> urrent Use de <u>f</u> ault Use <u>b</u> lank
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
<u>Delete</u> Settings
Change search defaults. Settings
Tabs
Change how webpages are displayed in Settings tabs.
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

3. Select Delete files....



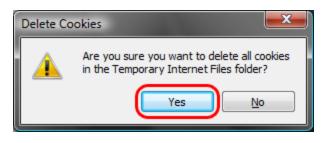
4. Select Yes.



5. Select Delete cookies....

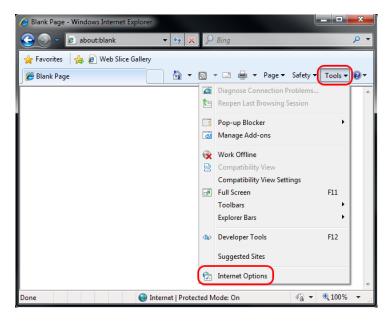


6. Select Yes.



Internet Explorer 8 (Win)

1. Select Tools and then Internet Options.



2. Select the General tab and then Delete....

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
· ·
v
Use current Use default Use blank
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Search
Change search defaults. Settings
Tabs
Change how webpages are displayed in Settings tabs.
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

3. Make sure to unselect **Preserve Favorites website data** and select both **Temporary Internet Files** and **Cookies.** Then select **Delete**.

