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 Microsoft Edge	In **Microsoft Edge**, select the More … icon, and then **New InPrivate window.**	CTRL + SHIFT + P (short cut keys)
Private Browsing (Firefox)	Start **Firefox** and select the hamburger icon at the top right and then select New **Private** Window.	CTRL + SHIFT + P (short cut keys)
Browse InPrivate Internet Explorer	Start **IE**; Click the gear icon in the top right corner, then hover over safety and Click **InPrivate Browsing**	CTRL + SHIFT + P (short cut keys)
Turn Private Browsing on or off on your iPhone, iPad, or iPod touch	Open **Safari,** then tap (2 squares stacked together) **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.
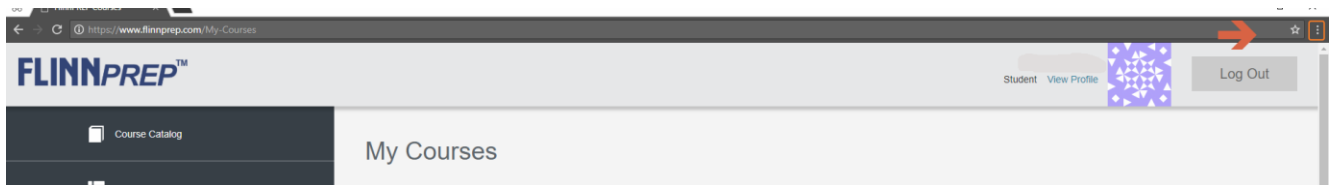
2. Select **More tools** and then **Clear browsing data…**.
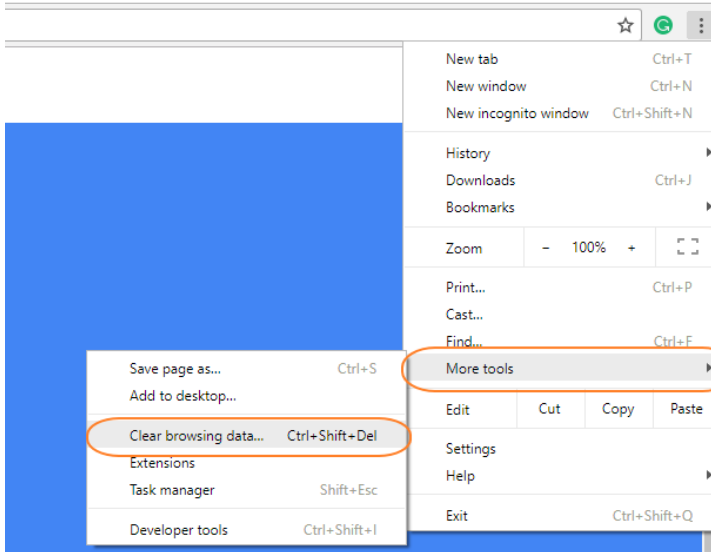
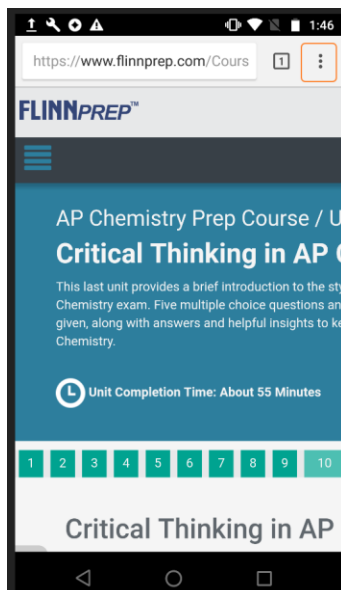3. At the top, choose **Time range**. To delete everything, select **All time**.
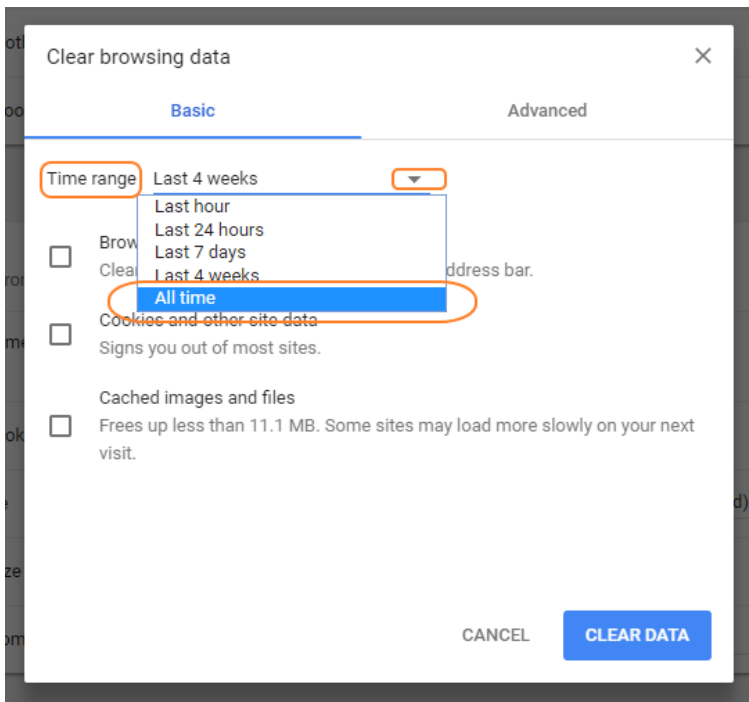
4. Select the boxes next to **Cookies and other site data** and **Cached images and files**. Then select **CLEAR DATA**.
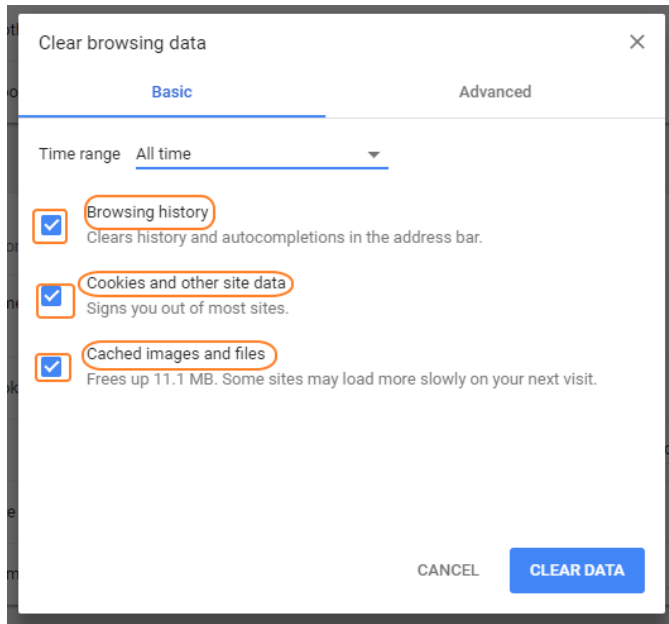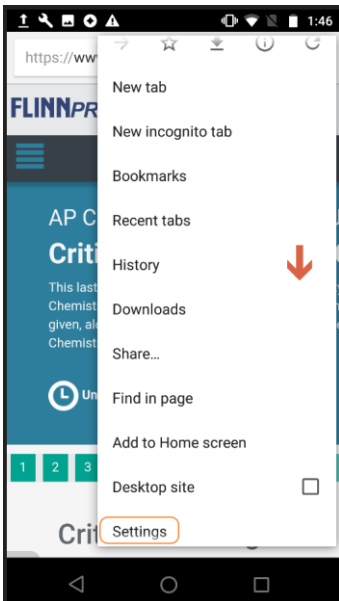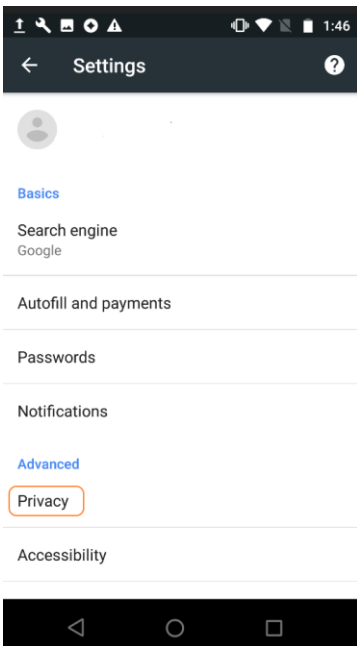

Mobile Device for Chrome
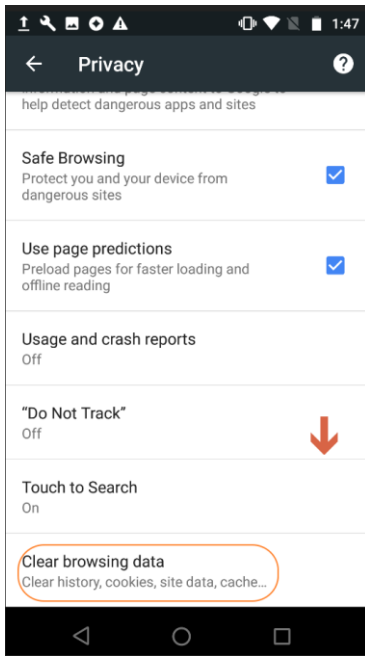
1. Select the vertical ellipsis.

2. Select **Settings**.

3. From the Settings Menu Select **Privacy**.
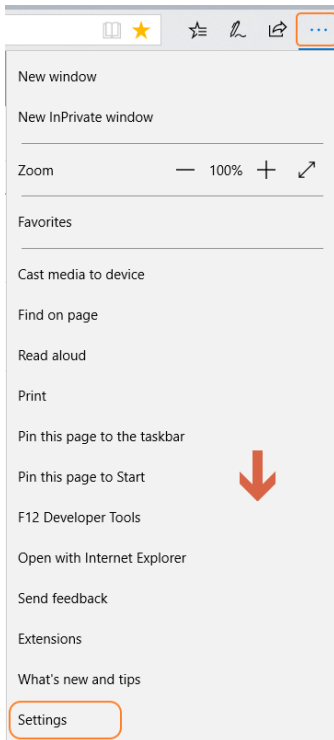
4. From the privacy menu Select **Clear browsing data**.

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.
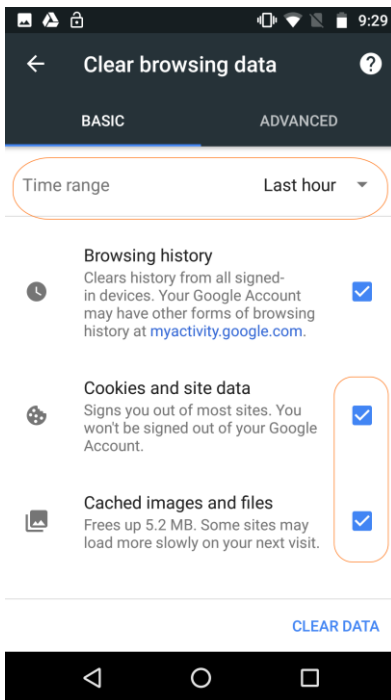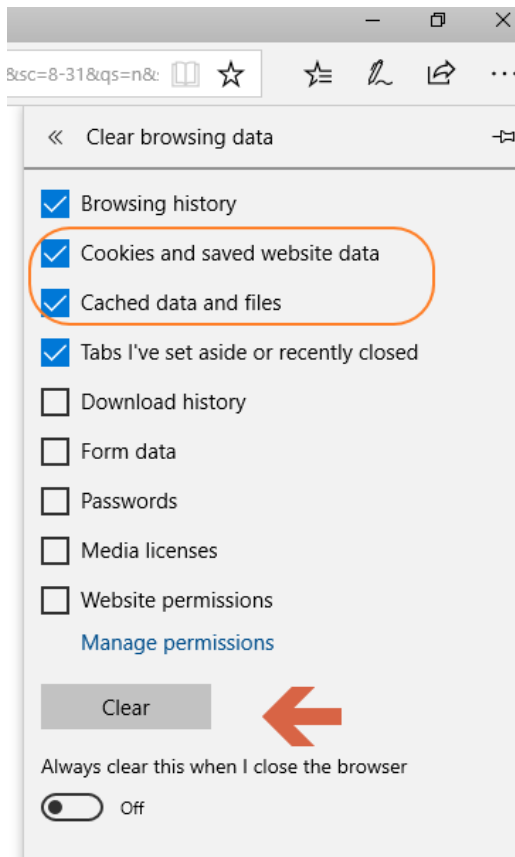
Microsoft Edge

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

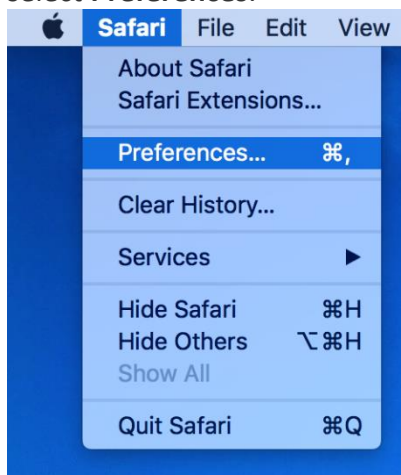2. From the Settings menu, under **Clear browsing data**, select **Choose what to clear**.
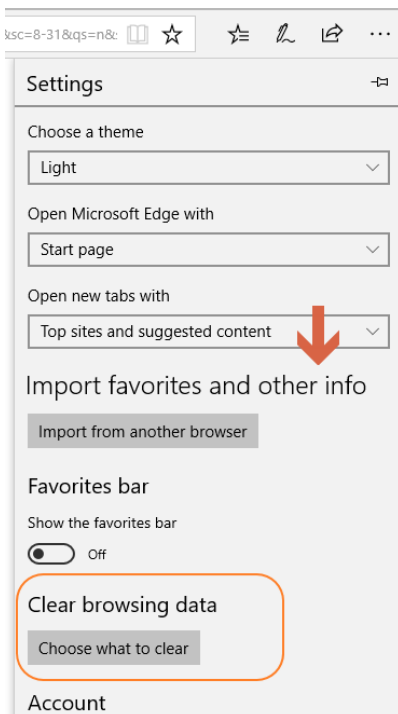
3. Select the **Cookies and saved website data** check box, and then select **Clear**.
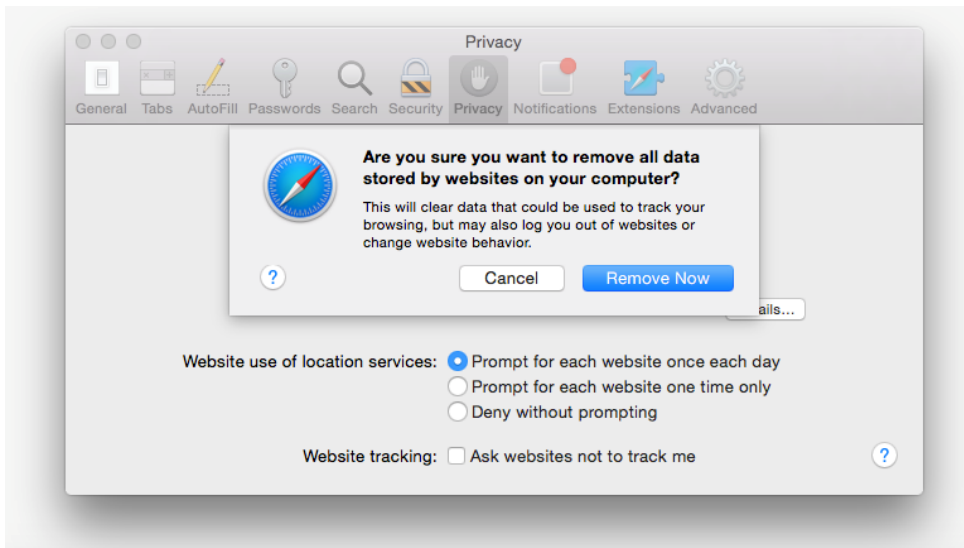

Safari 8.0-10.0 (Mac)

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

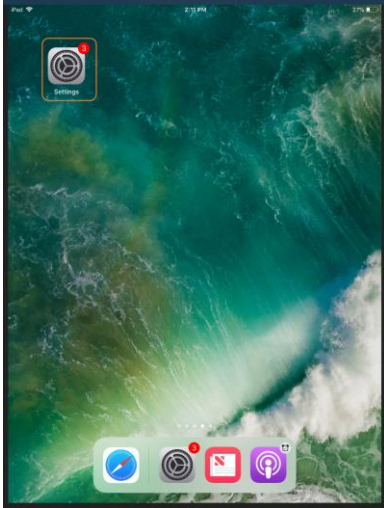2. Select the **Privacy** Tab. Then select the button **Remove All Website Data...**.
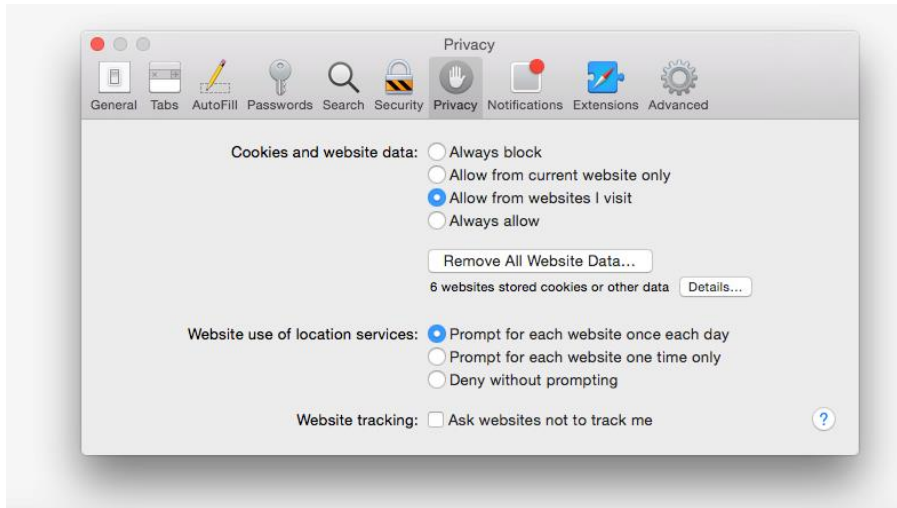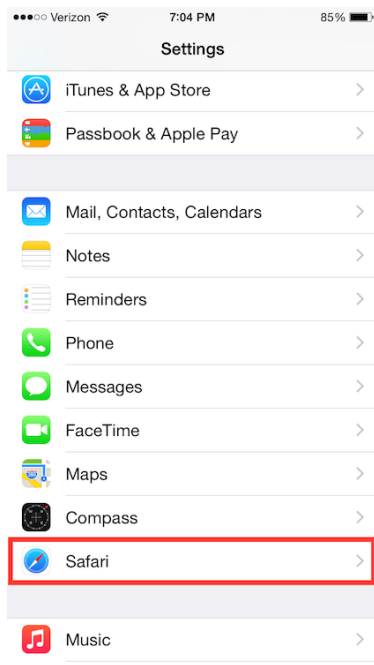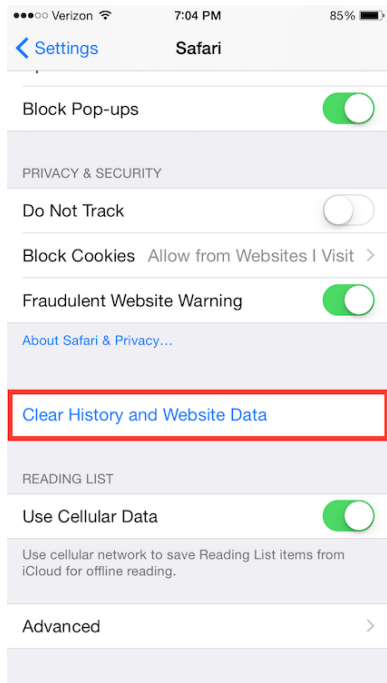

3. Select **Remove Now** in the pop-up window.

iOS

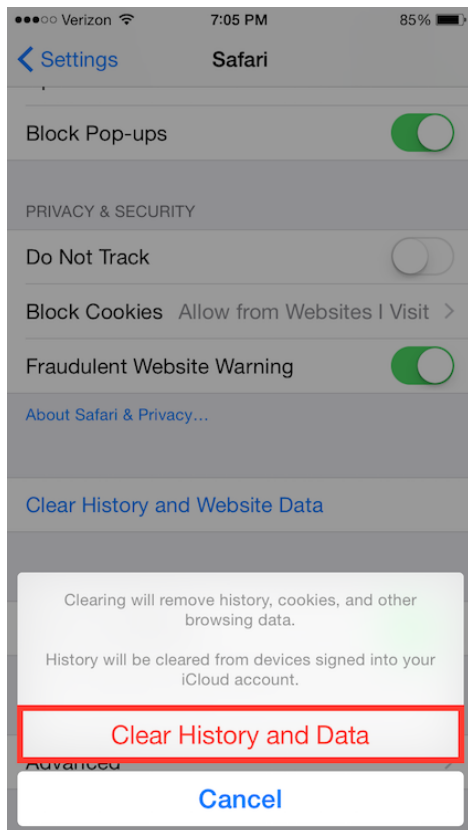1. From the home screen, select **Settings**.

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

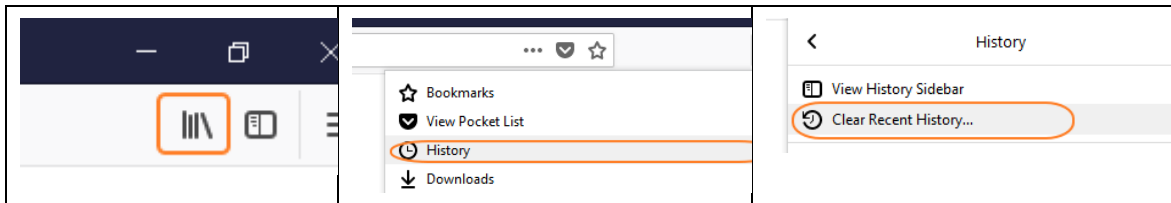3. Under the Privacy section, select **Clear History and Website Data**.

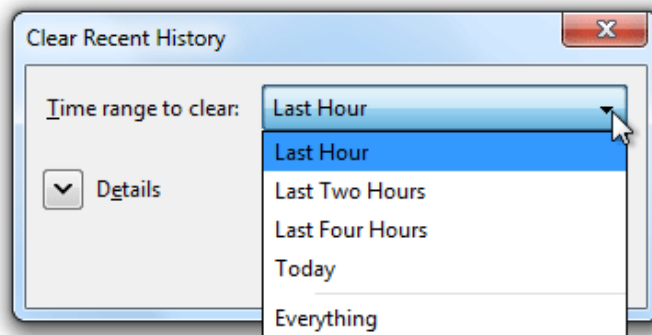4. On the confirmation screen, select **Clear History and Data**.
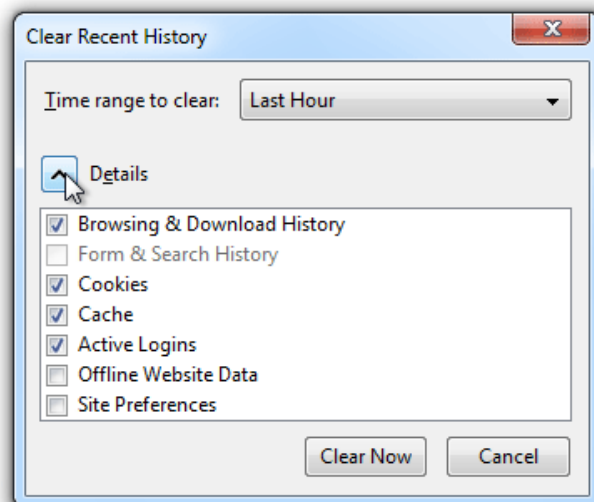
Firefox

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

2. Choose how much history you want to clear:

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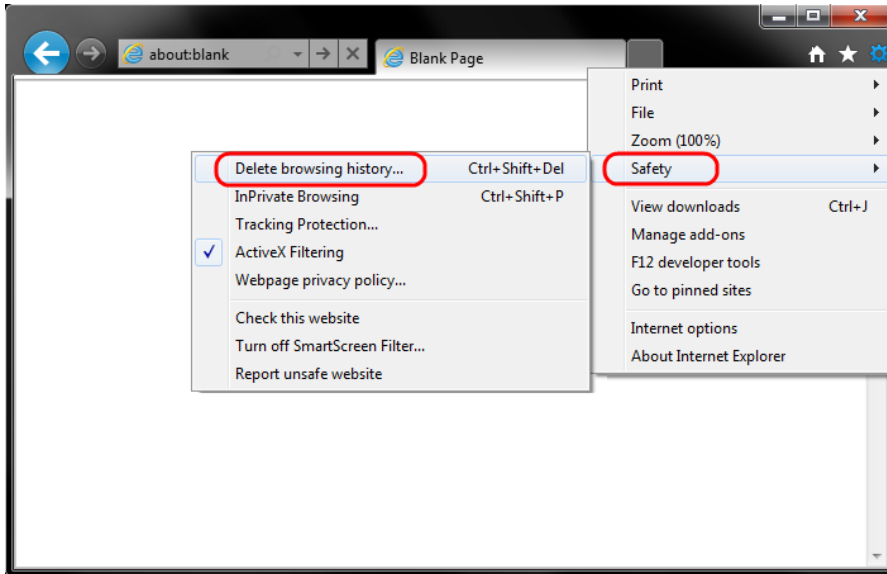

   o Next, select the arrow next to **Details** to choose exactly what information Firefox will clear.

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

Internet Explorer 9, 10, and 11 (Win)

1. 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**.
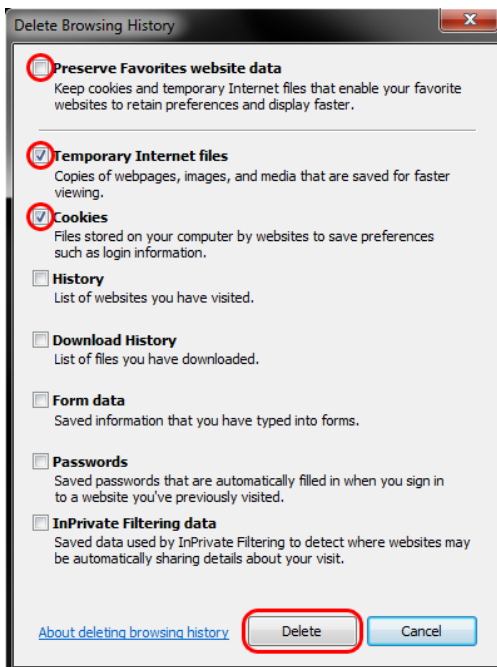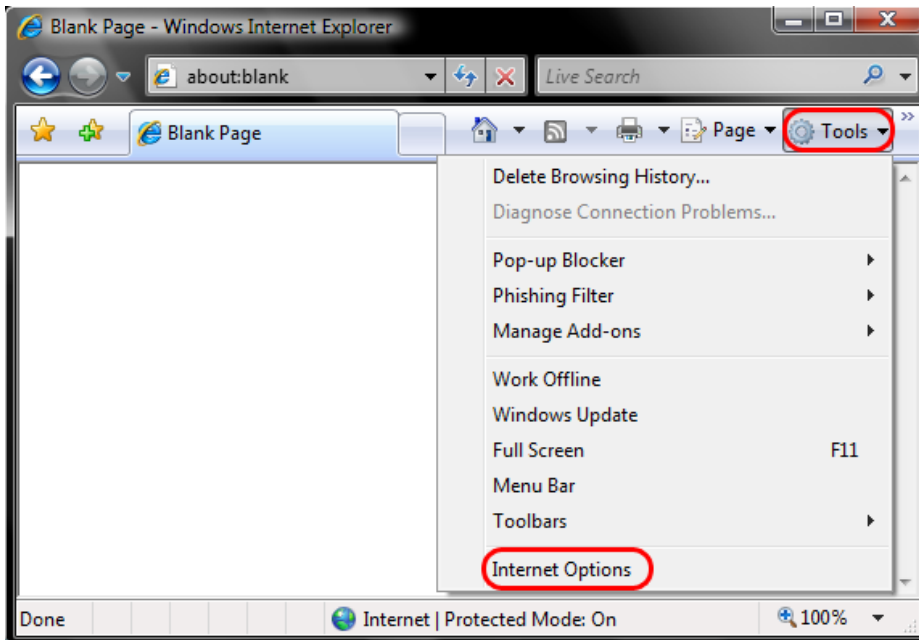
3. You will receive a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.
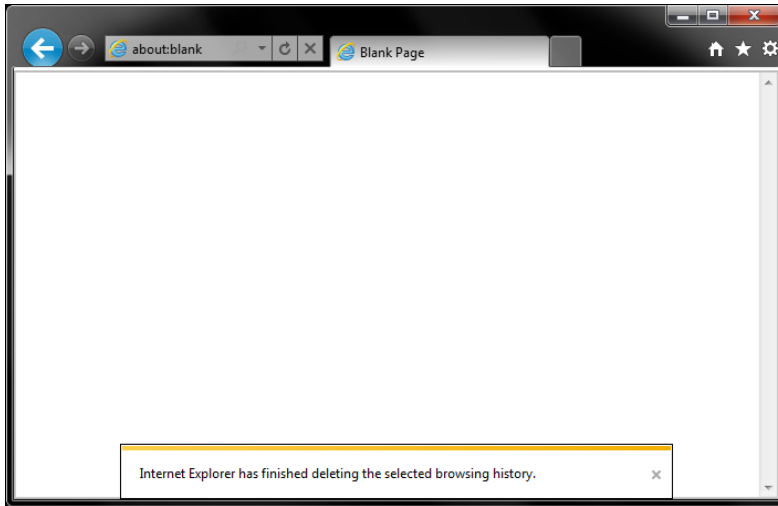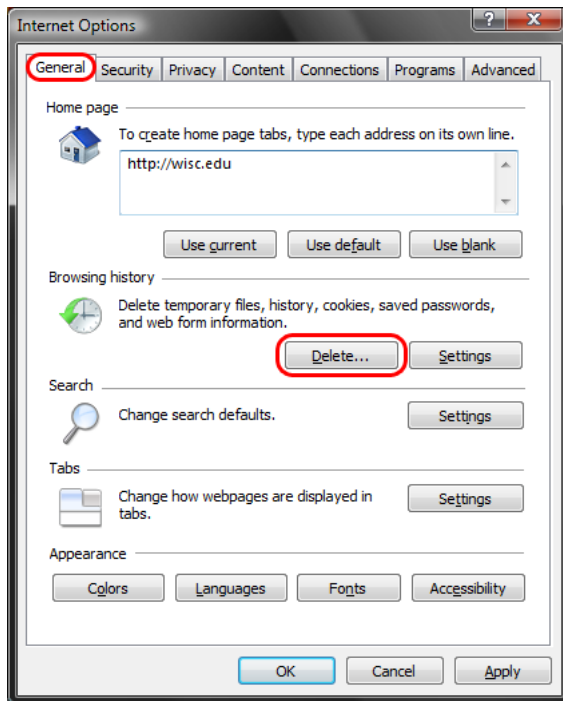

Internet Explorer 7 (Win)

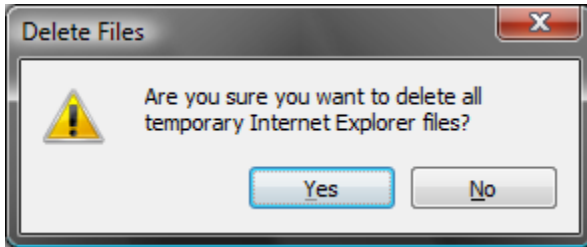1. Select **Tools** and then **Internet Options**.

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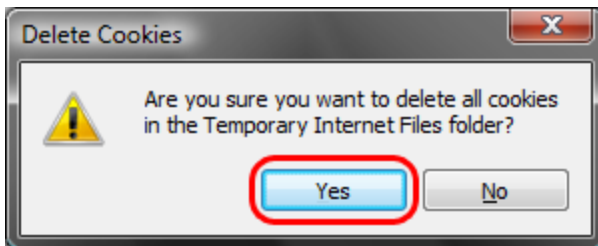

3. Select **Delete files...**.

4. Select **Yes**.

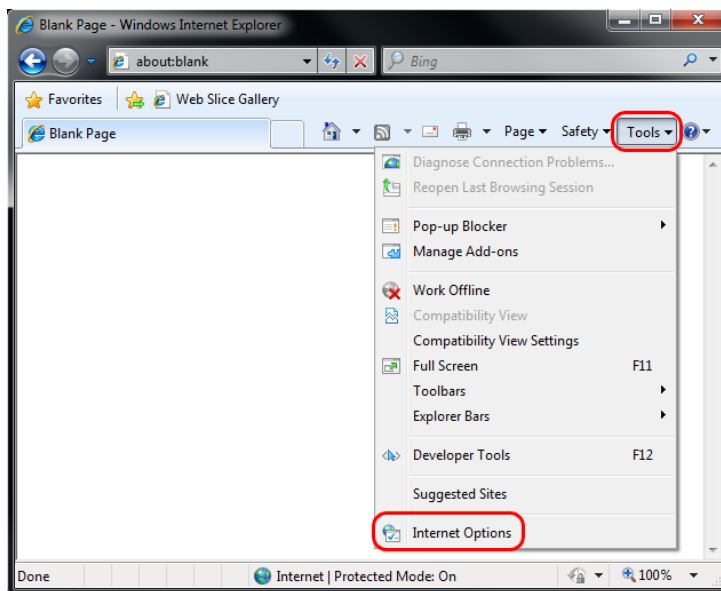
5. Select **Delete cookies...**.
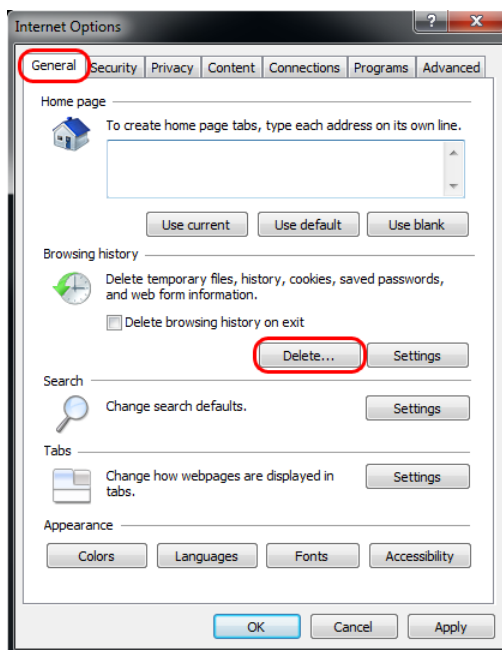

6. Select **Yes**.

Internet Explorer 8 (Win)

1. Select **Tools** and then **Internet Options**.

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

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