

How to Clear Your Cache and Cookies

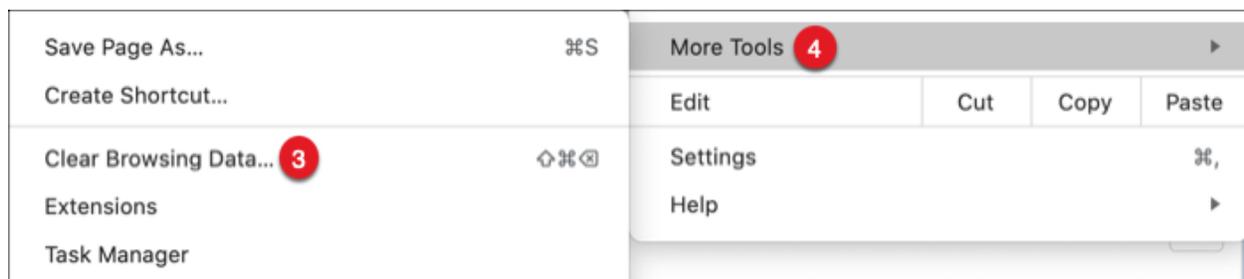
In most computer-based web browsers, to open menus used to clear your cache, cookies, and history, press **Ctrl-Shift-Delete (Windows)** or **Command-Shift-Delete (Mac)**. If this doesn't work, follow the appropriate instructions below.

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].

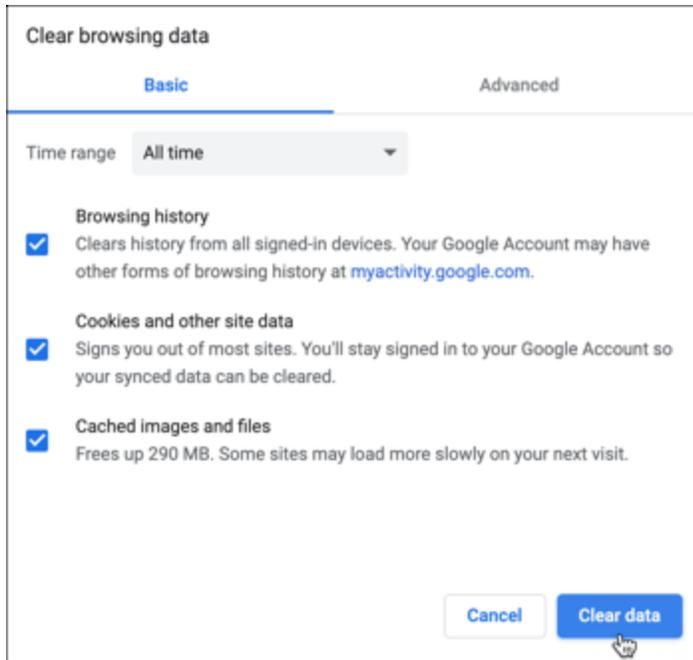
To view a full list of supported browsers & versions, click [here](#).

Google Chrome

1. Click the **Customize and Control icon (three vertical dots)** in the top right corner of the browser.
2. Hover over **More Tools**.
3. Click the **Clear Browsing Data** button.



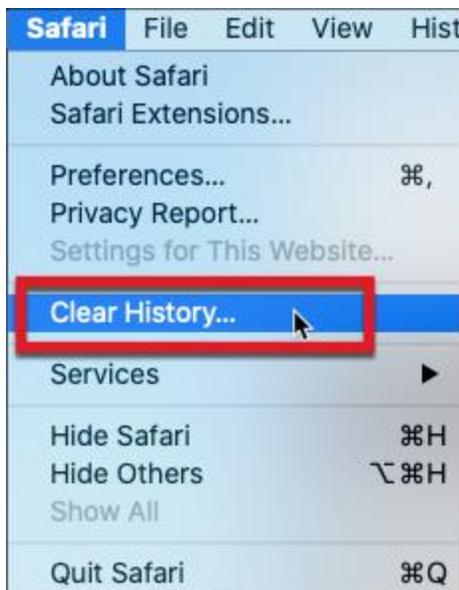
4. Select **All Time** from the drop-down menu.
5. Check the following boxes:
 - **Browsing History**
 - **Cookies and other site data**
 - **Cached images and files**
6. Click the **Clear data** button.



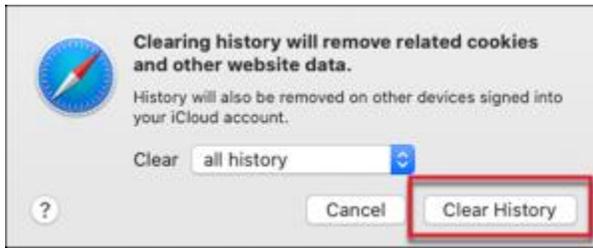
7. Close all open Chrome browser windows and re-launch Chrome to refresh the browser.

Safari

1. From the **Safari menu**, select **Clear History...**



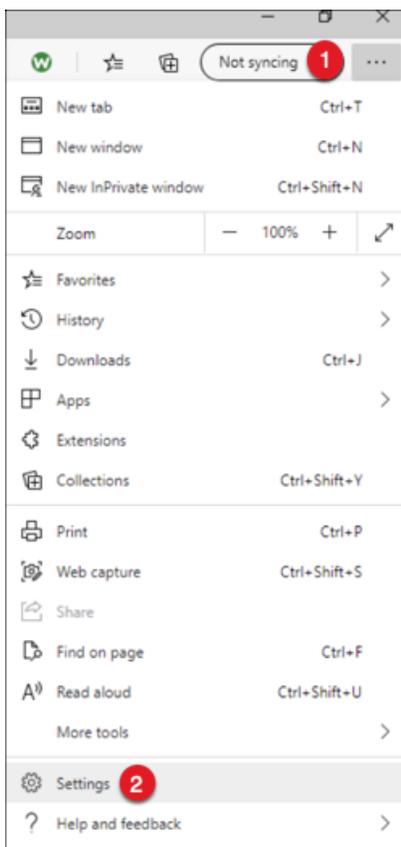
2. Select the **desired time range**, and then click **Clear History**.



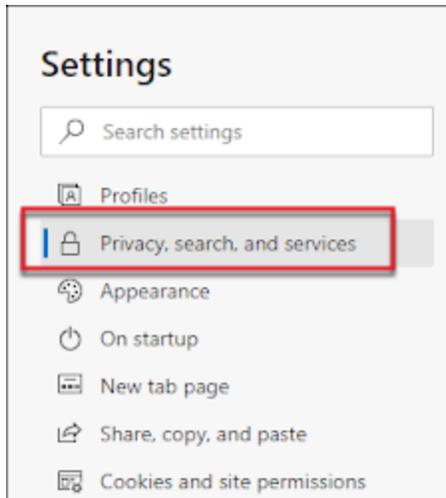
3. Quit Safari or press **Command-Q** to exit the browser completely and then re-launch Safari.

Microsoft Edge

1. Click the icon with **three horizontal dots** in the top right of the window to open the **More** menu.
2. Click the **Settings** tab.



3. Click **Privacy, search and services**.



4. Select **Clear History**.

5. Check the following options:

- **Browsing history**
- **Cookies and saved website data**
- **Cached data and files**

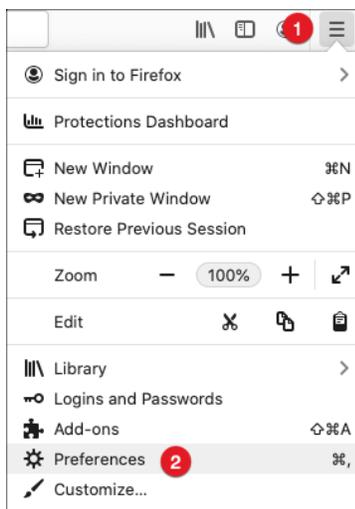
6. Click **OK**.

7. Once your changes have saved, close all Edge browser windows and re-launch Edge to refresh the browser.

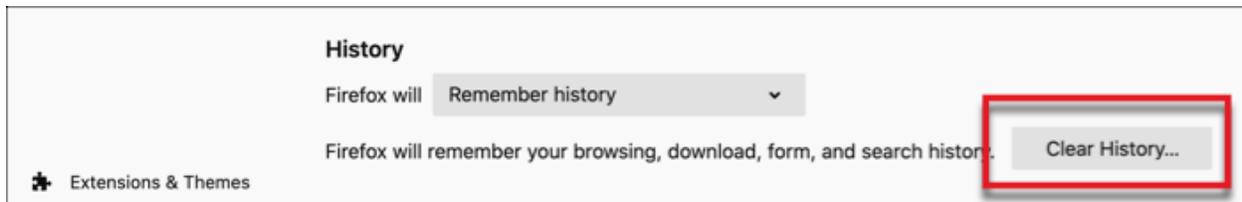
Firefox

1. Click the **menu button (3-vertical lines)** in top right

2. Click **Preferences**.



3. Select **Privacy & Security**.
4. Under the **History** section, select **Clear History**.



5. Check the following boxes:

- **Browsing & Download History**
- **Form & Search History**
- **Cookies**
- **Cache**

6. Click **OK**.
7. Close all open Firefox windows and re-launch Firefox to refresh the browser.

iPad

1. Go to the iPad **Settings app**.
2. Select **Safari**.
3. Select **Clear History and Website Data**.
4. To confirm, select **Clear**.

Internet Explorer

1. In Internet Explorer, select the **Tools**  button, point to **Safety**, and then select **Delete browsing history**.
2. Choose the types of data or files you want to remove from your PC, and then select **Delete**.