## **How to Clear the Cache and Cookies in Your Web Browser** Why Clear Cache and Cookies?

Clearing the cache and cookies from a web browser is an important first step for almost any troubleshooting for internet browsing. The 'cache' is a tool used by your internet browser to speed up the page-loading process. However, sometimes it can cause a problem when websites are updated and developed as files saved in the cache may conflict with what's actually coded into the website. Clearing cache and cookies is a way to ensure that any issues you may come across are actually something wrong with the website, rather than inconsistencies caused by using different browsers.

#### Keyboard Shortcut for Most Browsers

If you are using Internet Explorer, Edge, Google Chrome, or Mozilla Firefox you can quickly clear the cache with a keyboard shortcut. While in your browser, press **Ctrl + Shift + Delete** simultaneously on the keyboard to open the appropriate window.

**IMPORTANT:** Be sure and close/quit the browser and restart it after clearing the cache and cookies.

## **Google Chrome**

- 1. Click the Tools menu (three dotted lines in the upper-right corner).
- 2. Select History.

				Toda	ay - Thi
PVICES	52				10:19
	Ľ				10:19
					10:19
					10:19
					10:19
					10:19

1. Select Clear Browsing Data from the left-hand side. Set the Time Range set to All Time. Check-mark Cookies and other site data and Cached images and files and select Clear Data.



1. If on a Windows computer, close and re-open Chrome to save your changes. If on an Apple computer, go to the Chrome menu on the top menu bar and select Quit for the changes to take effect.

### **Mozilla Firefox**

- 1. Click on the Tools bar.
- 2. Click on Options (On Mac, it's labeled Preferences).





- 1. On the menu to the left, select Privacy & Security.
- 2. Under the Cookies and Site Data option, click the "Clear Data..." button.

Clear Data
Manage Data
Manage Permissions

1. Select only the two options and hit clear now.

Floaring all cookies and site data stored by Firefey may sign up	
learing all cookies and site data stored by Filefox may sign y	ou out of websites and
emove offline web content. Clearing cache data will not affec	your logins.
Cookies and Site Data (0 bytes)	
You may get signed out of websites if cleared	
Cached Web Content (134 MB)	
Will require websites to reload images and data	

1. If on a Windows computer, close and re-open Firefox to save your changes. If on an Apple computer, go to the Firefox menu on the top menu bar and select Quit for the changes to take effect.

## Safari for macOS

- 1. Click on Safari on the top menu bar.
- 2. Click Preferences.



- Click the Privacy tab.
  Click Manage Website Data...

General Tabs AutoFill Passwords Search Securit	r otifications Extensions Advanced
Cookies and website data: Alway Allow Allow Alway Manag	s block from current website only from websites I visit s allow e Website Data
Website use of location services: • Prom Prom Deny	ot for each website once each day ot for each website one time only without prompting
Website tracking: 🗌 Ask w	ebsites not to track me
Apple Pay: 🗹 Allow	websites to check if Apple Pay is set up
Safari a using A	llows you to make purchases on the web pple Pay from your Apple Watch or iPhone.

- 8. Click Remove All.
- 9. Click Remove Now.



- 12. Go to the Safari menu on the top menu bar.
- 13. Select Quit to close Safari and save your changes.

#### **Microsoft Edge for Windows 10**

1. Click the Tools menu (three dotted lines in the upper-right corner), and open the Settings menu.



- 1. Click Privacy, search, and services on the left-side menu.
- 2. Under the section Clear browsing data, Click Choose what to clear.



- 1. Select Cookies and other site data and Cached images and files.
- 2. Click Clear Now.

All time	~
Browsing history	
74 items. Includes autocomp	letions in the address bar,
Download history	
1 item	
Cookies and other site of the site of t	lata
From 5 sites. Signs you out o	of most sites.
Cached images and files	5
Frees up 6.0 MB. Some sites next visit.	may load more slowly on you
lear browsing data for Internet	Explorer mode
his will clear your data across all Quiowa.edu. To clear brow ign out first.	your synced devices signed in sing data from this device onl
A BRANCH STORE	Canad

1. Close Microsoft Edge completely for your changes to take effect.

## Internet Explorer for Windows

- 1. Click on the Settings menu in the upper-right corner.
- 2. Click Internet options.



- 1. Under the General tab on the upper-left-hand side, scroll down to Browsing history.
- 2. Select Delete...

Internet (	Options					? ×
General	Security	Privacy	Content	Connections	Programs	Advanced
Home p	age —					
	To crea	ate home (	page tabs,	type each add	ress on its o	own line.
						$\langle \rangle$
		Use cu	rrent	Use default	Use n	ew tab
Startup	) ———					
Os	tart with ta	bs from t	ne last ses	sion		
⊙ s	tart with h	ome page				
Tabs -						
Change how webpages are displayed in tabs. Tabs						
Browsin	ng history					
Delete temporary files, history, cookies, saved passwords, and web form information.						
	elete brow	sing histor	y on exit		_	
Delete Settings						
Appear	ance —					
C	Colors	Lang	juages	Fonts	Acce	ssibility
			OK	Ca	incel	Apply

- 1. Check the Temporary Internet files and website files, Cookies, and website data, History, and Download History boxes.
- 2. Select Delete.

#### **Delete Browsing History**

Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.			
Temporary Internet files and website files			
Copies of webpages, images, and media that are saved for faster viewing.			
Cookies and website data			
preferences or improve website performance.			
History			
List of websites you have visited.			
Download History			
List of files you have downloaded.			
Form data			
Saved information that you have typed into forms.			
Passwords			
to a website you've previously visited.			
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details			
about your visit, and exceptions to Do Not Track requests.			
About deleting browsing history Delete Cancel			

**Close Internet Explorer and reopen it for changes to take effect.** 

## Safari for iOS\_

- 1. Go to the Settings app on your device.
- 2. Scroll down to the **Safari** menu.
- 3. Scroll down and select Clear History and Website Data.

10:55		at 🗢 🖿
< Settings	Safari	
PRIVACY & SECURIT		
Prevent Cross-S	ite Tracking	
Block All Cookie	s	
Fraudulent Web	site Warning	
Check for Apple	Pay	
Allow websites to ch have an Apple Card About Safari & Priva	eck if Apple Pay is ena account. cy	bled and if you
Clear History and	d Website Data	
SETTINGS FOR WEB	ISITES	
Page Zoom		
Request Deskto	p Website	
Reader		
Camera		
Microphone		
Location		
Automatically Sa	ave Offline	
Automatically save a offline reading.	II Reading List items fr	om iCloud for

6. A pop-up will come up verifying that you want to clear the History and Data. Select **Clear History and Data**.

10:55	all 🗢 🔳)
Settings Safari	
Prevent Cross-Site Tracking	
Block All Cookies	
Fraudulent Website Warning	
Check for Apple Pay	
Page Zoom	
Request Desktop Website	
Camera	
Clearing will remove history, cookies, and of browsing data.	
Clear History and Data	
Cancel	
Automatically save all Reading List items from iClou offline reading.	id for

8. The button for Clear History and Website Data will turn gray when cache and cookies have been successfully cleared.

# Google Chrome for iOS

- 1. Open Google Chrome on your iOS device.
- 2. Click on the menu toolbar in the bottom right corner.



4. Select **Settings**.



6. Select **Privacy**.



8. Select **Cookies**, **Site Data**, and **Cached Images and Files**. At the top, set the **Time Range** set to **All Time**.



- 10. Click **Clear Browsing Data** at the bottom of the screen.
- 11. Then confirm by clicking **Clear Browsing Data** again.

10:5	7	al † 🔳	
	Cy Clear Browsing Data		
Time R			
3 E	Browsing History (312 items (and more on synced devices		
6	Cookies, Site Data Tris will sign you out of most websites.		
	Cached Images and Files. 71.9 MB		
•	Saved Passwords passwords (for ups.com, gazelie.com, a none, synced)		
* {	Autofill Data addresses, 102 other suggestions (ayno		
The items you selected will be removed.			
	Clear Browsing Data		
	Cancel		