

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.

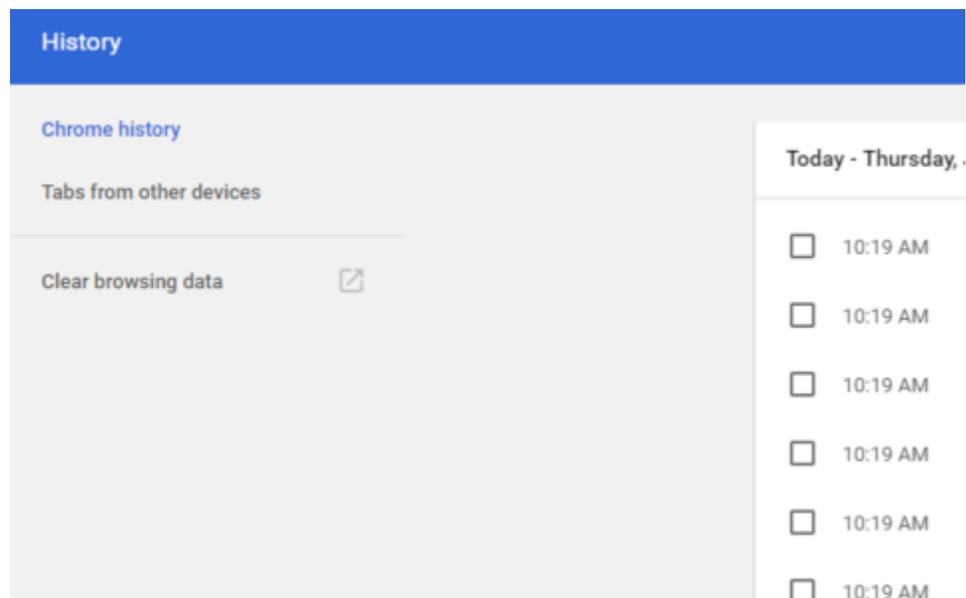
Keyboard Shortcut for Most Browsers

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.

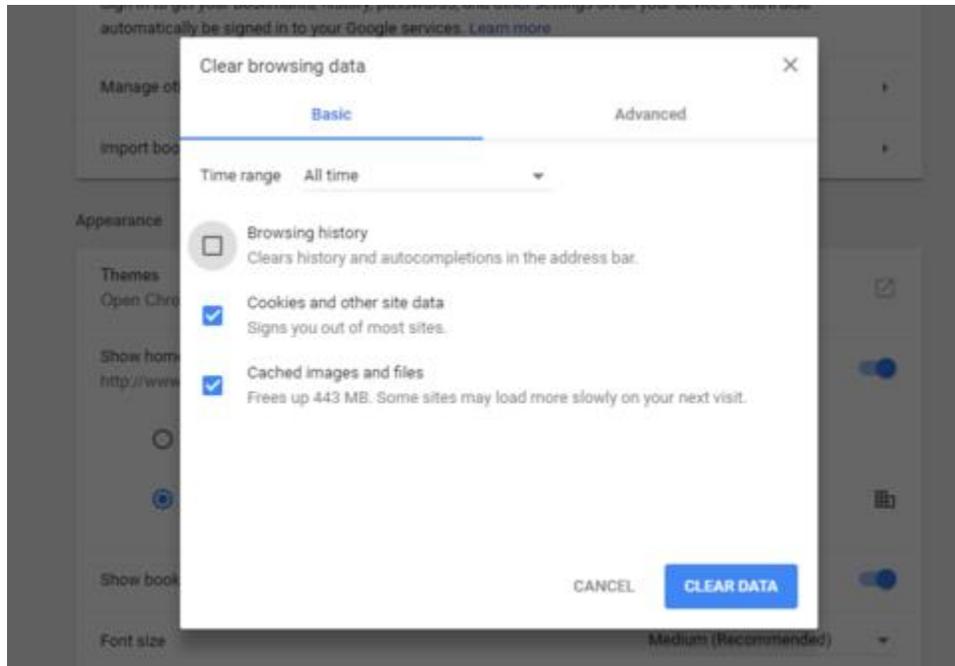
IMPORTANT: Be sure and close/quit the browser and restart it after clearing the cache and cookies.

Google Chrome

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



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.

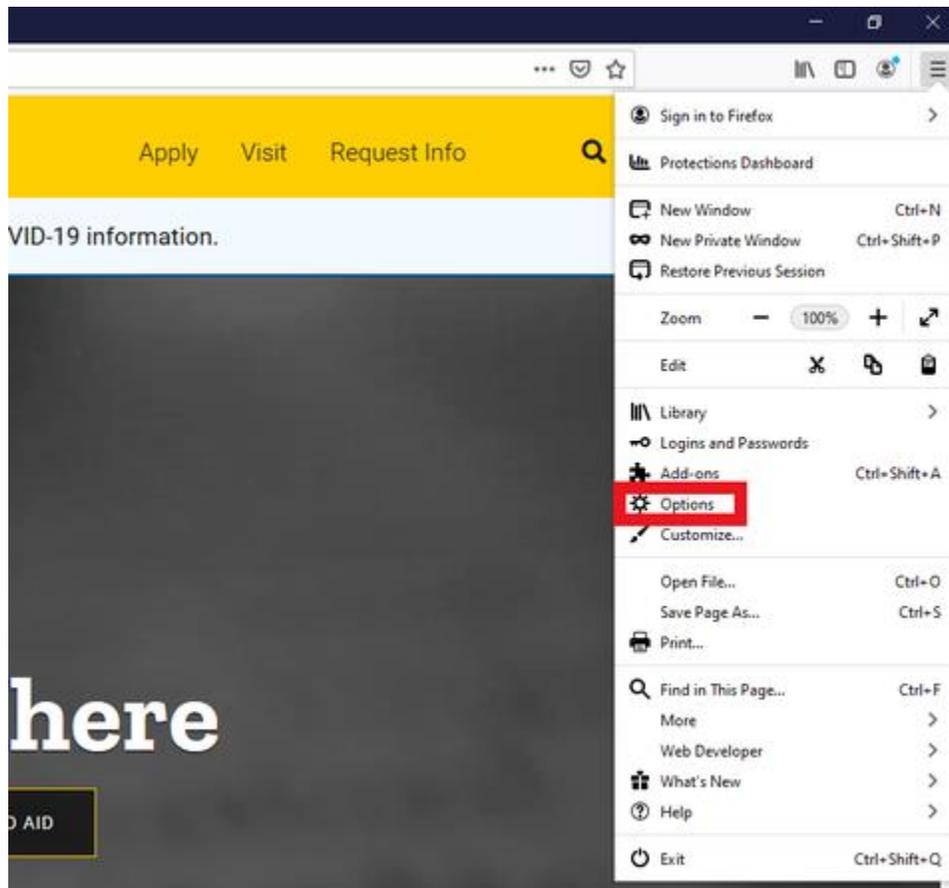


1. **If on a Windows computer, close and re-open Chrome to save your changes. If on an Apple computer, go to the Chrome menu on the top menu bar and select Quit for the changes to take effect.**

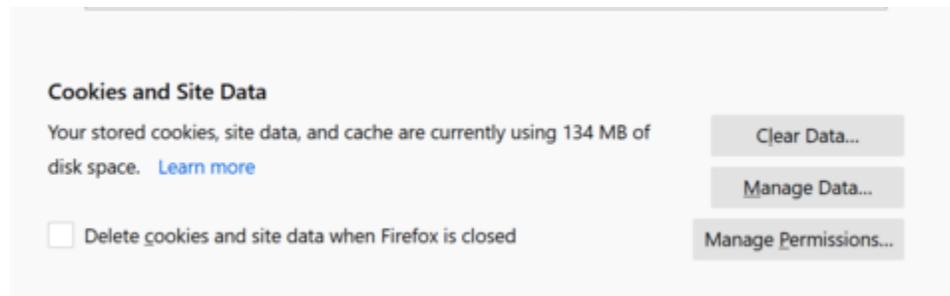
Mozilla Firefox

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

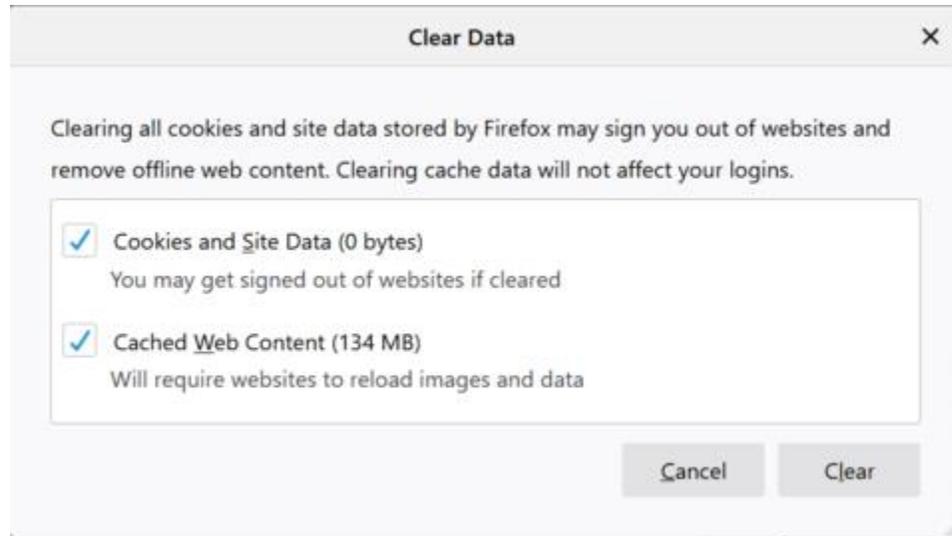
3.



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



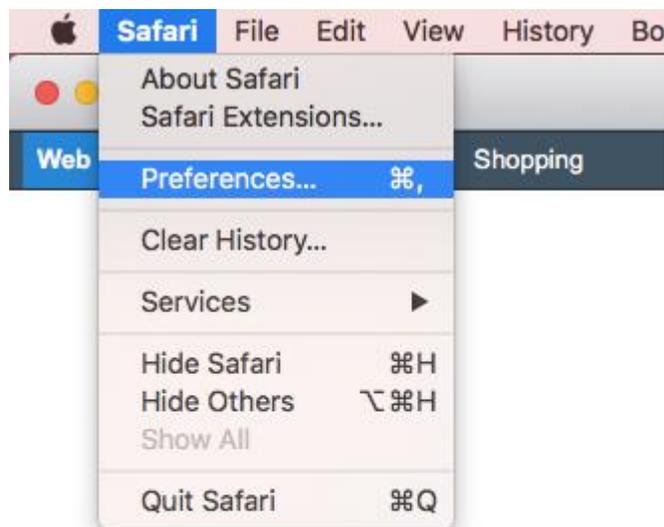
1. Select only the two options and hit clear now.



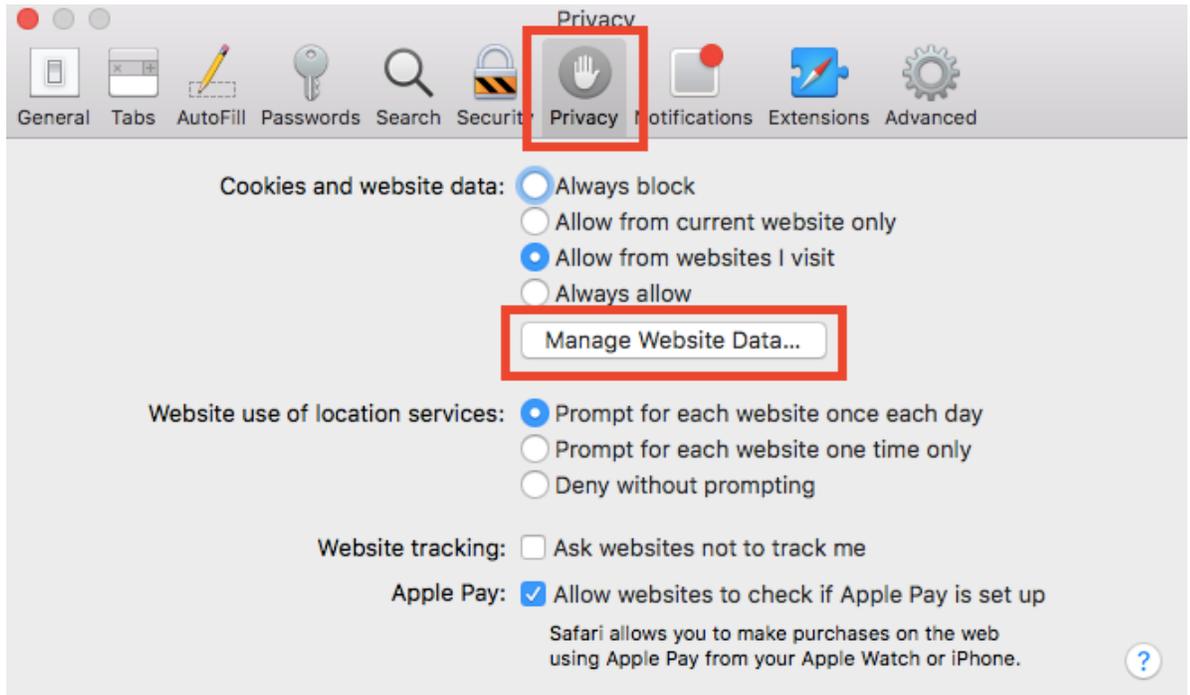
1. If on a Windows computer, close and re-open Firefox to save your changes. If on an Apple computer, go to the Firefox menu on the top menu bar and select Quit for the changes to take effect.

Safari for macOS

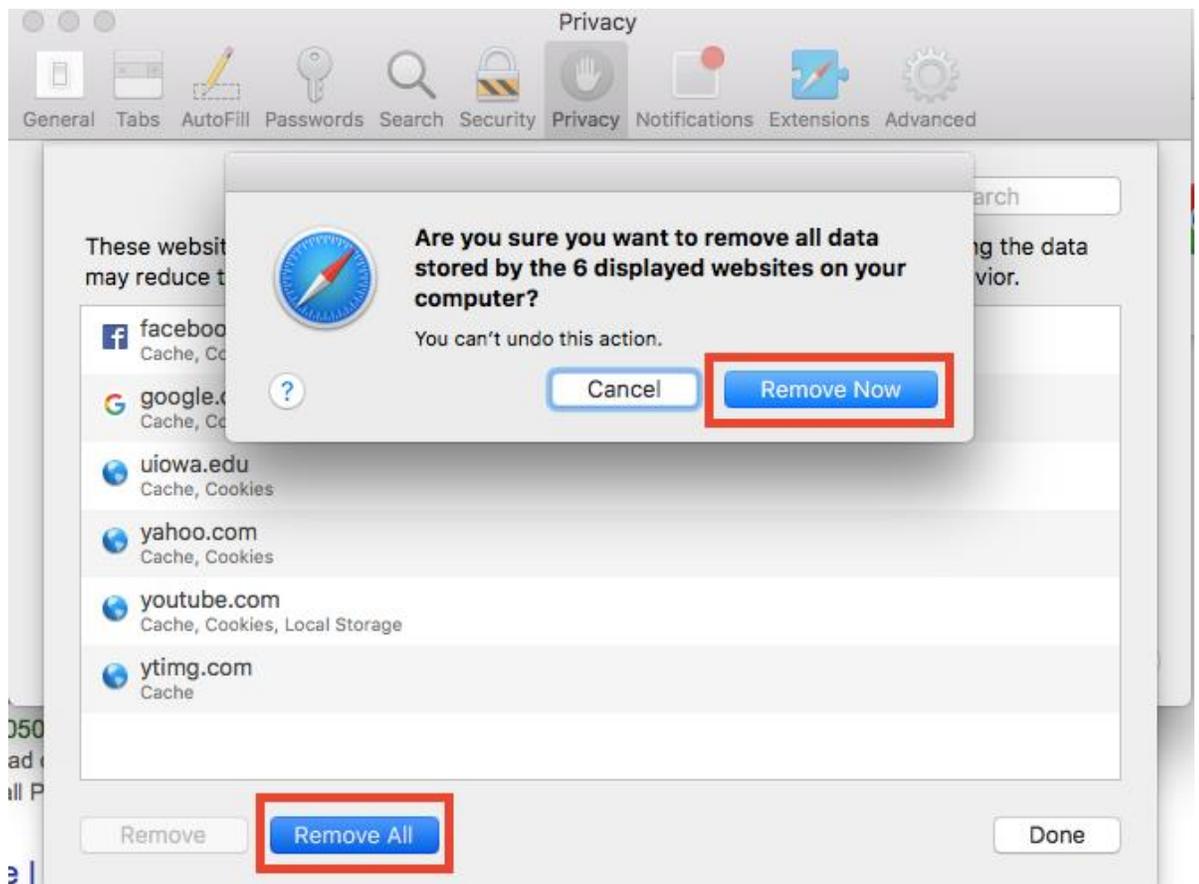
1. Click on Safari on the top menu bar.
2. Click Preferences.



4. **Click the Privacy tab.**
5. **Click Manage Website Data...**



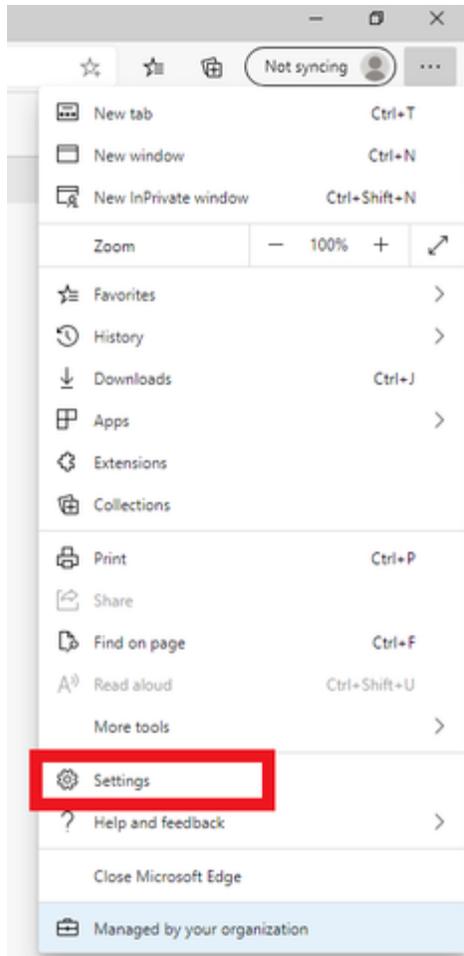
8. **Click Remove All.**
9. **Click Remove Now.**



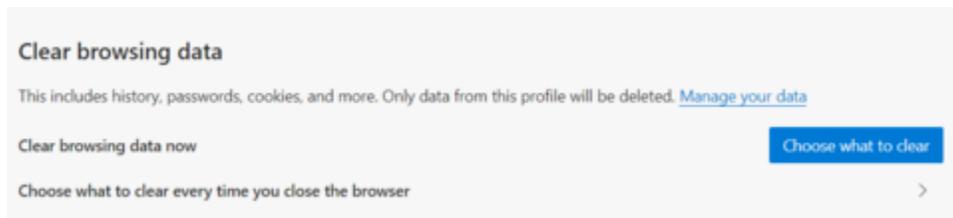
12. Go to the Safari menu on the top menu bar.
13. Select Quit to close Safari and save your changes.

Microsoft Edge for Windows 10

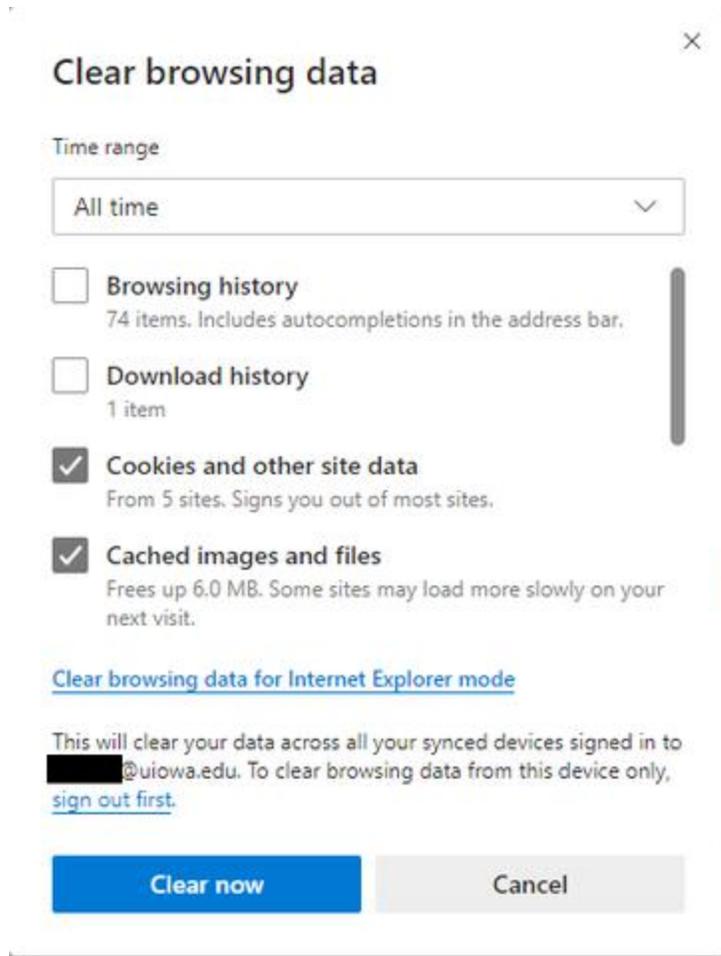
1. Click the Tools menu (three dotted lines in the upper-right corner), and open the Settings menu.



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



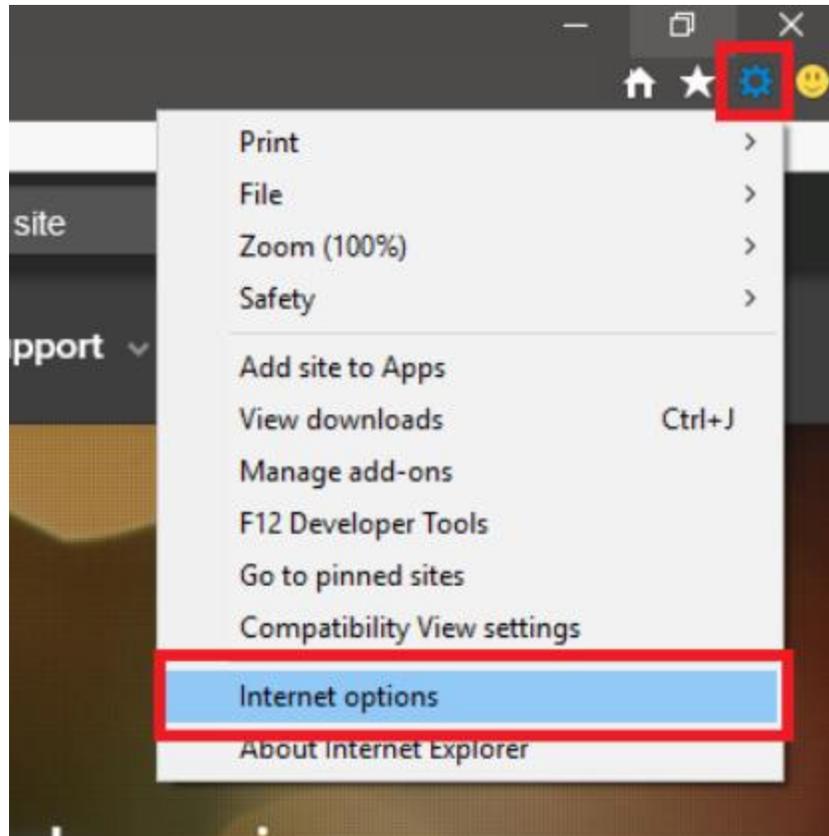
1. **Select Cookies and other site data and Cached images and files.**
2. **Click Clear Now.**



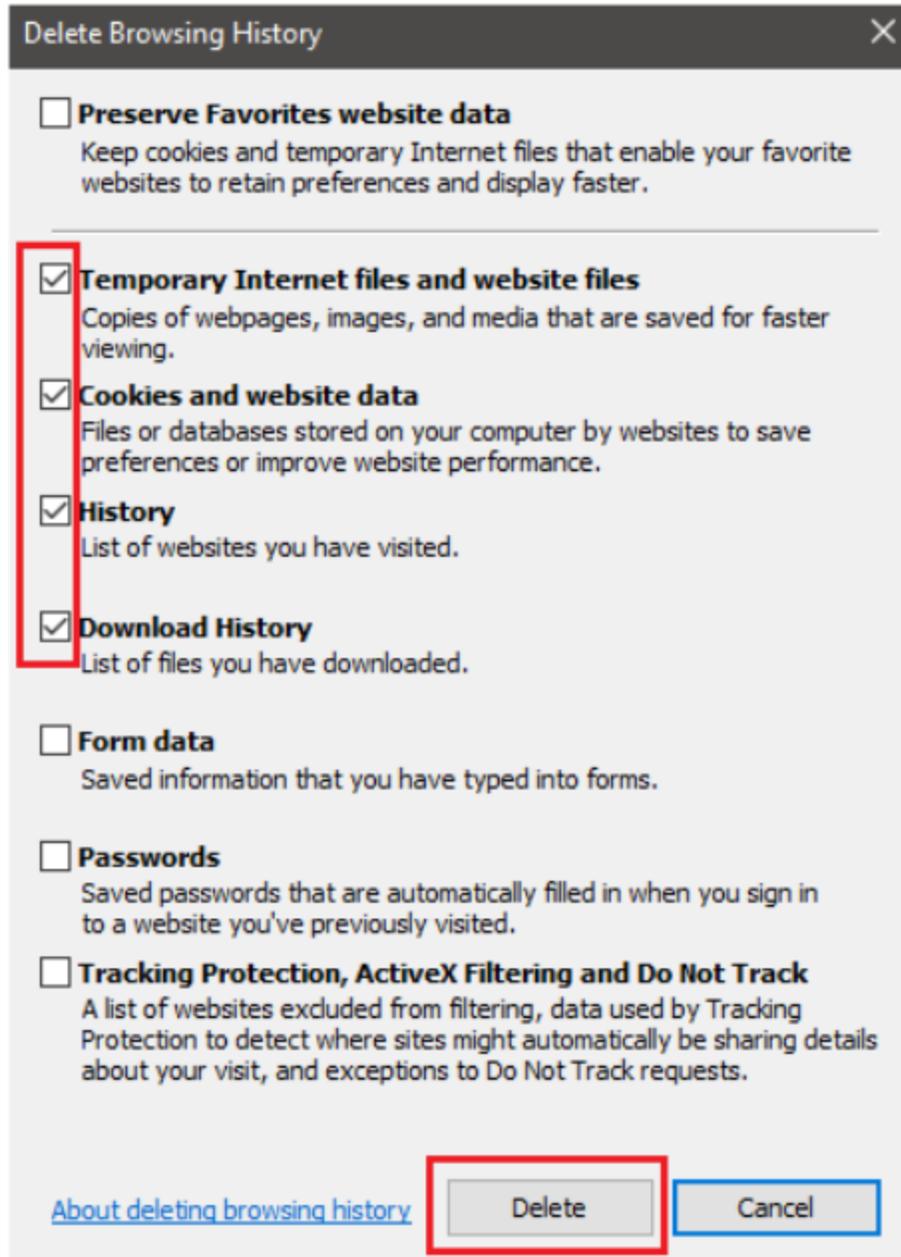
1. Close Microsoft Edge completely for your changes to take effect.

Internet Explorer for Windows

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



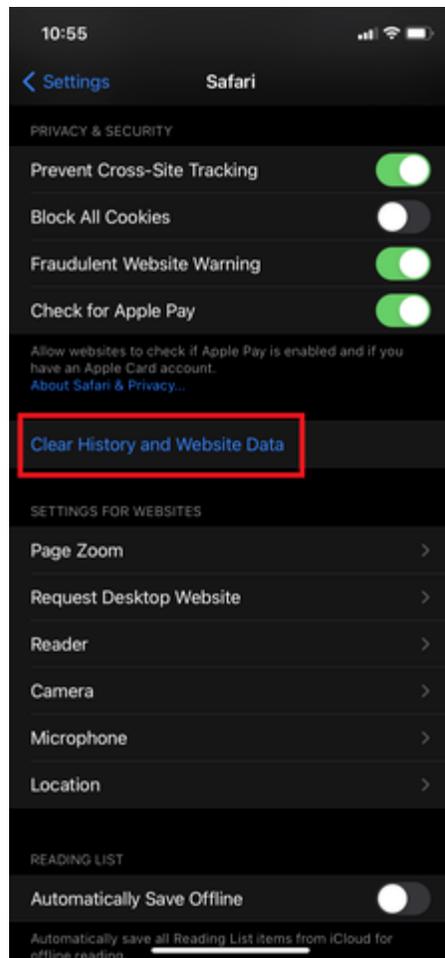
1. Under the General tab on the upper-left-hand side, scroll down to Browsing history.
2. Select Delete...



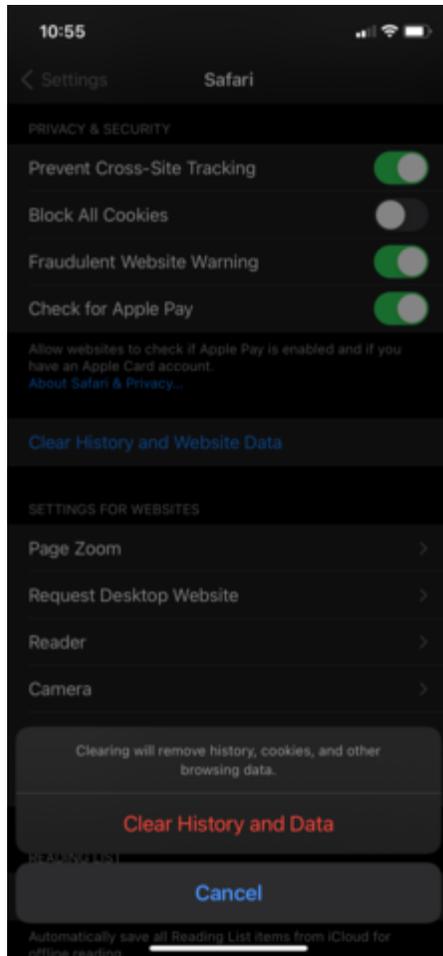
Close Internet Explorer and reopen it for changes to take effect.

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.**



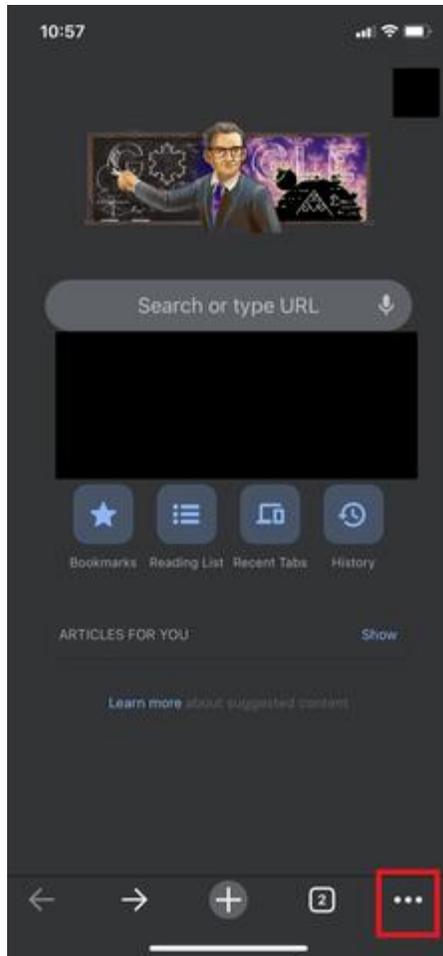
6. A pop-up will come up verifying that you want to clear the History and Data. Select **Clear History and Data**.



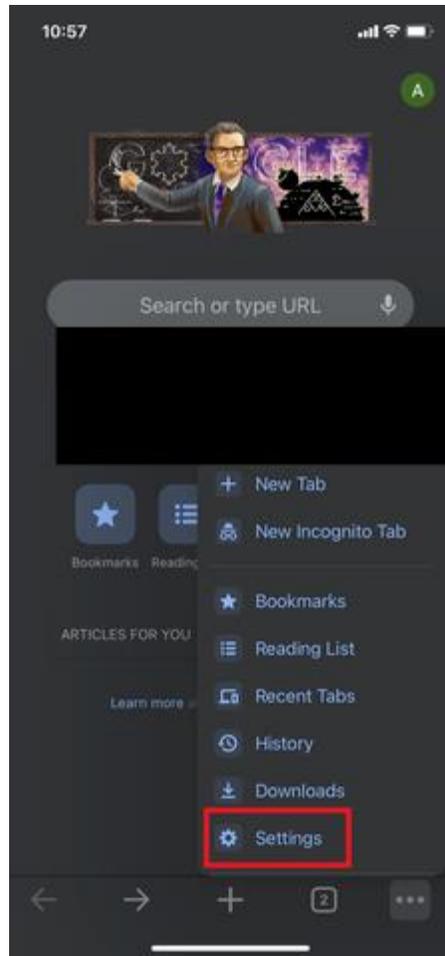
8. The button for Clear History and Website Data will turn gray when cache and cookies have been successfully cleared.

Google Chrome for iOS

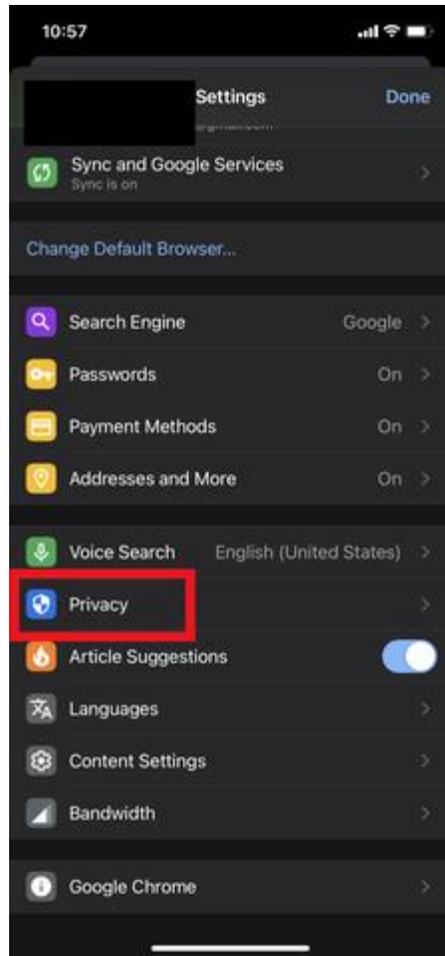
1. Open Google Chrome on your iOS device.
2. Click on the menu toolbar in the bottom right corner.



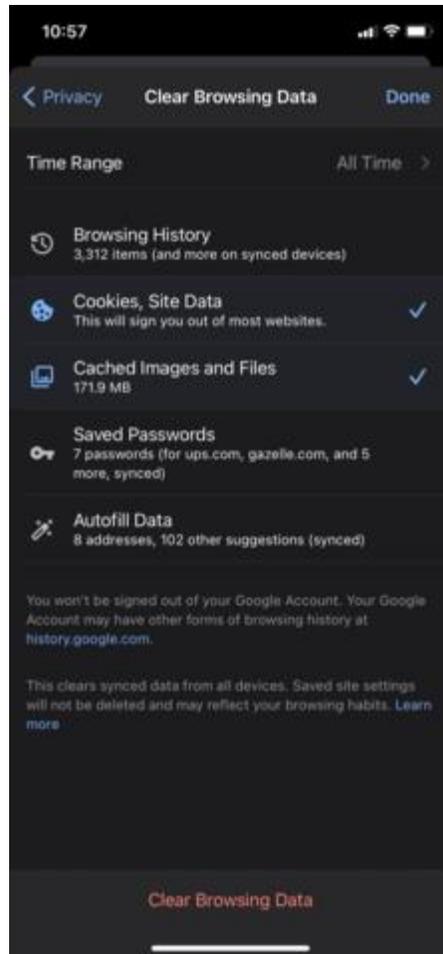
4. Select **Settings**.



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.

10:57



< Privacy Clear Browsing Data Done

Time Range All Time >

 Browsing History
3,312 items (and more on synced devices)

 Cookies, Site Data
This will sign you out of most websites.

 Cached Images and Files
171.9 MB

 Saved Passwords
7 passwords (for ups.com, gazelle.com, and 5 more, synced)

 Autofill Data
8 addresses, 102 other suggestions (synced)

You won't be signed out of your Google Account. Your Google Account may have other forms of browsing history at history.google.com.

This clears synced data from all devices. Saved site settings will not be deleted and may reflect your browsing habits. [Learn more](#)

The items you selected will be removed.

Clear Browsing Data

Cancel