

Clearing Your Cache & Cookies

Many browser related problems can be fixed by clearing your cache and/or cookies. Your web browser's cache is a place where information is stored which for quick access, which helps webpages load faster. "Cookies" are small pieces of information stored on your computer which save web site customization.

Clearing your cache can cure various issues such as: pages that hang, freeze, don't finish loading, or contain old or missing content, and online applications that don't respond.

Clearing your cookies can cure sign-in issues (not being able to sign-in, not being able to stay signed-in) and error messages about setting user cookies.

Clearing Your Browser's Cache on PC

Microsoft Internet Explorer 9.0

1. Open Internet Explorer.
2. Click Tools in the left menu bar (if opened) or click on the Gear icon in the right toolbar.
3. Click Internet Options and choose the General tab.
4. Click the Delete... button under the "Browsing History" section.
5. Make sure you uncheck "Preserve Favorites Website Data" at the top of this window.
6. Make sure you check all options below "Preserve Favorites Website Data".
7. Click the Delete button.
8. Click OK to close window.

Microsoft Internet Explorer 8.0

1. Open Internet Explorer.
2. Click Tools in the left menu bar (if opened) or click on Tools in the lower right menu bar.
3. Click Internet Options and choose the General tab.
4. Click the Delete... button under the "Browsing History" section.
5. Make sure you uncheck "Preserve Favorites Website Data" at the top of this window.
6. Make sure you check all options below "Preserve Favorites Website Data".
7. Click the Delete button.
8. Click OK to close window.

Mozilla Firefox 3.5-3.6

1. Click Tools in the upper toolbar and select Clear Recent History.
2. Select the Time Range to clear (drop-down menu).
 - a. Select Everything to clear all cache.
3. Click Details to choose what history elements to clear.
 - a. e.g. cache and cookies
4. Click the Clear Now button.
5. Exit and re-launch the browser.

Mozilla Firefox 2.0-3.0

1. Click Tools in the upper toolbar and select Clear Private Data.
2. Check Cache and cookies.
 - a. Note, you can select other data you would like to clear as well
3. Click the Clear Private Date Now button.
4. Exit and re-launch the browser.

Safari 4.0+

1. Open Safari.
2. Click Tools in the left menu bar (if opened) or click on the Gear icon in the right toolbar.
3. Select Reset Safari from the drop-down.
4. Choose what history and other elements to clear.
5. Click the Reset button.
6. Exit and re-launch the browser.

Opera

1. Open Opera.
2. Click Tools and select Delete Private Data.
3. Expand Delete Options and choose what history elements to clear.
 - a. e.g. Delete temporary cookies, Delete all cookies, Delete entire cache.
4. Click the Clear Now (Opera 9) or Delete (Opera 10) button.
5. Close window.
6. Exit and re-launch the browser.

Google Chrome 27.0+

1. Open Chrome.
2. Click the Three Lines Icon (Tools menu), in the upper right-hand corner.
3. Select History, then click the Clear browsing data... button or select Settings, click Show Advanced settings... link at the bottom of the page, then click the Clear browsing data... button under the "Privacy" section.
4. A pop-up should appear.
5. Select the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site data and plug-in data).
6. You can choose the period of time for which you want to clear cached information from the Clear data from this period drop-down menu. To clear your entire cache, select Everything.
7. Click Clear browsing data.
8. Close tab.
9. Exit and re-launch the browser.

Netscape Communicator / Navigator 8.0

1. Click Tools in the upper toolbar and select Options.
2. Select Privacy under Options on the left side of the screen.
3. Click Cache.
4. Click Clear Cache.
5. Click Clear.
6. Click OK.

Netscape Communicator / Navigator 7.0

1. Click Edit in the upper toolbar and select Preferences.
2. Click the Triangle next to Advanced to expand it.
3. Click Cache.
4. Click Clear Cache.
5. Click OK.

Netscape Communicator / Navigator 4.0 - 6.0

1. Click Edit in the upper toolbar and select Preferences.
2. Click Advanced.
3. Click Cache.
4. Click Clear Memory Cache.
5. Click Clear Disk Cache.
6. Click OK.

Clearing Your Browser's Cache On A Mac

Safari 4.0 & Up for Macintosh OS X

1. Open Safari.
2. Click Tools in the left menu bar (if opened) or click on the Gear icon in the right toolbar.
3. Select Reset Safari from the drop-down.
4. Choose what history and other elements to clear.
5. Click the Reset button.
6. Exit and re-launch the browser.

Safari 1.0 for Macintosh OS X

1. Open Safari.
2. Click on Safari in the upper toolbar and Select Empty Cache.
3. Click Empty on the Are you sure message box.
4. Exit and re-launch the browser.

Firefox 3.5 - 3.6 for Macintosh OS X

1. Click Tools in the upper toolbar and select Clear Recent History.
2. Select the Time Range to clear (drop-down menu).
 - a. Select Everything to clear all cache.
3. Click Details to choose what history elements to clear.
 - a. e.g. cache and cookies
4. Click the Clear Now button.
5. Exit and re-launch the browser.

Firefox 2.0 - 3.0 for Macintosh OS X

1. Open Firefox
2. Click on Firefox in the upper toolbar and Select Preferences.
3. Click the Privacy Icon.
4. Click Clear Now under the Private Data section.
5. Close window.
6. Exit and re-launch the browser.

Opera for Macintosh OS X

1. Open Opera.
2. Click Tools and select Delete Private Data.
3. Click the Delete options and choose what history elements to clear.
 - a. e.g. Delete temporary cookies, Delete all cookies, Delete entire cache.
4. Click the Clear Now (Opera 9) or Delete (Opera 10) button.
5. Close window.
6. Exit and re-launch the browser.

Google Chrome 27.0+

1. Open Chrome.
2. Click the Three Lines Icon (Tools menu) on the upper right-hand corner.
3. Select History, then click the Clear browsing data... button or select Settings, click Show Advanced settings... link at the bottom of the page, then click the Clear browsing data... button under the "Privacy" section.
4. A pop-up should appear.
5. Select the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site data and plug-in data).
6. You can choose the period of time for which you want to clear cached information from the Clear data from this period drop-down menu. To clear your entire cache, select Everything.
7. Click Clear browsing data.
8. Close tab.
9. Exit and re-launch the browser.

Microsoft Internet Explorer 4.0 - 5.0 for Macintosh

1. Open Internet Explorer.
2. Click Edit in the upper toolbar and select Preferences.
3. Click the arrow beside Web Browser.
4. Click Advanced.
5. Click Empty Now.
6. Click Ok.
7. Exit and re-launch the browser.

Internet Explorer 9 and 8

1. Click Tools, and select Delete Browsing History... .
2. Deselect Preserve Favorites website data, and select Temporary Internet files, Cookies, and History.
3. Click Delete.

Internet Explorer 7

1. From the Tools menu in the upper right, select Delete Browsing History
2. To delete your cache, click Delete files
 - a. -To delete your cookies, click Delete cookies
 - b. -To delete your history, click Delete history
3. Click Close, and then click OK to exit.

Firefox

1. From the Tools menu, select Clear Recent History. (Alternatively, in Firefox 4 and above for Windows, you can also click the orange Firefox button, and then select Clear Recent History from the History menu.) (If the menu bar is hidden, press Alt to make it visible.)
2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
3. Click the down arrow next to "Details" to choose which elements of the history to clear.
4. Click Clear Now.

Opera

1. From the Opera menu, select Settings, and then Delete Private Data... .
2. In the dialog box that opens, select the items you want to clear, and then click Delete.