

Clearing Internet Browser Cache and Cookies

(updated April 24, 2020)

Google Chrome

Internet Explorer

Microsoft Edge

Mozilla Firefox

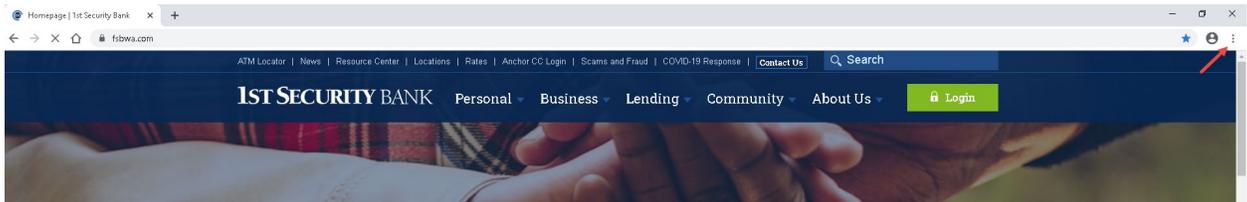
Safari on Mac

Google Chrome – <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>

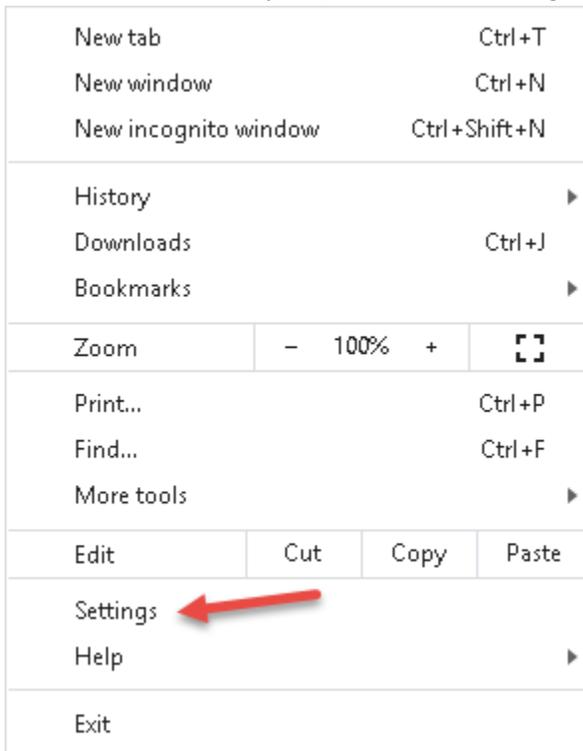
Clear cache & cookies

Complete steps 1 through 5 to clear your internet Cache and Cookies if you are using Google Chrome as your web browser.

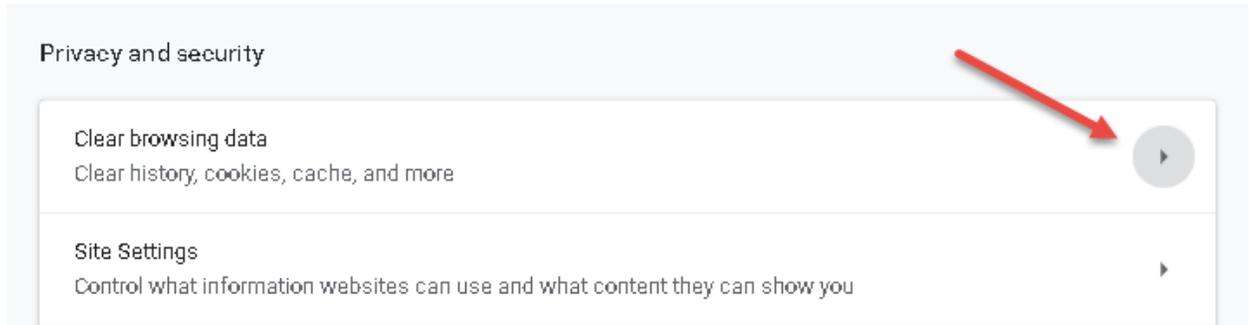
1. In the browser bar, click on the three dots in the upper right hand corner of the browser window.



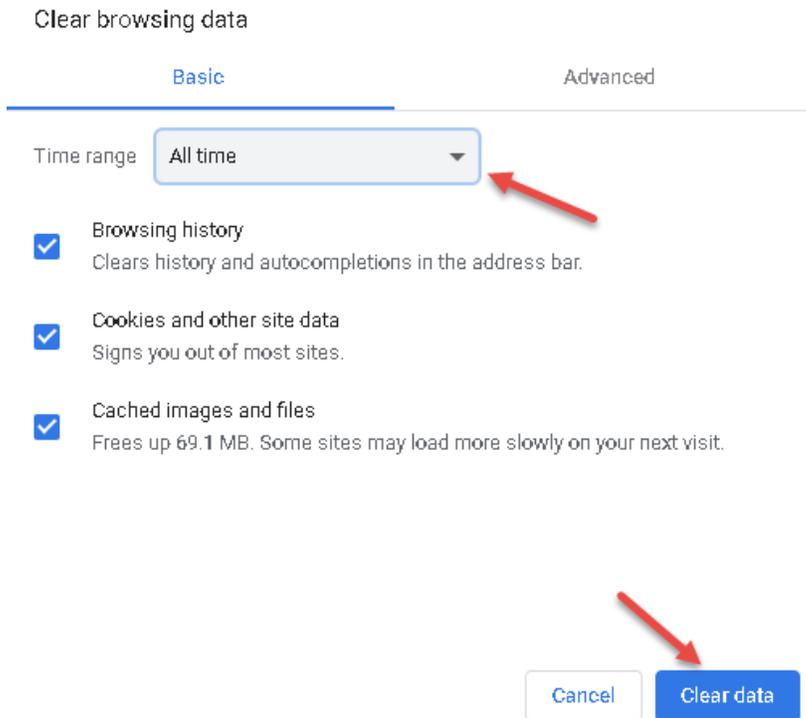
2. When the menu bar opens, click on the Setting Button.



3. Within Settings, navigate partially down the page until you see Privacy and Security. Once found, click on clear browsing data.



4. In the "Clear Browsing Data" window you will want to ensure all three boxes are checked and that the time range is set to "All Time". Once all of this is configured, click on "Clear Data".

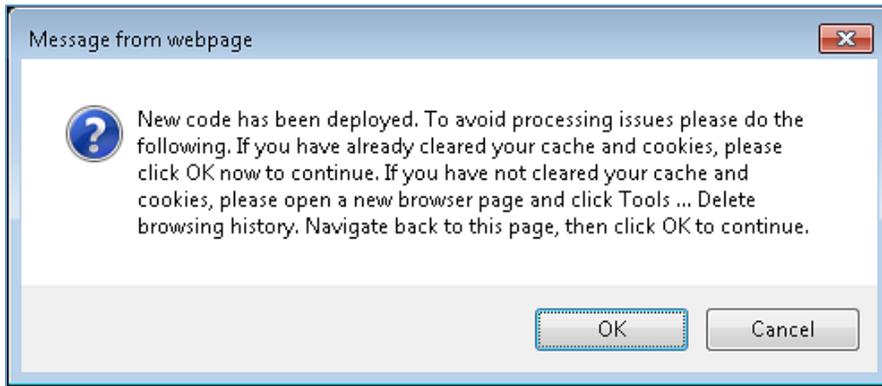


5. Exit all browser windows and reopen Google Chrome.

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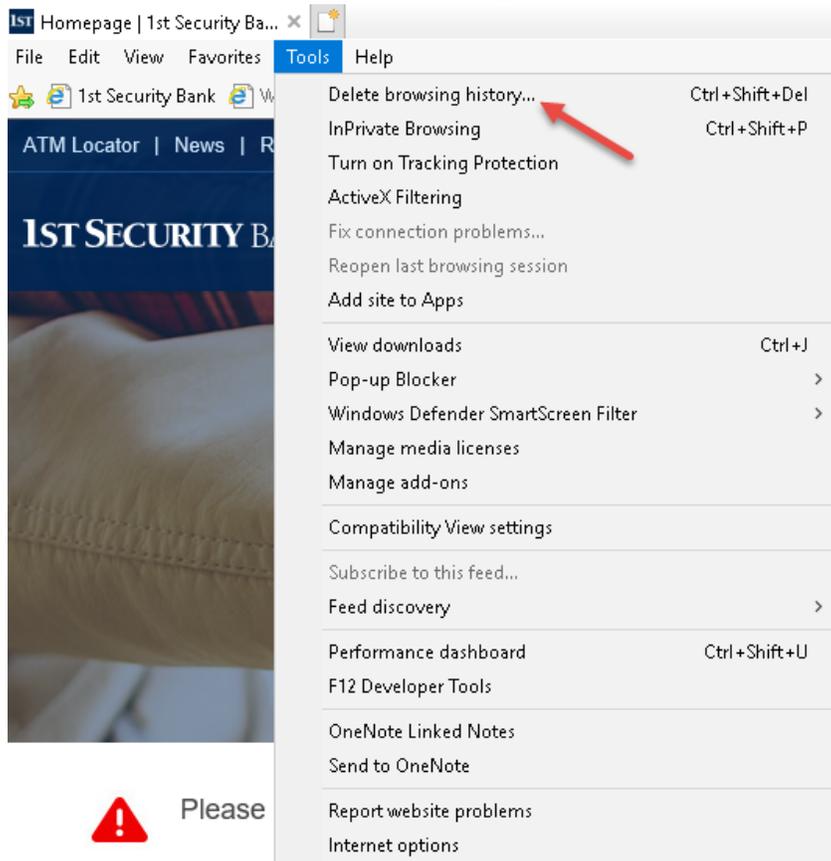
Internet Explorer – <https://support.microsoft.com/en-us/help/278835/how-to-delete-cookie-files-in-internet-explorer>

Upon signing in to Web Capture for the first time by using Internet Explorer after the upgrade has been complete, you may encounter the below message. If you have already cleared your cache and cookies, you will only need to click on “OK” to continue.

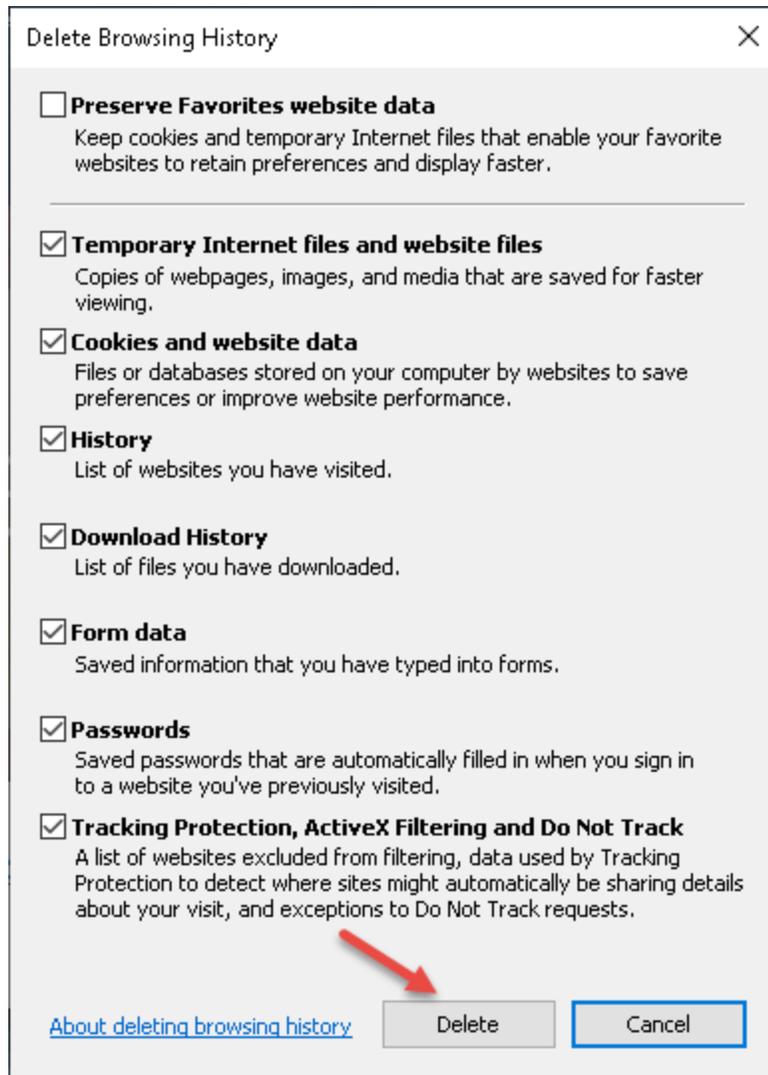


Complete steps 1 through 5 to clear your internet cache and cookies if you are using Internet Explorer as your web browser.

- 1) Open Internet Explorer
- 2) On the Tools menu, select delete browsing history.



- 3) Within the “Delete Browsing History” window, make sure “Preserve Favorites website data” is unchecked and then click the applicable boxes. Once all appropriate boxes are checked, click on “Delete”

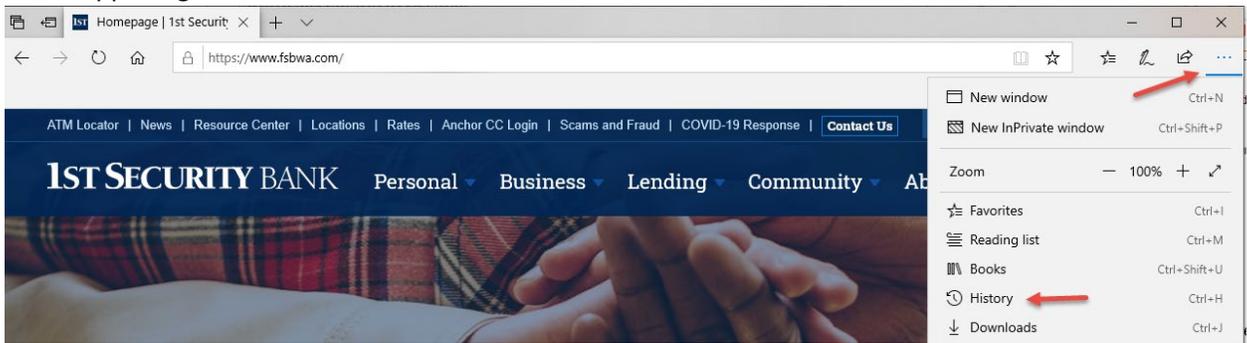


- 4) Exit all Internet Explorer windows

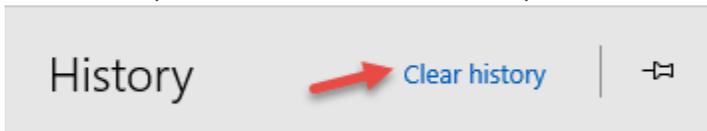
Microsoft Edge – <https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history>

Complete steps 1 through 4 to clear your internet cache and cookies if you are using Microsoft Edge as your web browser.

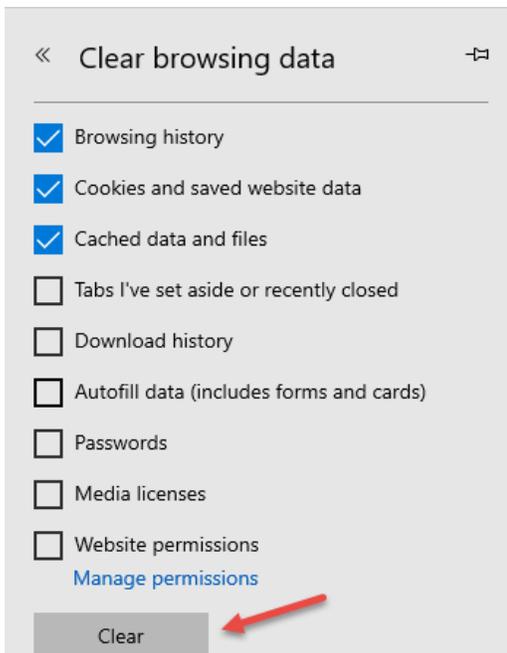
- 1) In the upper-right, click the **...** button, then click the **🕒** button



- 2) In the History slide out, click on Clear History



- 3) In the Clear Browsing data tab, make sure Browsing history, Cookies and saved website data, and Cached data and files are selected. Once selected, click on Clear.



- 4) After the "All Clear!" message appears, exit all browser windows and reopen Microsoft Edge.

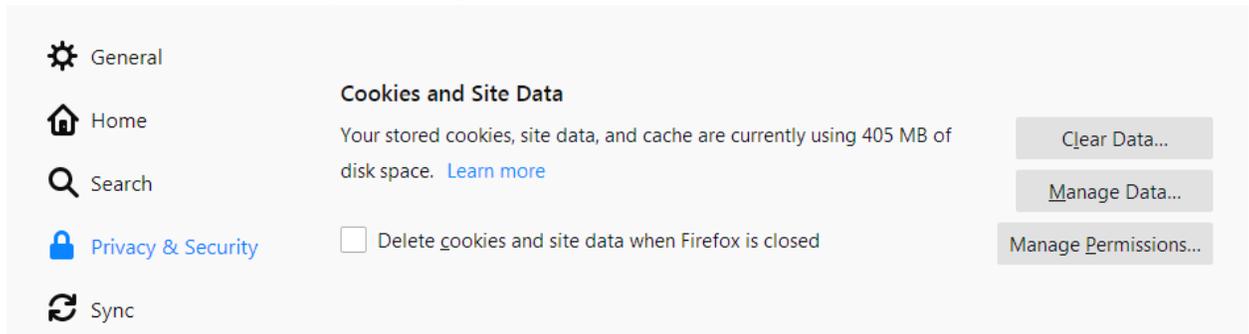
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Mozilla Firefox – <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>

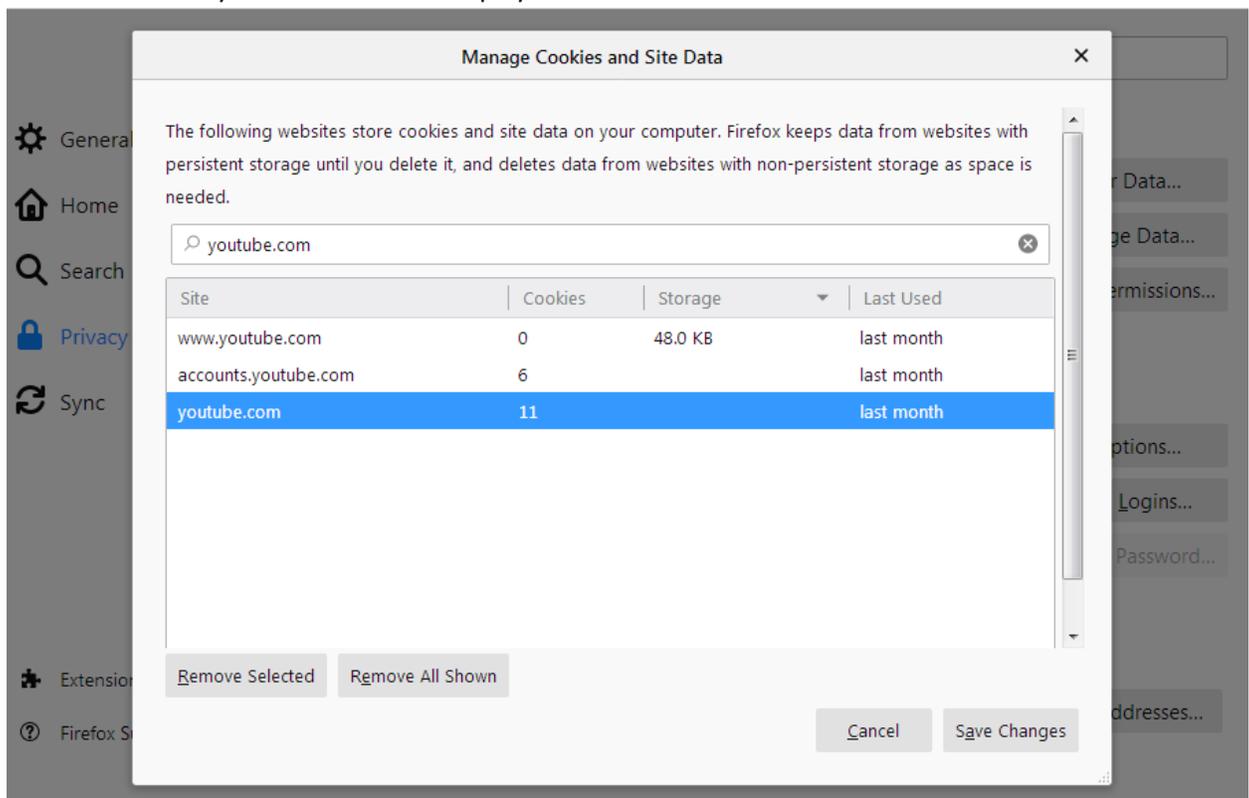
Clear cookies and site data in Firefox

Complete steps 1 through 7 to clear your internet Cache and Cookies if you are using Mozilla Firefox as your web browser.

1. Click the menu button  and select **Options** .
2. Select the **Privacy & Security** panel and go to the **Cookies and Site Data** section.



3. Click the **Manage Data...** button. The *Manage Cookies and Site Data* dialog will appear.
4. In the **Search websites** field, type the name of the site whose cookies you want to remove. Items that match your search will be displayed.



- To remove all cookies and [storage data](#) for the website, click **Remove All Shown** .
- To remove selected items, select an entry and click **Remove Selected** .

5. Click .
6. In the *Removing Cookies and Site Data* confirmation dialog that opens, click .
7. Close the about:preferences page.

Note: You can use the [Storage Inspector](#) to remove individual cookies for a specific website, via the right-click context menu. To open the Storage Inspector, go to the menu button  Web Developer submenu or press Shift + F9 on the keyboard.

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Safari on Mac – <https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>

Clear your browsing history in Safari on Mac

You can remove all records that Safari keeps of where you've browsed during a period of time you choose. If your Mac and your other devices [have Safari turned on in iCloud preferences](#), your browsing history is removed from all of them. Clearing your browsing history in Safari doesn't clear any browsing histories kept independently by websites you visited.

macOS Catalina 10.15 and macOS Mojave 10.14

1. In the Safari app  on your Mac, choose History > Clear History, then click the pop-up menu.
2. Choose how far back you want your browsing history cleared.

macOS High Sierra

1. Choose History > Clear History, click the pop-up menu, then choose how far back you want your browsing history cleared.

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