

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 we can be sure that any issues you may come across are something wrong with the website, rather than inconsistencies caused by using different browsers.

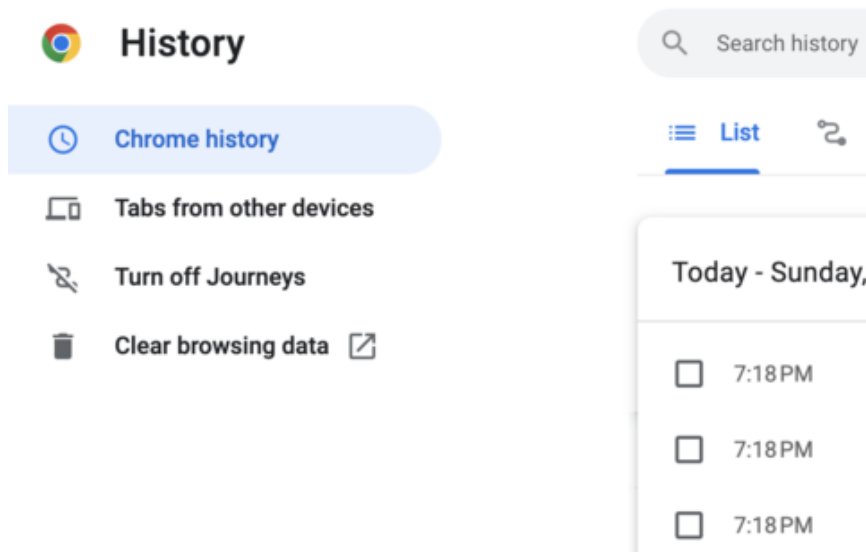
Keyboard Shortcut for Most Browsers

If you are using Internet Explorer, Edge, Google Chrome, or Mozilla Firefox you can quickly clear 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.

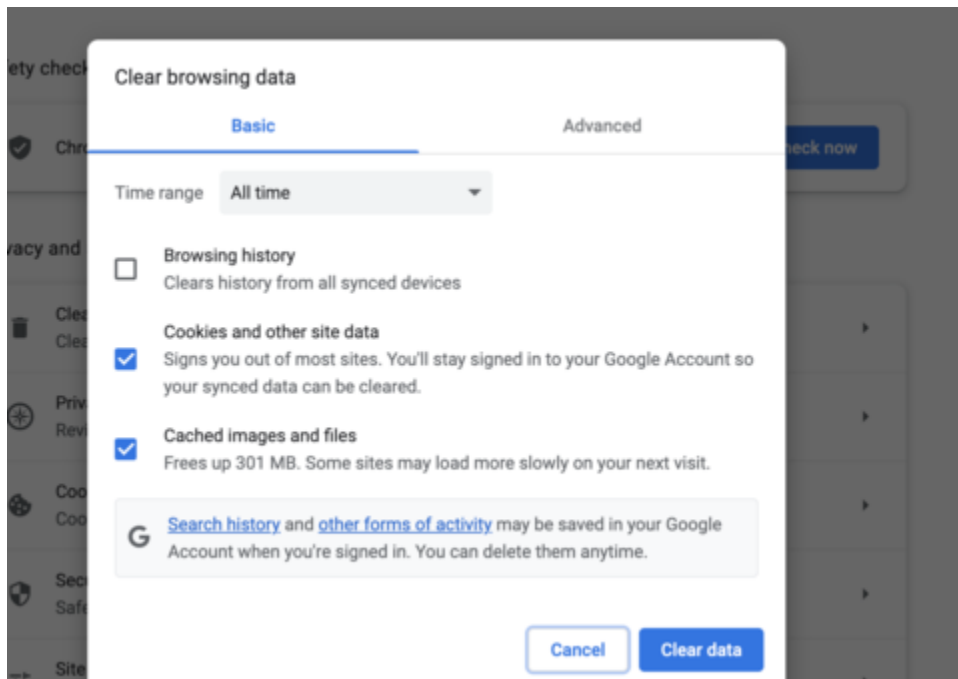
Google Chrome

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



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3. 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**.

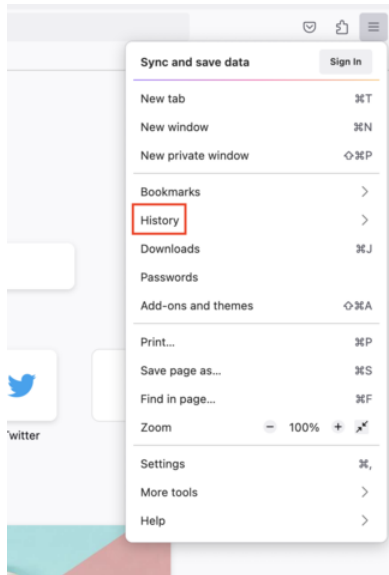


4. If on a Windows computer, close and re-open Chrome to save your changes. If on an Apple computer, go to the **Chrome** menu on the top menu bar and select **Quit** for the changes to take effect.

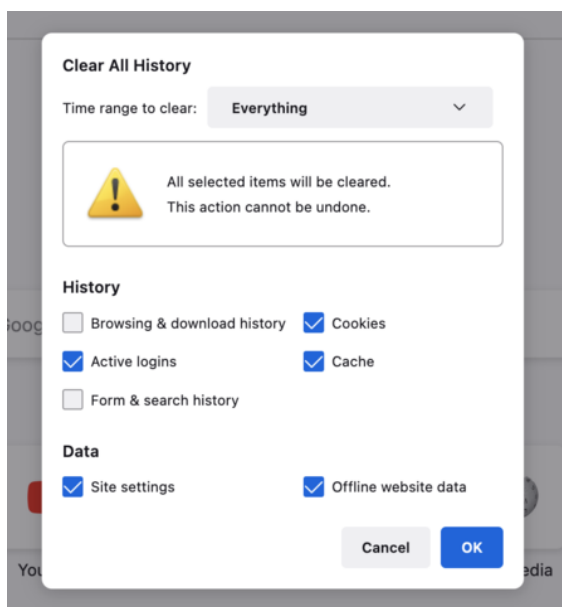
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Mozilla Firefox

1. Click on the **Tools** bar (three bars in the top-right corner).
2. Click **History**.



3. On the menu to the right, select **Clear Recent History**.
4. In the Clear All History menu, select the time range to **Everything**.
5. Select the options, **Cookies**, **Cache**, **Active Logins**, **Site settings**, and **Offline website data**.



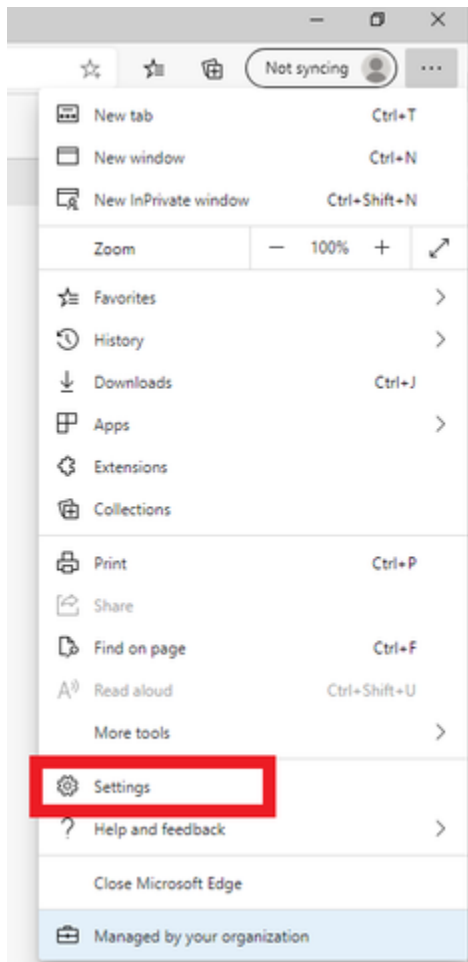
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6. Click **OK**.

7. 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.

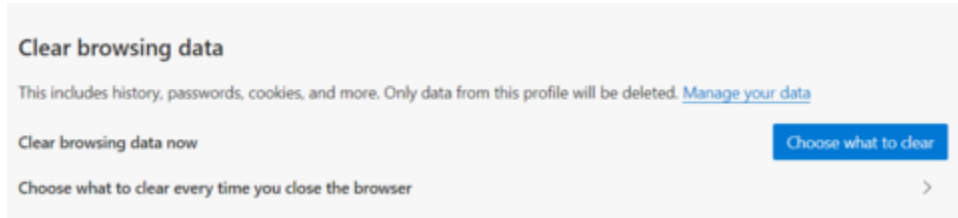
Microsoft Edge

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

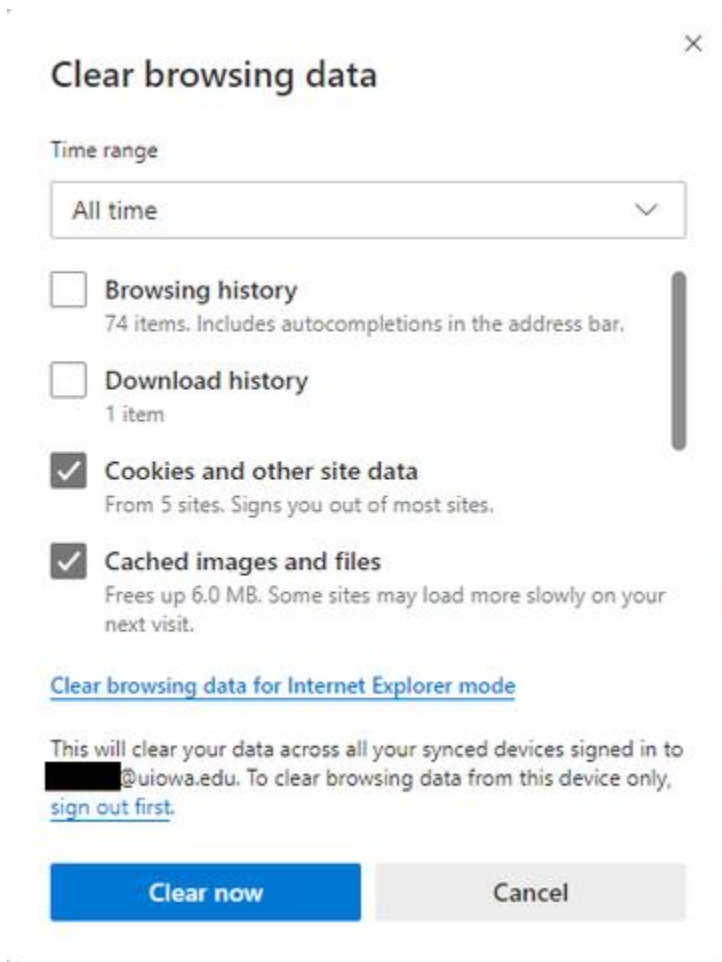


2. Click **Privacy, search, and services** on the left-side menu.
3. Under the section **Clear browsing data**, Click **Choose what to clear**.

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4. Select **Cookies and other site data** and **Cached images and files**.
5. Click **Clear Now**.

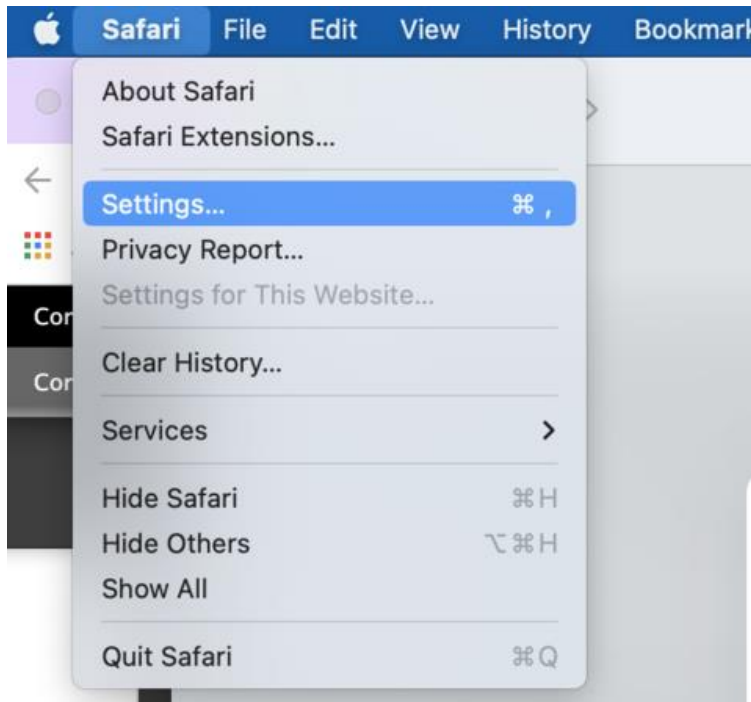


6. Close Microsoft Edge completely for your changes to take effect.

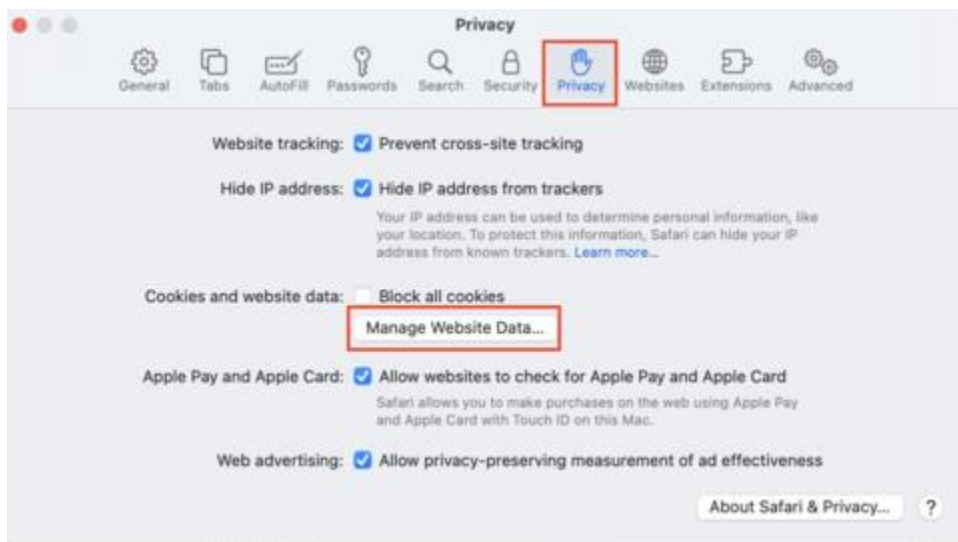
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Safari for macOS

1. Click on **Safari** on the top menu bar.
2. Click **Settings**.



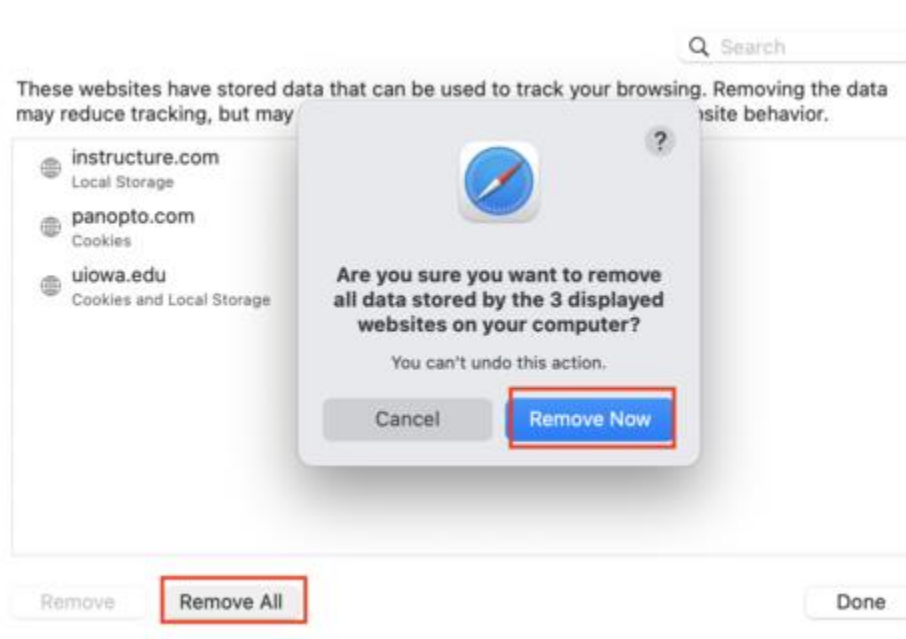
3. Click the **Privacy** tab.
4. Click **Manage Website Data...**



5. Click **Remove All**.

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6. Click **Remove Now**.



7. Go to the **Safari** menu on the top menu bar.
8. Select **Quit** to close Safari and save your changes.