

Browser Cache & Cookie Clearing Guide



Microsoft Edge

- 1 Click the **horizontal ellipses** (...) in the top-right corner.
- 2 Click **settings**.
- 3 Under **clear browsing data**, click **choose what to clear**.
- 4 Select **cookies and saved website data** and **cached data and files**. Select the time range for the data you want to delete (e.g., Last hour).
- 5 Click **clear now**.



Google Chrome

- 1 Click the **vertical ellipses** (:) in the top-right corner.
- 2 Click **history**.
- 3 Click **clear browsing data** on the left sidebar.
- 4 In the popup that appears, select a time range and the options:
 - **Cookies and other site data**
 - **Cached images and files**
- 5 Click **clear data**.



Firefox

- 1 Click the **menu icon** (☰) in the top-right corner.
- 2 Click **history**.
- 3 Click **clear recent history**.
- 4 In the popup that appears, select a time range and the options: **Cookies** and **Cache**
- 5 Click **clear now**.



Safari

- 1 With Safari open, press **command + Y**.
- 2 Click **clear browser history**.
- 3 In the popup that appears, select the time range and then click **clear history**.

Refresh Shortcuts

- 1 **Windows:** Ctrl+Shift+R
- 2 **Mac:** Command+Shift+E



iPhone

Safari Browser

- 1 Open **settings**.
- 2 Select **apps** and select **safari**.
- 3 Scroll down and select **clear history** and **website data**.



Important

Clearing browser data will remove:

- **Browsing history**
- **Cookies**
- **Saved website data**



Android

Chrome Browser

- 1 Open **chrome**.
- 2 Tap the **vertical ellipses** (:) and select **settings**.
- 3 Tap **privacy and security**.
- 4 Tap **clear browsing data**.
- 5 Select: **Cookies and site data**
Any other data you'd like to clear (optional)
- 6 Tap **clear data**.

App Cache

- 1 Open **settings**.
- 2 Tap **apps** or **apps & notifications** (varies by device).
- 3 Select the app you want to clear the cache for.
- 4 Tap **storage & cache**.
- 5 Select **clear cache**.

STILL HAVING ISSUES?

Close and reopen your browser before trying again.

