

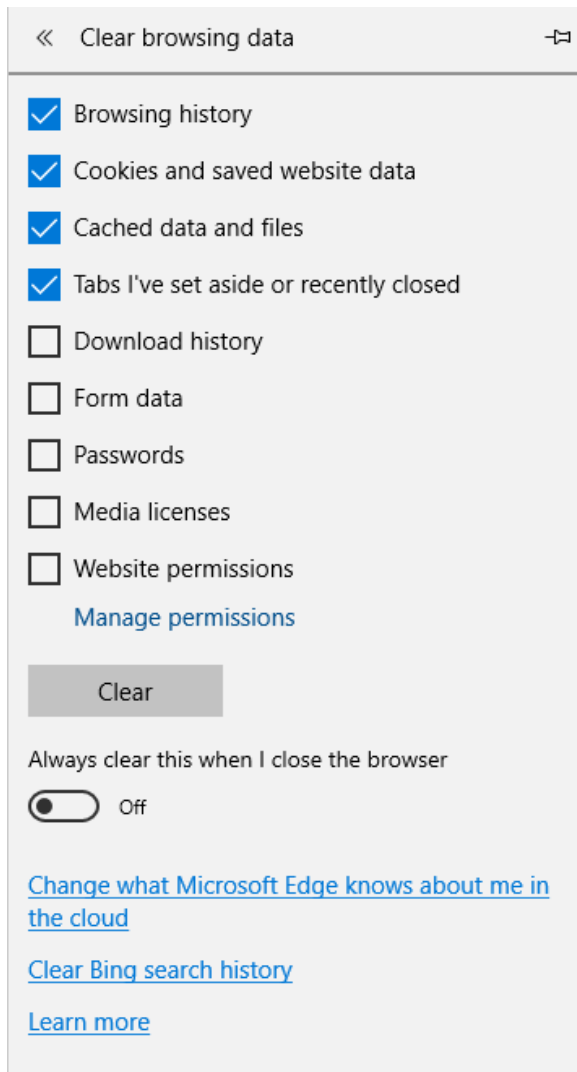
## How to clear your browser history and cache

There may be times when we ask you to "clear the cache" to resolve a problem your end users are experiencing. Here's how to do it.

**Please note:** Clearing your web browser's cache, cookies and history may remove some data that you wish to keep. For example: address bar predictions, current authenticated sessions, and shopping cart contents.

In most computer-web browsers:

Ctrl-Shift-Delete (Windows) or Command – Shift- Delete (Mac).



Verify that the following are selected:



- Browsing history
- Cookies and saved website data
- Cached data and files

- Tabs I've set aside or recently closed

Select "Clear"

## Other options

### Microsoft Edge (Option 1)

1. Click the Hub icon . (If you do not have the Hub Icon, see Option 2 below)
2. Click the History icon .
3. Click the link labeled Clear all history.
4. Check the boxes for each item you want to clear.
5. Click the Clear button.

The message "All Clear!" will appear at the top when the data has been erased.

### Microsoft Edge (Option 2)

1. Click the "Settings and More" (The Ellipses on top right side of page)



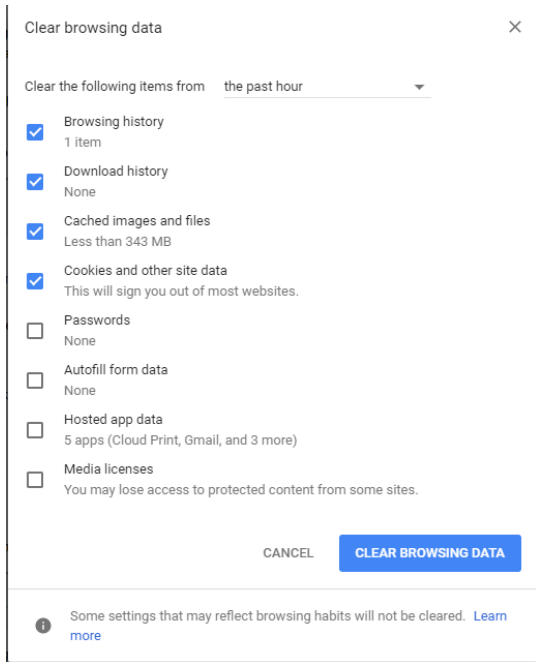
2. Click Settings
3. Click Choose what to clear (below Clear browsing data)
4. Select the following:
  - Browsing history
  - Cookies and saved website data
  - Cached data and files
  - Tabs I've set aside or recently closed
5. Click Clear

### Google Chrome:

1. On your browser toolbar click on More (The Ellipses on top right side of page)



2. Click on More Tools
3. Click on Clear Browsing Data



Verify that the following are selected:

- Browsing history
- Download history
- Cached images and files
- Cookies and other site data

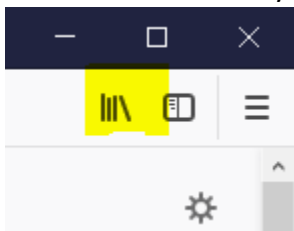
4. Use the menu at the top to select the amount of data that you want to delete. Choose **beginning of time** to delete everything.

- **Note:** This option does not appear on all devices.

5. Click Clear Browsing Data.

## Firefox

1. Click the View History Icon



Note: If the menu bar is hidden, press ALT to make it visible

2. Click History
3. Click Clear Recent History
4. Select from drop-down menu the desired range

- Select **Everything** to clear your cache
5. Click Clear Now

Verify that the following is selected:

- Browsing & Download History
  - Form & Search History
  - Cookies
  - Cached
  - Active Logins
6. Click Clear Now
  7. Exit all browsers and re-open a new browser

## **IE 11**

1. Select Tools
  - Note: If the menu bar is hidden, press ALT to make it visible
2. Click Safety
3. Click Delete browsing history

Verify the following:

- Preserve Favorites website data is **Unchecked**
  - Temporary Internet files or Temporary Internet files and website files is **checked**
  - Cookies or Cookies and website data is **checked**
  - History is **checked**
4. Click Delete
  5. Exit all browsers and re-open a new browser