HOW TO CLEAR A BROWSER'S CACHE, COOKIES, AND HISTORY

WHAT ARE THEY?

A **browser** is an application program that provides a way to look at and interact with all the information on the World Wide Web. The browser **cache**, sometimes also referred to as the temporary Internet files folder, contains files from web sites you've visited. Copies of pages, images, and other media content stored on your PC. The browser uses these copies to load content faster the next time you visit those sites. Your computer and Internet browser—whether you use Chrome, Firefox, Internet Explorer, or something else—keep track of where you've been and a history of what pages you've seen. A **cookie** is a small file of letters and numbers downloaded on to your computer when you access certain websites. Those sites store information on your PC to remember your preferences, such as sign-in info or your location. **Browser history** is just a list of sites you have visited stored on your computer.

- *EASIEST METHODS:*
  1. In most computer-based web browsers, to open menus used to clear your cache, cookies, and history, press **Ctrl-Shift-Delete** (Windows) or **Command-Shift-Delete** (Mac). If this doesn't work, follow the appropriate instructions below.
  2. If you do not see instructions below for your specific version or browser, search your browser's **Help** menu for *"clear cache"*. If you are unsure what browser version you are using, from the Help menu or your browser's menu, select **About** *[browser name]*. In Internet Explorer and Firefox, if you do not see the menu bar, press **Alt**.

- *DESKTOP BROWSERS*: The last step for each of the browsers listed is **Exit/**quit all browser windows and re-open the browser.
  - **INTERNET EXPLORER 9 AND HIGHER**
    1. Select **Tools** (via the Gear Icon) > **Safety**> **Delete browsing history**
       If the menu bar is hidden, press **Alt** to make it visible.
    2. **Deselect Preserve Favorites** website data, and select:
       - **Temporary Internet files** or Temporary Internet files and website files
       - **Cookies** or Cookies and website data
       - **History**
    3. Click **Delete**. *You will see a confirmation at the bottom of the window when the process is complete*.

  - **FIREFOX**
    1. From the **History menu**, select **Clear Recent History**.
       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. Next to "**Details**", click the **down arrow** to choose which elements of the history to clear; to clear your entire cache, select all items.
    4. Click **Clear Now**.

  - **SAFARI**
    - **SAFARI 8**
      1. From the **Safari menu**, select **Clear History and Website Data**
      2. Select the **desired time range**, and then click **Clear History**.
      3. Go to **Safari** > **Quit Safari** or press **Command-Q** to exit the browser completely.
    - **SAFARI 7 AND BELOW**
      1. From the **Safari menu**, select **Reset Safari**.
      2. **Select items** to reset, click **Reset**. *As of Safari 5.1, Remove all website data includes cookies and cache.*
      3. Go to **Safari > Quit Safari** or press **Command-Q** to exit the browser completely.

- o **CHROME**
  1. In the **browser bar**, type: **chrome://settings/clearBrowserData**
  2. **Select** the following:
     - o **Browsing history**
     - o **Download history**
     - o **Cookies and other site and plug-in data**
     - o **Cached images and files**

     From the **Obliterate the following items from:** drop-down menu, **choose the period of time** for which you want to clear cached information. To clear your entire cache, select the beginning of time.
  3. Click **Clear browsing data**.

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

- • *MOBILE BROWSERS:*
  - o **ANDROID**

    The steps may differ depending on the model of your Android device and your preferred browser. However, you should be able to clear your cache and data from your **application management settings menu**:
    1. Go to **Settings** and choose **Apps** or **Application Manager**.
    2. **Swipe** to **the All tab**.
    3. In the list of installed apps, **find and tap your web browser**. **Tap Clear Data** and then **Clear Cache**.

  - o **CHROME FOR ANDROID**
    1. Touch **Chrome menu > Settings**.
    2. Touch (Advanced) **Privacy**.
    3. Touch **Clear browsing data**.

  Please Note: The following steps apply to the newest version of Mobile Safari for iOS. If you need instructions for older versions, you might find them in Apple Support's [Safari web settings on your iPhone, iPad, or iPod touch](#)*.*
  - o **SAFARI (APPLE iOS)**
    1. **Open your Settings app**.
    2. Tap **Safari**.
    3. Tap **Clear History and Website Data and confirm**.

  - o **CHROME FOR iOS**
    1. Touch **Chrome menu > Settings**.
    2. Touch **Privacy**.
    3. **Choose the data type** you want to clear.
    4. Touch **Clear**.

- • *HELPFUL LINKS***:**
  - o *ABOUT CACHE, COOKIES, AND HISTORY***:** For more information about browsers, cache, cookies, and history, see:
    - ▪ [What is a browser cache? (PC Tools)](#)
    - ▪ [Browser Cache – What Is It?](#)
    - ▪ [What is a cookie? (Microsoft®)](#)
    - ▪ [What is a Cookie?](#)
    - ▪ [Microsoft® Windows: View and Delete your Browsing History](#)
    - ▪ [What is Browser History?](#)
    - ▪ [What is a Browser?](#)