How to Clear Your Browser's Cache and Cookies

Below are instructions on how to clear browser cache/cookies in most popular web browsers. This includes:

- Chrome
- Firefox
- Internet Explorer
- Microsoft Edge
- Safari

Note:
After following these steps to clear cache and cookies, please close/quit the browser and reopen the browser.

Desktop Browsers

Keyboard Shortcut
An easy method to bring up the Menu to clear cache and cookies for all listed browsers except Safari:

- **Windows:** CTRL + Shift + Delete
- **Mac:** Command + Shift + Delete

Chrome

1. Press **Ctrl + Shift + Delete/Command + Shift + Delete** OR On your browser toolbar, click More
2. More Tools > Clear Browsing Data
3. In the Clear browsing data box, click the checkboxes for **Cookies and other site data** and **Cached images and files**
4. Select the dropdown next to Time Range and choose **All time**.
5. Click **Clear browsing data**

Firefox

1. Press **Ctrl + Shift + Delete/Command + Shift + Delete** OR Click Menu > Library > History > Clear Recent History
2. Select Time Range to Clear: Everything
3. Checkmark **Cookies and Cache**
4. Click **Clear Now**

Internet Explorer

1. Press **Ctrl + Shift + Delete** OR Select the gear-shaped **Tools** button, point to **Safety**, and then select **Delete browsing history**
2. Choose **Cookies and website data** and **Temporary Internet files and website files**, and then select **Delete**.

Microsoft Edge

1. Press **Ctrl + Shift + Delete** OR To view your browsing history, select the **Favorites** icon in blue in the right corner
2. History >Clear history in blue in the right corner
3. Check boxes for **Cookies and saved website data** and **Cached data and files**
4. Select **Clear**.
5. If you use Cortana and want to clear browsing history that’s stored in the Cloud, select **Change what Microsoft Edge knows about me in the cloud**, then select **Clear browsing history**.

Safari

1. With Safari open, click on **Safari** (next to Apple icon) in the top left corner.
2. Then go to **Preferences**.
3. In the box that pops up, click on the **Privacy** tab and then **Manage Website Data**.
4. Select **Remove All**, then in the small popup, select **Remove Now**.
Mobile Browsers

Safari
1. Go to Settings app
2. Go to Safari
3. Tap Clear History and Website Data

Chrome
1. Open the Chrome app
2. At the top or bottom right, tap the More icon
3. Tap History
4. Select Clear browsing data
5. At the top, select a time range of All time.
6. Check the boxes next to Cookies and site data and Cached images and files
7. Tap Clear data

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