

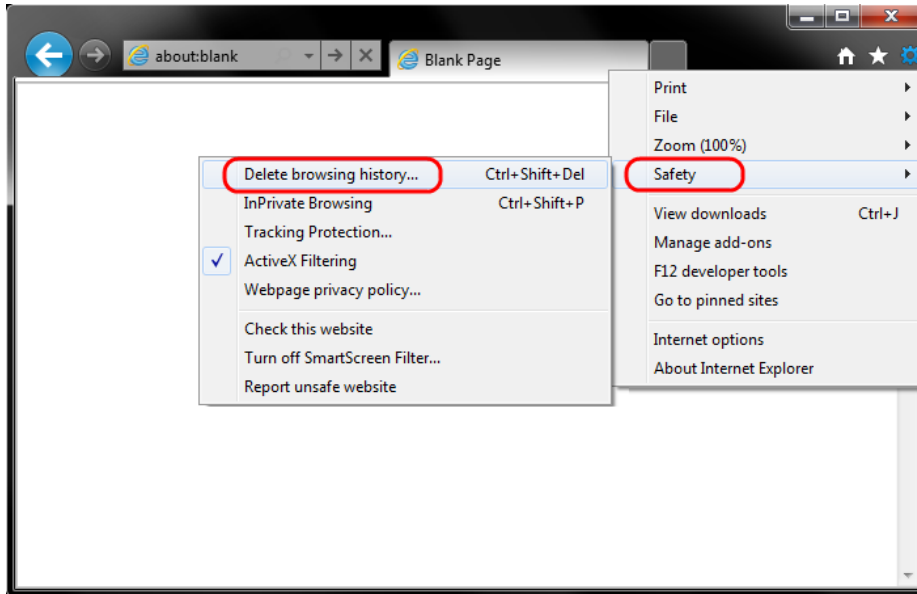


Internet Explorer 11

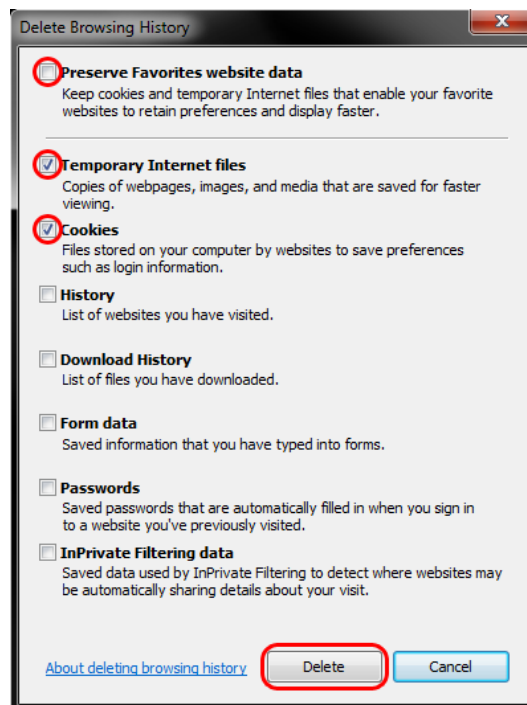
This document explains how to clear the cache and cookies in Internet Explorer 9, 10 and 11.

1. Select **Tools (via the Gear Icon) > Safety > Delete browsing history...**

NOTE: You can also access this menu by holding **Ctrl + Shift + Delete**.

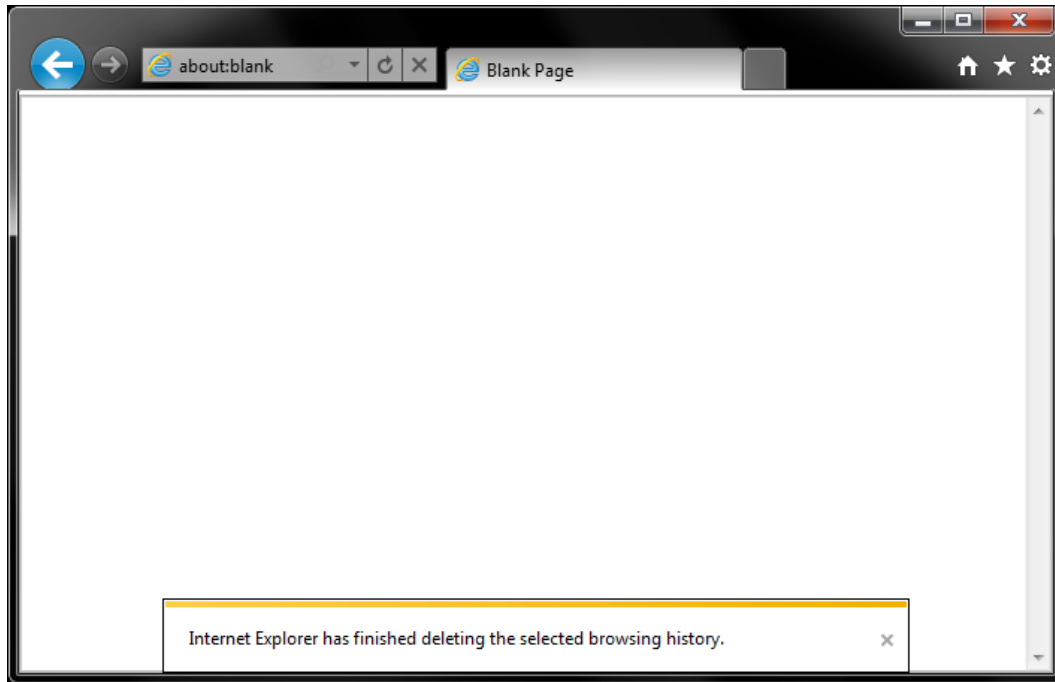


2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.





3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.



[To see the video, click on the link below](#)

Clearing Cache IE

https://www.youtube.com/watch?v=AW_k2CR0FJE

[Firefox Instructions are on the next page.](#)



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**.
5. Exit/quit all browser windows and re-open the browser.


To see the video, click on the link below

Clearing Cache Firefox

<https://www.youtube.com/watch?v=QeHNF2f4tnA>

Chrome Instructions are on the next page.



1. Open Chrome.
2. On your browser toolbar, click More  .
3. Point to **More tools**, and then click **Clear browsing data**.
4. In the "Clear browsing data" box, click the checkboxes for **Cookies and other site and plug-in data** and **Cached images and files**.
5. Use the menu at the top to select the amount of data that you want to delete. Choose **beginning of time** to delete everything.
6. Click **Clear browsing data**.

[To see the video, click on the link below](#)

Clearing Cache Chrome

<https://www.youtube.com/watch?v=WFhXXLiZCIQ>