


Deleting Cached Files and Cookies

Chrome


In recent versions:

1. Close all Chrome windows.
2. Open a new Chrome session and click the Chrome menu () on the browser toolbar.
3. Click **Tools**.
4. Click **Clear browsing data**.
5. In the dialog that appears, select the following checkboxes:
 - Empty the cache
 - Delete cookies and other site and plug-in data
6. Use the menu at the top, select "beginning of time".
7. Click **Clear browsing data**.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.

8. Click the "x" to the right of the Settings tab to close it.

In older versions:

1. Close all Chrome windows.
2. Open a new Chrome session and click the wrench icon ()
3. Click **Settings** (or in older versions, **Options**).
4. Scroll down to the Privacy heading (you may need to click **Show advanced settings...**, or in older versions, **Under the Hood**).
5. In the Privacy section, click **Content settings...**
6. In the Cookies section, click **All cookies and site data...**
7. Click **Remove all**.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.

8. Click the "x" to the right of the Settings - Cookies and site data tab to close it.

Safari 6

1. Close all Safari windows.
2. Open a new Safari session.
3. Open the Preferences window.
In Mac OS X: Click **Safari > Preferences**.
In Windows: Click **Edit** or **Settings** (⚙️) > **Preferences**.
4. In the Preferences window, click **Advanced**.
5. Place a check in the box beside "Show Develop menu in menu bar".
6. Click **Develop > Empty Caches**.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.

7. Return to the Preferences window and click **Privacy**.
8. Click the **Remove All Website Data...** button.
9. Click **Remove Now**.

Safari 5 or Earlier

1. Close all Safari windows.
2. Open a new Safari session.
3. *In Mac OS X:* Click **Safari > Empty Cache**.
In Windows: Press Ctrl + Alt + E.
4. Click **Empty**.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.

5. Open the Preferences window.
In Mac OS X: Click **Safari > Preferences**.
In Windows: Click **Edit** or **Settings** (⚙️) > **Preferences**.

In Safari 5.1 or later:

6. In the Preferences window, click **Privacy**.
 7. Click the **Remove All Website Data...** button.
8. Click **Remove Now**.

In Safari 5.0 or earlier:

6. In the Preferences window, click **Security**.
7. Click the **Show Cookies** button.
8. Click the **Remove All** button, then click **Done**.

Firefox

1. Close all Firefox windows.
2. Open a new Firefox session.
3. Open the Options/Preferences window.
In Windows: Click **Tools > Options**. (If you do not see "Tools," press the Alt key to show the menu bar.)
In Mac OS X: Click **Safari > Preferences**.
4. Click the **Advanced** panel.
5. Click the **Network** tab.
6. In the Cached Web Content section, click **Clear Now**.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.

7. *In Windows:* Click **OK** to close the Options window.
In Mac OS X: Click the red "x" to close the Preferences window.
8. Click **Tools > Clear Recent History....** (If you do not see "Tools," press the Alt key to show the menu bar.)
9. Set "Time range to clear" to **Everything**.
10. Click the arrow next to Details to expand the list of history items.
11. Select Cookies and make sure that other items you want to keep are not selected.
12. Click **Clear Now** to clear the cookies and close the Clear Recent History window.

Note: This may take a few minutes to process. Please wait for the files to delete before you continue.

iPad, iPhone: Clearing Cached Files and Cookies

How do I clear the cached files and cookies on an iPad or iPhone?

To clear the cached files and cookies on an iPad or iPhone, please follow the steps below.

1. Tap **Home**.
2. Scroll to the home screen on the far left, which should show the Search feature.
3. Type *Settings* into the Search field.
4. Select the Settings app from the list.
5. On the left navigation pane of Settings, click on **Safari**.
6. On the right side of the Settings panel, select **Clear Cookies and Data**.
7. Click **Clear** or **Clear Cookies and Data**.
8. Click **Home** and tap **Safari** at the bottom of your screen to access your web content.