Why Clear Cache and Cookies?

Clearing the Cache and Cookies from a web browser an important first-step for almost any troubleshooting for internet browsing. The 'cache' is a tool used by your internet browser to speed up the page loading process. However, sometimes it can cause a problem when websites are updated and developed as files saved in the cache may conflict with what's actually coded into the website. Clearing Cache and Cookies is a way we can be sure that any issues you may come across are actually something wrong with the website, rather than inconsistencies caused by using different browsers.

IMPORTANT: Be sure and close/quit the browser and restart it after clearing the cache and cookies.

Find your browser in the list below and click its link to go straight to that section.
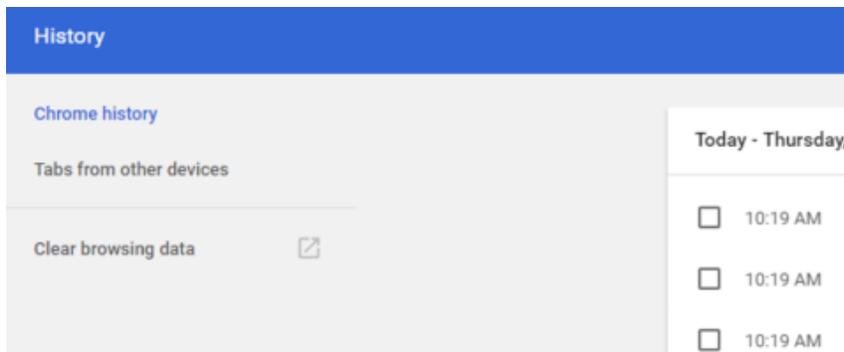
Google Chrome
Mozilla Firefox
Safari for macOS
Microsoft Edge
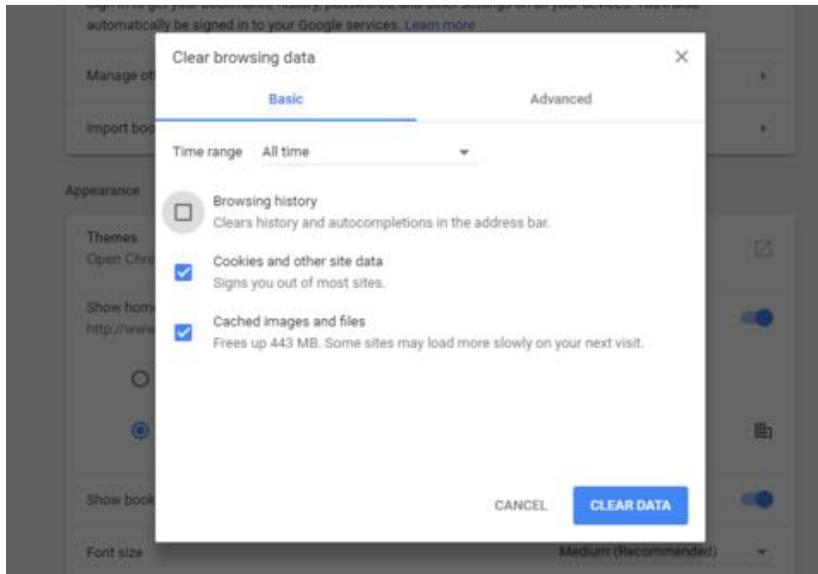Internet Explorer

Google Chrome

1. Click the **Tools menu** (three dotted lines in the upper-right corner).

2. Select **History.**

3. Select **Clear Browsing Data** from the left-hand side. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data.**
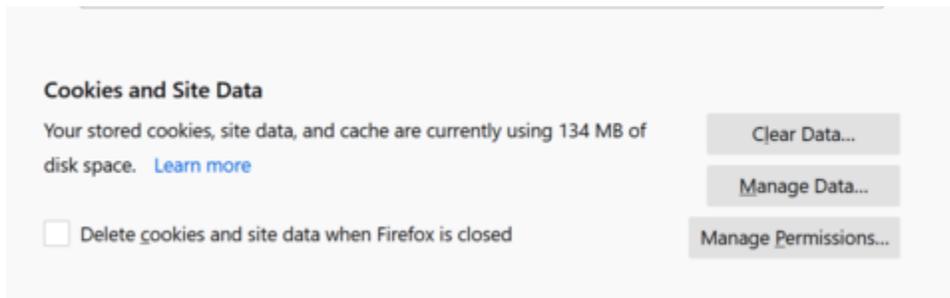
4. If on a Windows computer, close and re-open Chrome to save your changes. If on an Apple computer, go to the **Chrome** menu on the top menu bar and select **Quit** for the changes to take effect.
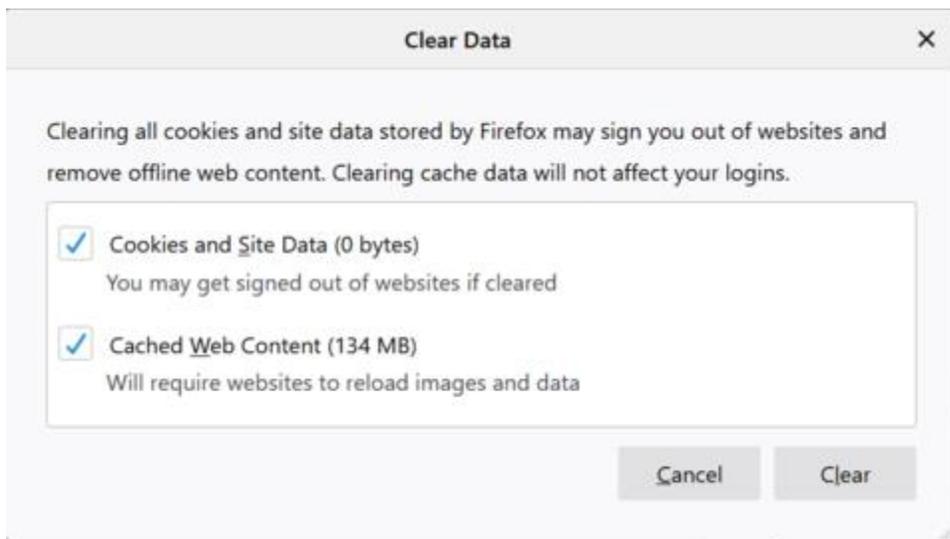
Mozilla Firefox

1. Click on the **Tools** bar.

2. Click on **Options** (On Mac, it's labeled **Preferences**).
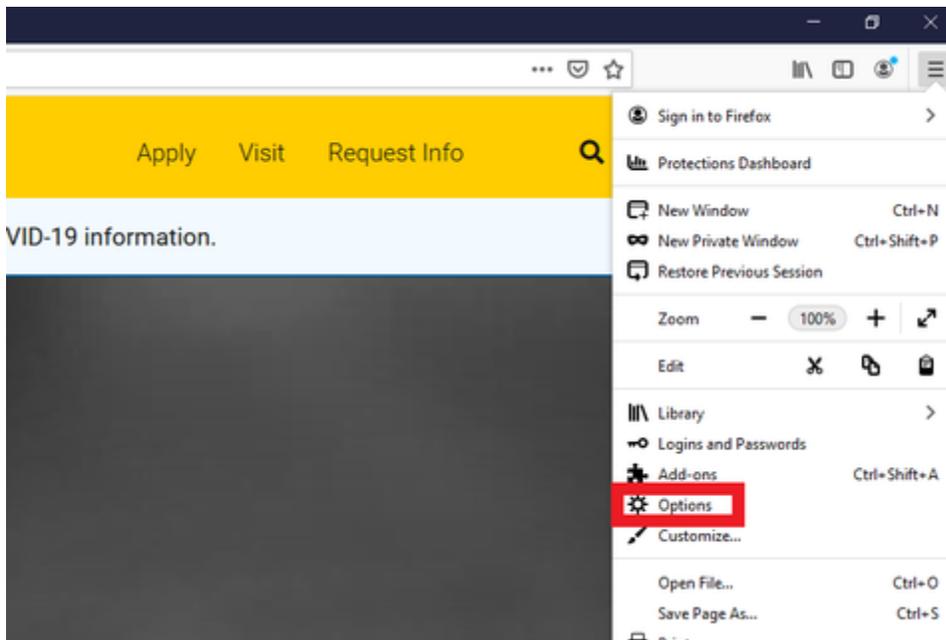
3. On the menu to the left, select **Privacy & Security**.

4. Under the **Cookies and Site Data** option, click the "**Clear Data...**" button.

Cookies and Site Data

Your stored cookies, site data, and cache are currently using 134 MB of disk space. Learn more

Clear Data...

Manage Data...

☐ Delete cookies and site data when Firefox is closed

Manage Permissions...

5. Select only the two options and hit clear now.

Clear Data   ✕

Clearing all cookies and site data stored by Firefox may sign you out of websites and remove offline web content. Clearing cache data will not affect your logins.

☑ Cookies and Site Data (0 bytes)
You may get signed out of websites if cleared

☑ Cached Web Content (134 MB)
Will require websites to reload images and data
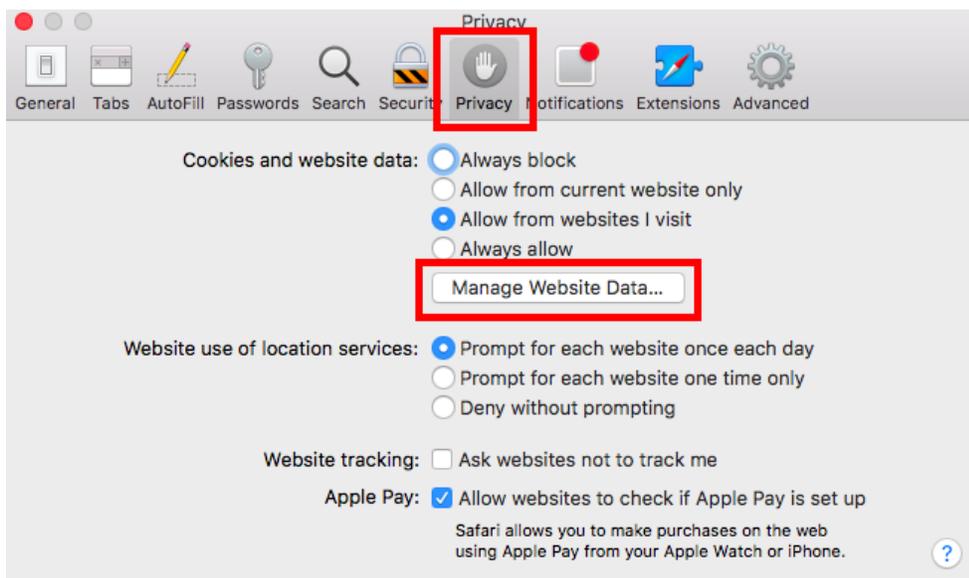
Cancel   Clear

6. If on a Windows computer, close and re-open Firefox to save your changes. If on an Apple computer, go to the **Firefox** menu on the top menu bar and select **Quit** for the changes to take effect.
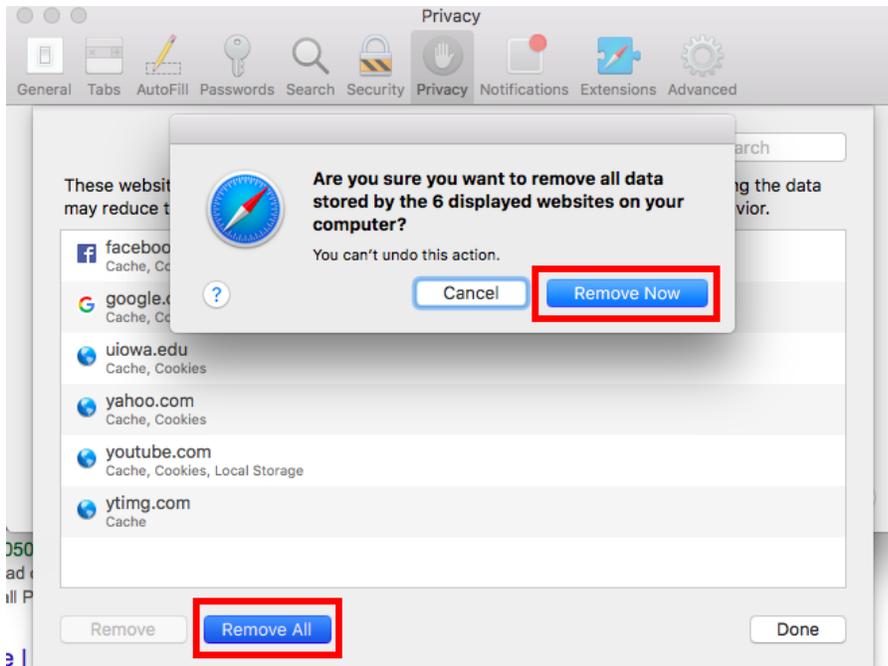
Safari for macOS

1. Click on **Safari** on the top menu bar.

2. Click **Preferences**.
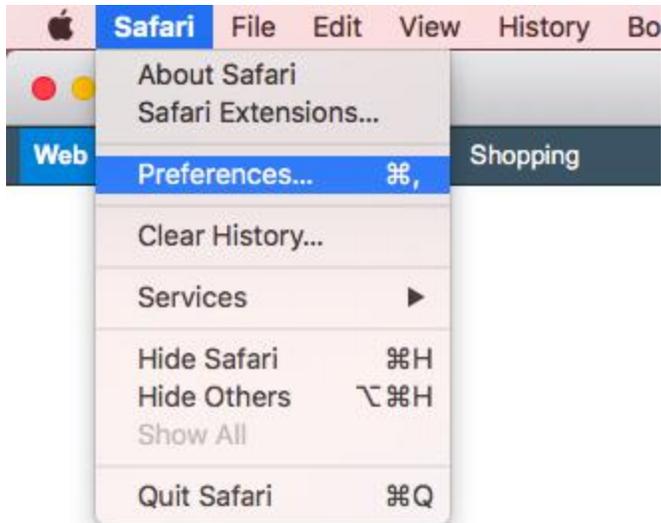
3. Click the **Privacy** tab.
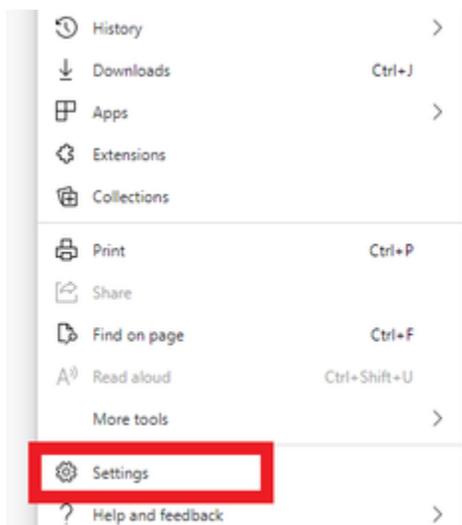
4. Click **Manage Website Data...**

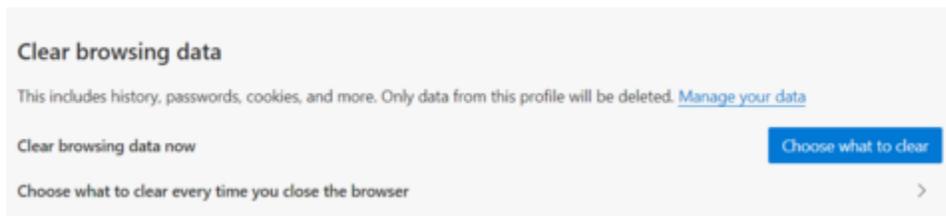5. Click **Remove All**.

6. Click **Remove Now**.

7. Go to the **Safari** menu on the top menu bar.

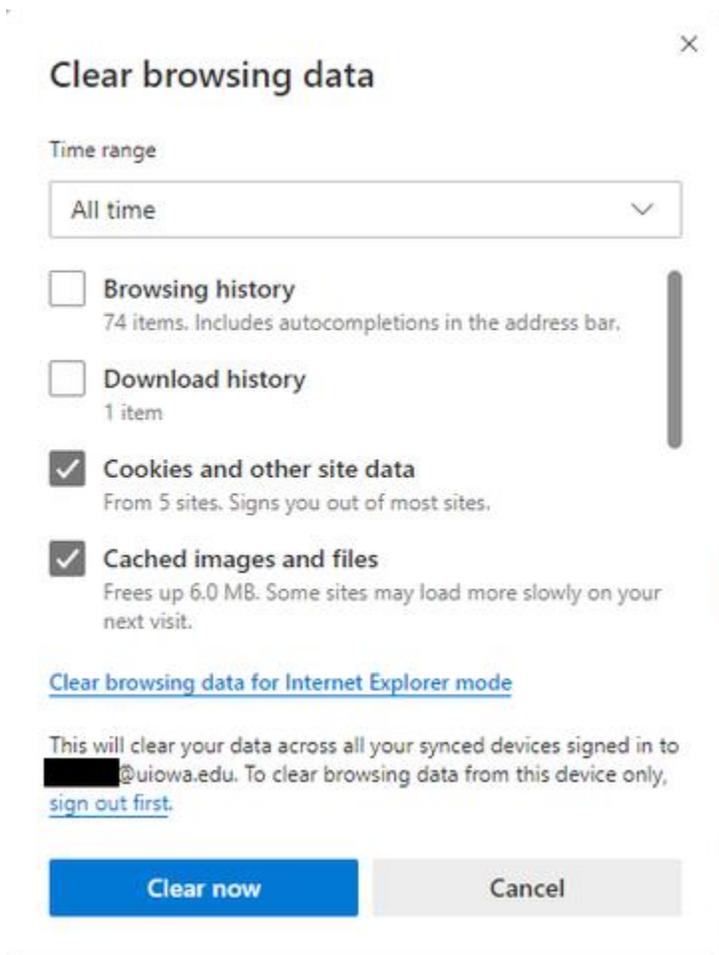8. Select **Quit** to close Safari and save your changes.

Microsoft Edge

1. Click the **Tools** menu (three dotted lines in the upper-right corner), and open the **Settings** menu.

2. Click **Privacy, search, and services** on the left-side menu.

3. Under the section **Clear browsing data**, Click **Choose what to clear**.

Clear browsing data

This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage your data

Clear browsing data now   Choose what to clear

Choose what to clear every time you close the browser   >

4. Select **Cookies and other site data** and **Cached images and files**.

5. Click **Clear Now**.

Clear browsing data   ✕

Time range

All time   ∨

☐ **Browsing history**
   74 items. Includes autocompletions in the address bar.

☐ **Download history**
   1 item

☑ **Cookies and other site data**
   From 5 sites. Signs you out of most sites.

☑ **Cached images and files**
   Frees up 6.0 MB. Some sites may load more slowly on your
   next visit.

Clear browsing data for Internet Explorer mode

This will clear your data across all your synced devices signed in to
████████@uiowa.edu. To clear browsing data from this device only,
sign out first.
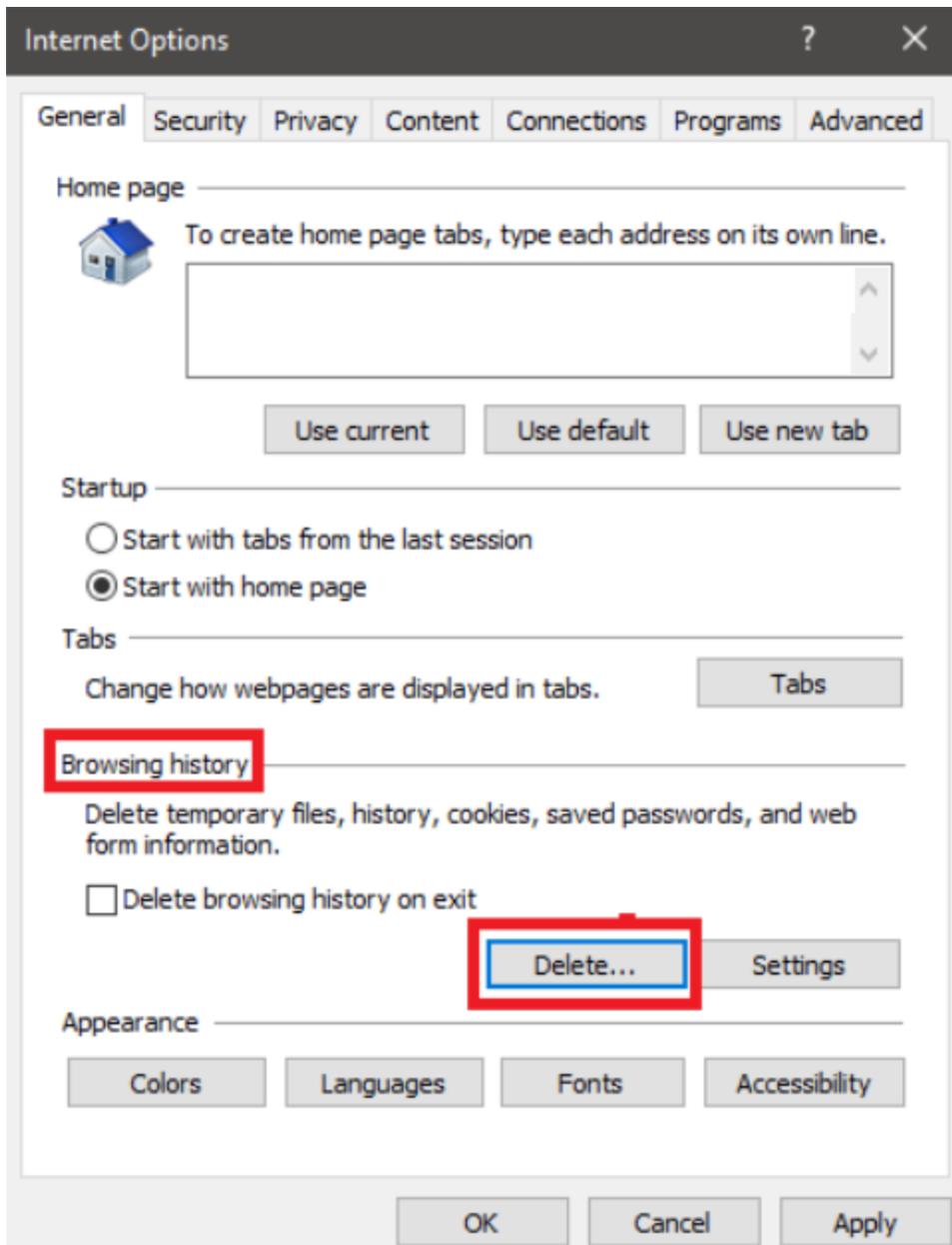
Clear now   Cancel

6. Close Microsoft Edge completely for your changes to take effect.

Internet Explorer

1. Click on the **Settings menu** in the upper-right corner.

2. Click **Internet options**.
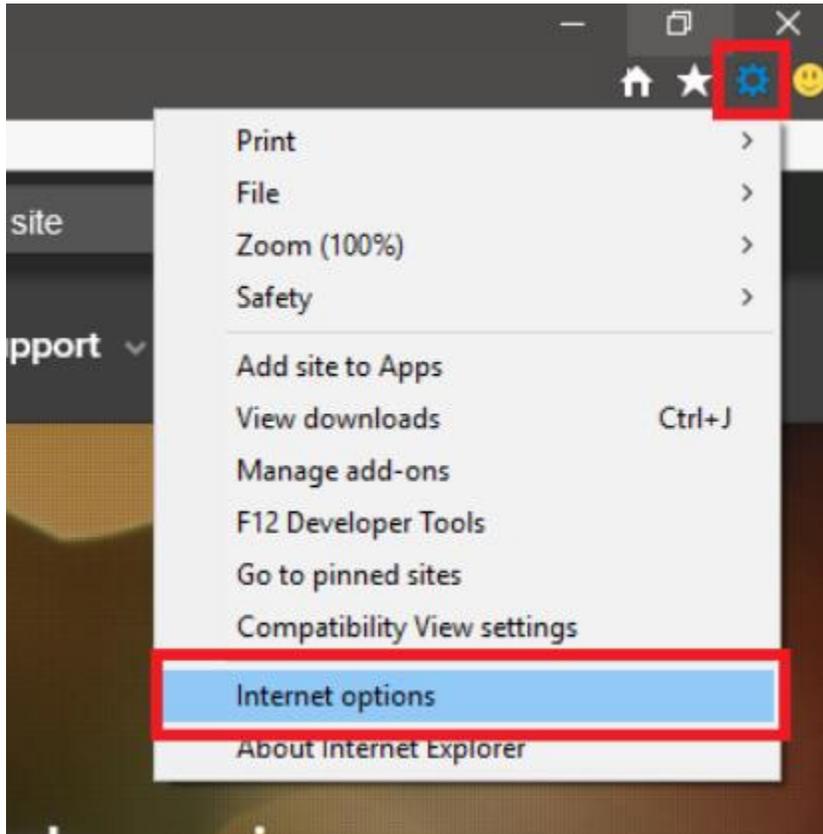
3. Under the **General** tab on the upper-left-hand side, scroll down to **Browsing history**.

4. Select **Delete...**

5. Check the **Temporary Internet files and website files**, **Cookies and website data**, **History**, and **Download History** boxes.

6. Select **Delete**.

Delete Browsing History

☐ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **Cookies and website data**
Files or databases stored on your computer by websites to save preferences or improve website performance.

☑ **History**
List of websites you have visited.

☑ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **Tracking Protection, ActiveX Filtering and Do Not Track**
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

About deleting browsing history   Delete   Cancel

7. Close Internet Explorer and reopen it for changes to take effect.