

Clear Cookies and Cache

Overview

These instructions are for clearing your Cookies and Cache from your web browser. Clearing your cookies and cached data can do several things, including remove old files your browser no longer needs, log out of applications using SSO (Single Sign-On) that keep you automatically logged in, and can resolve some issues with browsers or online applications not working correctly.

Getting Started

NOTE: Please note that clearing all cookies and cached data will remove your saved usernames and passwords from your web browser, and you will need to manually log back into websites. You may edit the time as needed to select the amount of time you want to delete cookies and site data from.

Microsoft Edge

1. Open Microsoft Edge.
2. Click on the three-dot menu (ellipsis) in the upper-right corner and select Settings.
3. In the left-hand menu, click on Privacy, search, and services.
4. Scroll down to the Clear browsing data section and click Choose what to clear.
5. In the pop-up window, ensure Cookies and other site data and Cached images and files are selected.
6. Select the time range as All time.
7. Click Clear now.
8. Close and reopen your browser.

Google Chrome

1. Open Google Chrome.
2. Click the three-dot menu in the upper-right corner and select Settings.
3. In the left-hand menu, click Privacy and security.
4. Click on Clear browsing data.
5. In the pop-up, ensure Cookies and other site data and Cached images and files are checked.
6. Set the time range to All time.
7. Click Clear data.
8. Close and reopen your browser.

Mozilla Firefox

1. Open Mozilla Firefox.
2. Click on the three horizontal lines (menu) in the upper-right corner and select Settings.
3. Click on Privacy & Security in the left sidebar.
4. Under Cookies and Site Data, click Clear Data.
5. In the pop-up, ensure both Cookies and Site Data and Cached Web Content are selected.
6. Click Clear.
7. Close and reopen your browser.

Safari (Mac)

1. Open Safari.
2. In the menu bar, click Safari > Preferences.
3. Click the Privacy tab, then click on Manage Website Data.
4. Select Remove All to delete all cookies and data.
5. In the menu bar at the top of the screen, click Safari.
6. From the drop-down menu, select Quit Safari.
7. Optionally to close Safari, you may press Cmd + Q.

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