

# Desktop browsers

## Internet Explorer 11 and higher

1. Select **Tools** (via the Gear Icon) > **Safety** > **Delete browsing history...**
2. Deselect **Preserve Favorites website data**, and select:
  - **Temporary Internet files and website files**
  - **Cookies and website data**
  - **History**
3. Click **Delete**. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

## Chrome

1. In the browser bar, enter:

```
chrome://settings/clearBrowserData
```

2. Clear the following items from: Choose the period of time for which you want to clear cached information. To clear your entire cache, select **the beginning of time**.
3. Select the following from the drop-down menu:
  - **Browsing history**
  - **Cookies and other site and plug-in data**
  - **Cached images and files**
4. Click **Clear browsing data**.
5. Exit/quit all browser windows and re-open the browser.
6. Scroll down and click **Advanced, Content Settings, Cookies, All Cookies and Site Data**, click **REMOVE ALL** and confirm.

## Firefox

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** select **Everything** to clear all cache
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 or minimally select **Browsing & Download History, Cookies, and Cache**.
4. Click **Clear Now**.
5. Exit/quit all browser windows and re-open the browser.

## Mobile browsers

### Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser. However, you should be able to clear your cache and data from your application management settings menu:

1. Go to **Settings** and choose **Apps** or **Application Manager**.
2. Swipe to the **All** tab.
3. In the list of installed apps, find and tap your web browser. Tap **Clear Data** and then **Clear Cache**.
4. Exit/quit all browser windows and re-open the browser.

### Chrome for Android

1. Touch **Chrome menu > Settings**.
2. Touch **(Advanced) Privacy**.
3. Touch **Clear browsing data**.
4. Exit/quit all browser windows and re-open the browser.

## Safari (Apple iOS)

1. Open your Settings app.
2. Tap Safari.
3. Tap Clear History and Website Data and confirm.
4. Exit/quit all browser windows and re-open the browser.

## Chrome for iOS

1. Touch Chrome menu > Settings.
2. Touch Privacy.
3. Choose the data type you want to clear.
4. Touch Clear.
5. Exit/quit all browser windows and re-open the browser.