

# How do I clear my web browser's cache, cookies, and history?

- In most computer-based web browsers, to open menus used to clear your cache, cookies, and history, press **Ctrl-Shift-Delete** (Windows) or **Command-Shift-Delete** (Mac). If this doesn't work, follow the appropriate instructions below.
- If you don't see instructions below for your specific version or browser, search your browser's Help menu for "clear cache". If you're unsure what browser version you're using, from the Help menu or your browser's menu, select About [browser name]. In Internet Explorer and Firefox, if you don't see the menu bar, press **Alt**.



## Chrome

- In the browser bar, enter: `chrome://settings/clearBrowserData`
- Select the following:
  - Browsing history
  - Download history
  - Cookies and other site and plug-in data
  - Cached images and files
- *From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.*
- Click Clear browsing data.
- Exit/quit all browser windows and re-open the browser.



## Firefox

- From the History menu, select Clear Recent History. (If the menu bar is hidden, press **Alt** to make it visible.)
- From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
- Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
- Click Clear Now.
- Exit/quit all browser windows and re-open the browser.



## Internet Explorer 9 and higher

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