

How to Clear the Cache and Cookies in Your Web Browser

Why Clear Cache and Cookies?

Clearing the cache and cookies from a web browser is 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.

Keyboard Shortcut for Most Browsers

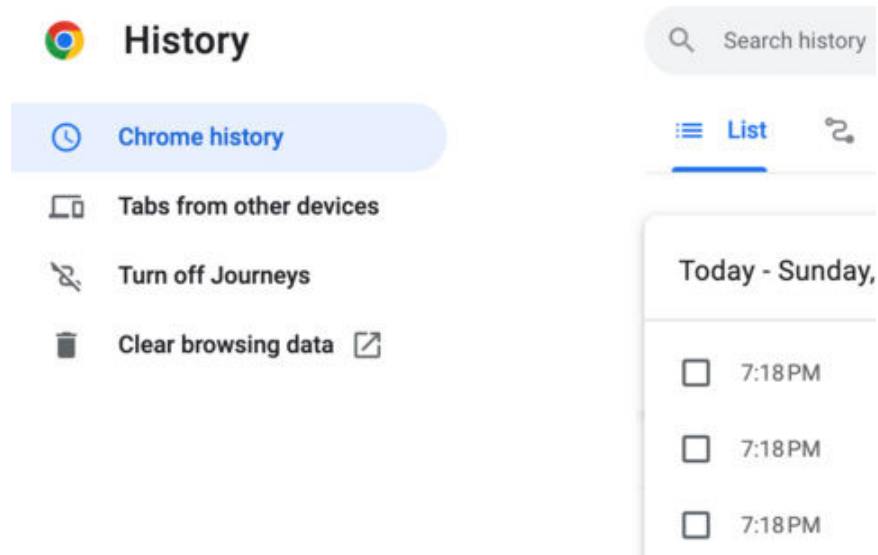
If you are using Internet Explorer, Edge, Google Chrome, or Mozilla Firefox you can quickly clear cache with a keyboard shortcut. While in your browser, press **Ctrl + Shift + Delete** simultaneously on the keyboard to open the appropriate window.

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

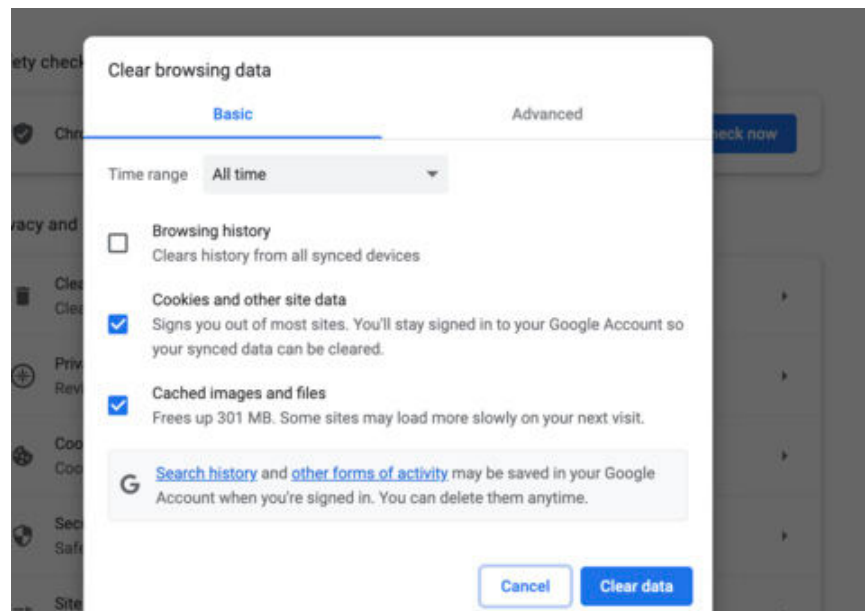
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Google Chrome

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



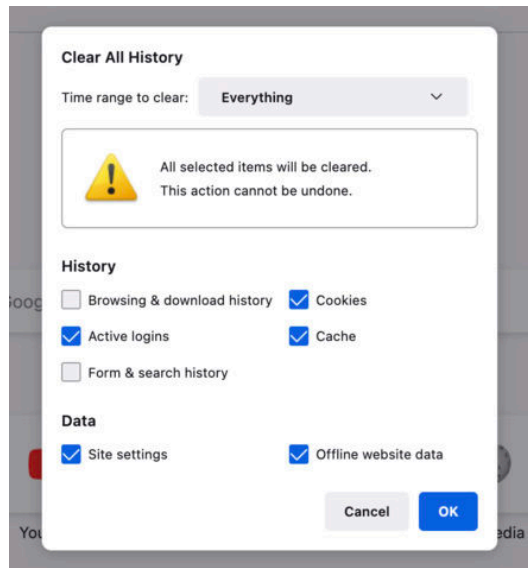
3. Select **Clear Browsing Data** from the left-hand side. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data**.



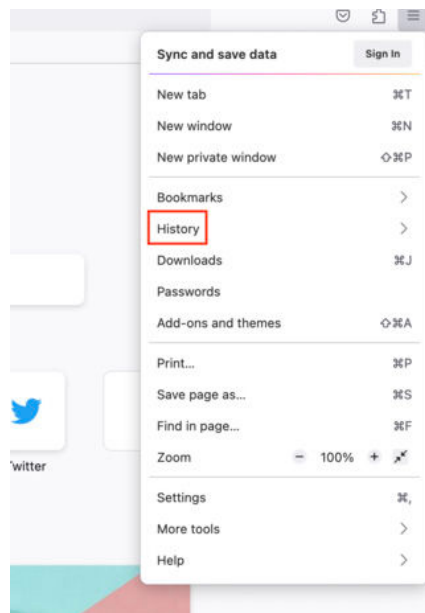
4. If on a Windows computer, close and re-open **Chrome** to save your changes. If on an Apple computer, go to the Chrome menu on the top menu bar and select **Quit** for the changes to take effect.

Mozilla Firefox

1. Click the **Tools** bar (three bars in the top-right corner).
2. Click **History**.



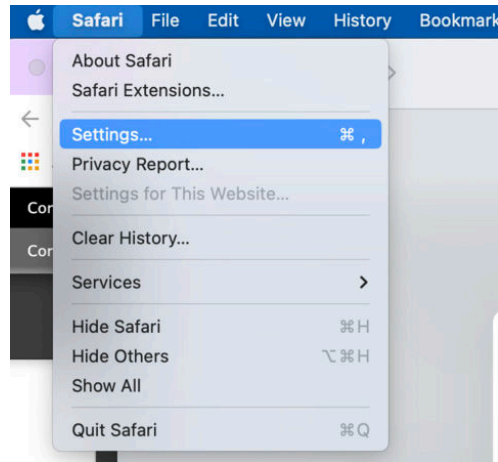
3. On the menu to the right, select **Clear Recent History**.
4. In the Clear All History menu, select the time range to **Everything**.
5. Select the options, **Cookies, Cache, Active Logins, Site settings, and Offline website data**.



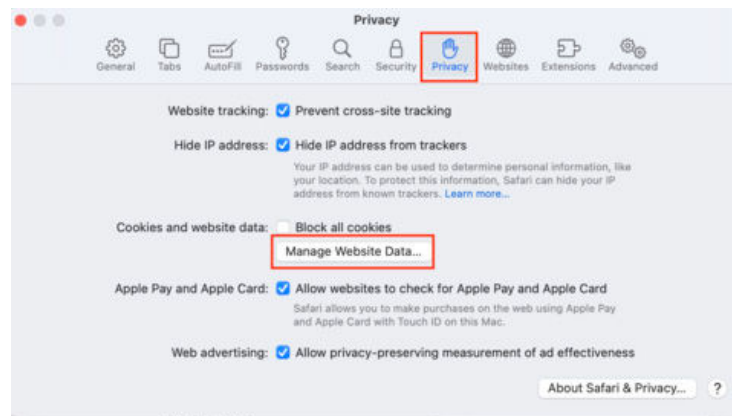
6. Click **OK**.
7. If on a Windows computer, close and re-open **Firefox** to save your changes. If on an Apple computer, go to the Firefox menu on the top menu bar and select **Quit** for the changes to take effect.

Safari for macOS

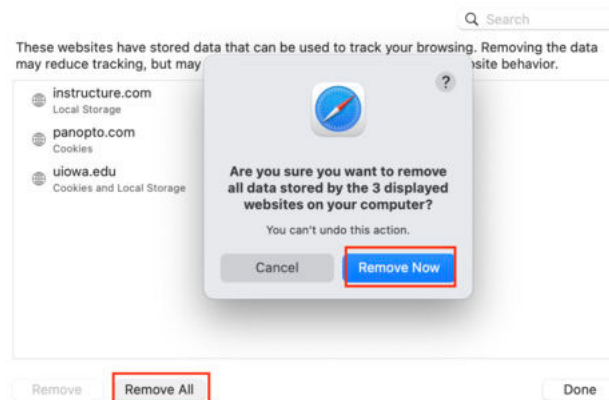
1. Click on **Safari** on the top menu bar.
2. Click **Settings**.



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



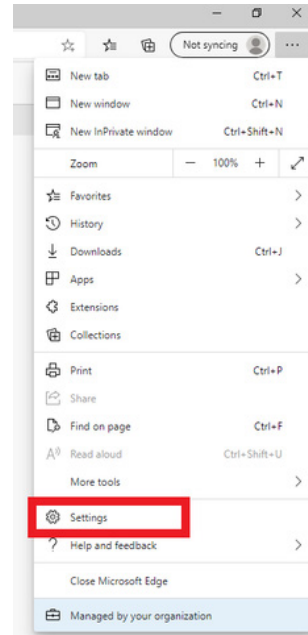
5. Click **Remove All**.
6. Click **Remove Now**.



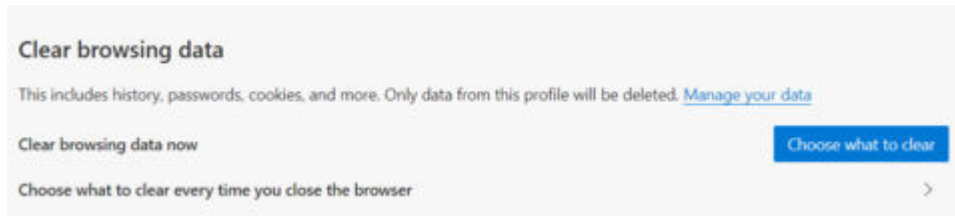
7. Go to the **Safari** menu on the top menu bar.
8. Select **Quit** to close Safari and save your changes.

Microsoft Edge for Windows 10

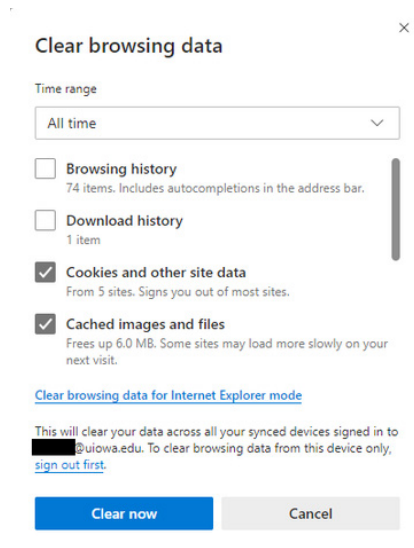
1. Click the **Tools** menu (three dotted lines in the upper-right corner), and open the **Settings** menu.



2. Click **Privacy, search, and services** on the left-side menu.
3. Under the section **Clear browsing data**, Click **Choose what to clear**.



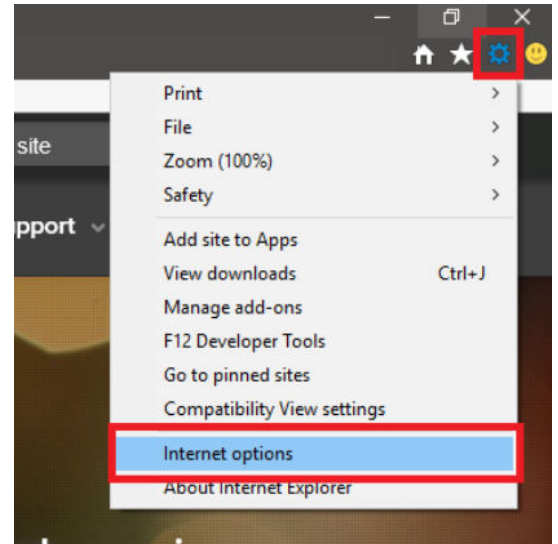
4. Select **Cookies and other site data** and **Cached images and files**.
5. Click **Clear Now**.



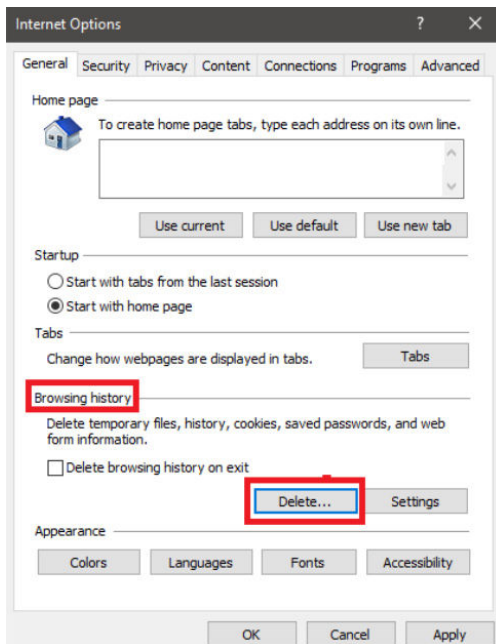
6. Close Microsoft Edge completely for your changes to take effect.

Internet Explorer for Windows

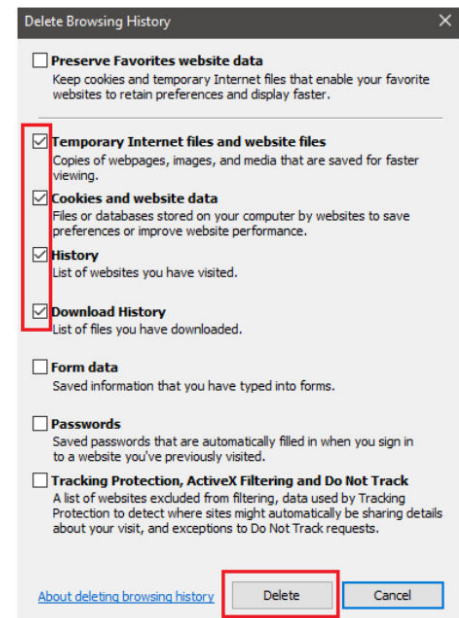
1. Click on the **Settings** menu in the upper-right corner.
2. Click **Internet options**.



3. Under the **General** tab on the upper-left-hand side, scroll down to **Browsing history**.
4. Select **Delete...**



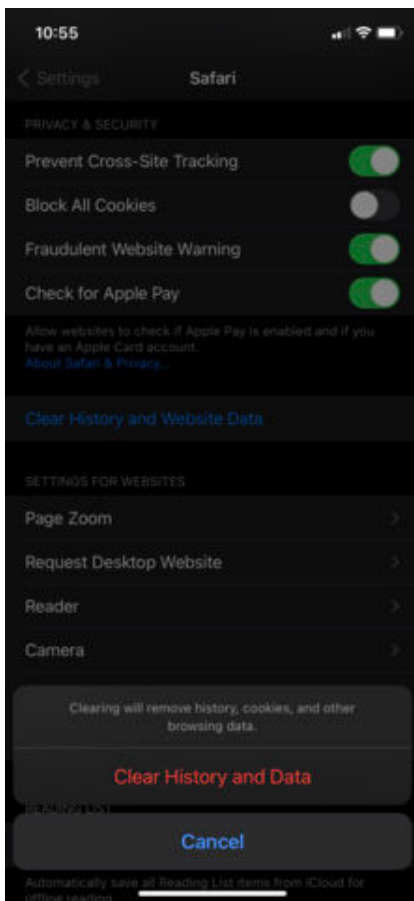
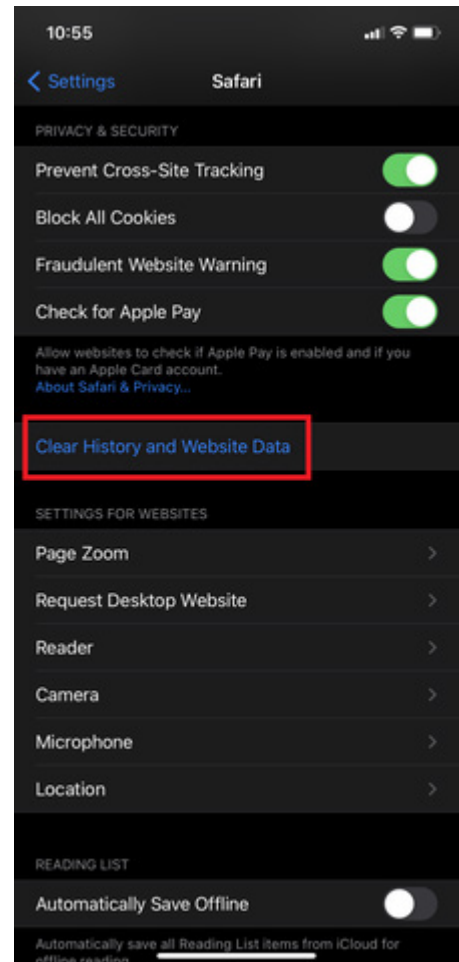
5. Check the **Temporary Internet files and website files**, **Cookies and website data**, **History**, and **Download History** boxes.
6. Select **Delete**.



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

Safari for iOS

1. Go to the Settings app on your device.
2. Scroll down to the **Safari** menu.
3. Scroll down and select **Clear History and Website Data**.

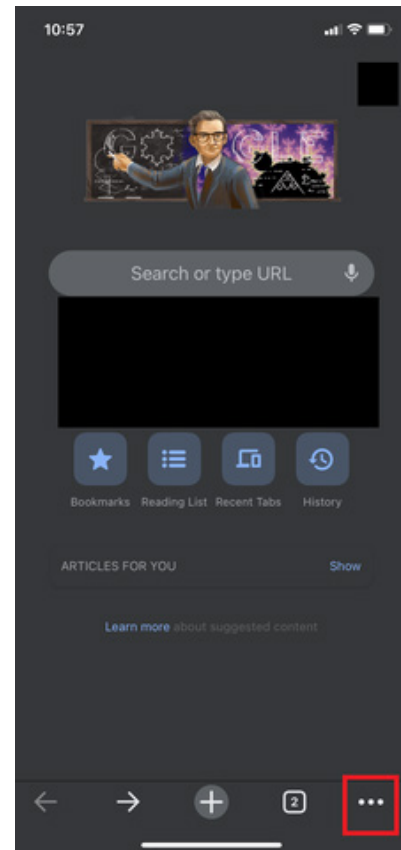


4. A pop-up will come up verifying that you want to clear the History and Data. Select **Clear History and Data**.

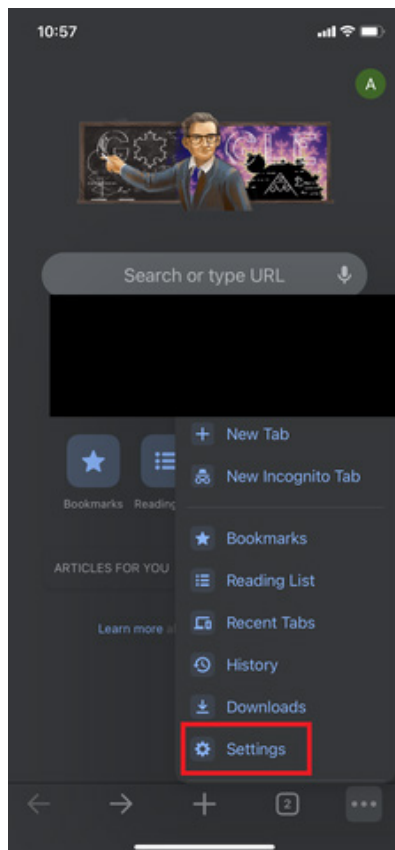
5. The button for Clear History and Website Data will turn gray when cache and cookies have been successfully cleared.

Google Chrome for iOS

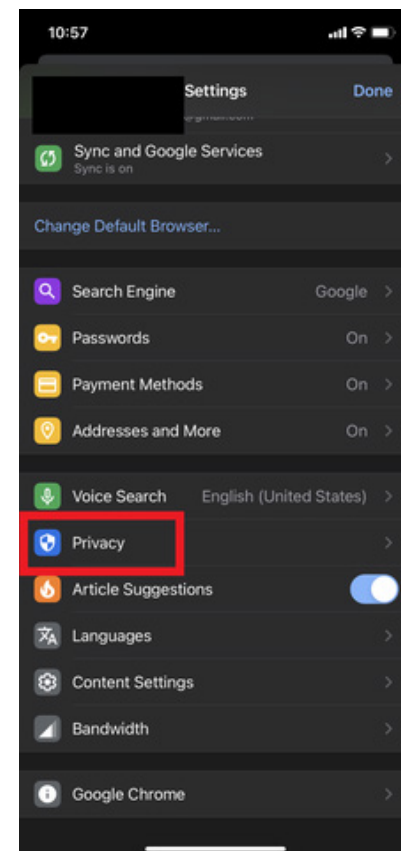
1. Open Google Chrome on your iOS device.
2. Click on the menu toolbar in the bottom right corner.



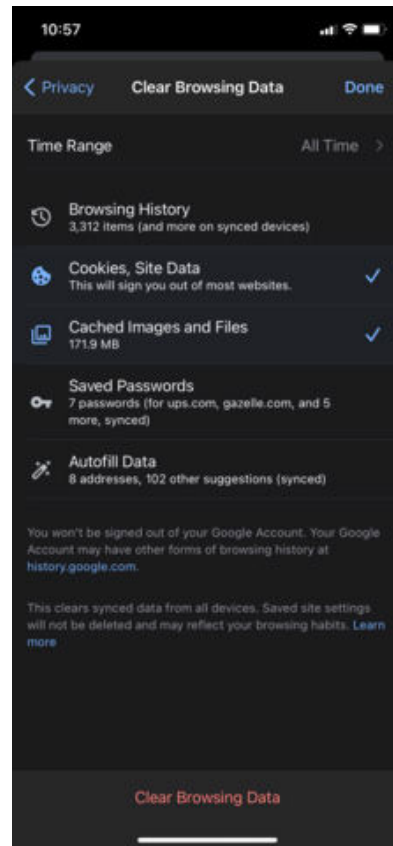
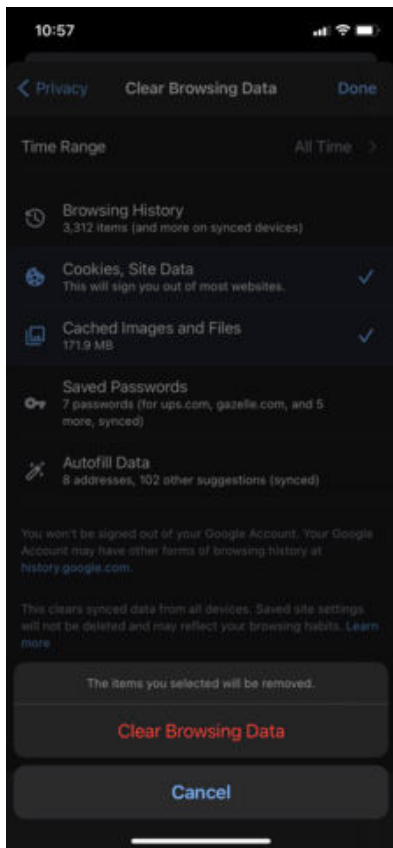
3. Select **Settings**.



4. Select **Privacy**.



5. Select **Cookies, Site Data, and Cached Images and Files**. At the top, set the **Time Range** set to **All Time**.



3. Click **Clear Browsing Data** at the bottom of the screen.
4. Then confirm by clicking **Clear Browsing Data** again.

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877-321-2451
info@sciolytix.com

Sciolytix, Inc.
450 Lexington Avenue, 4th Floor
New York, New York 10017

Sciolytix.com