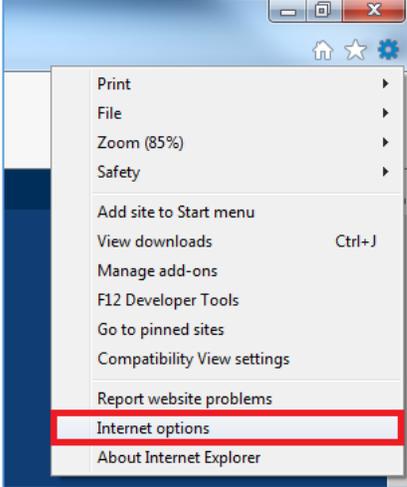# Browser-Related Issues
Clearing Cookies and Cache
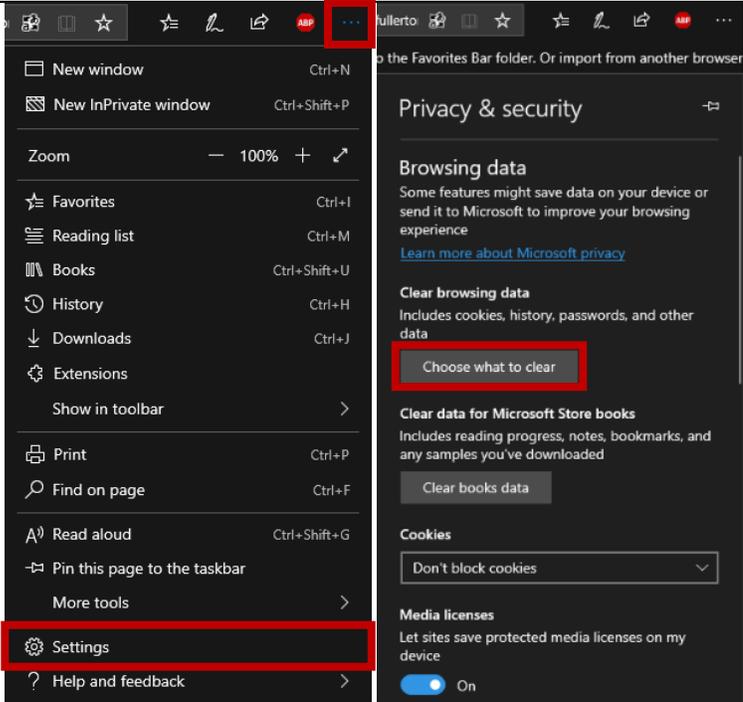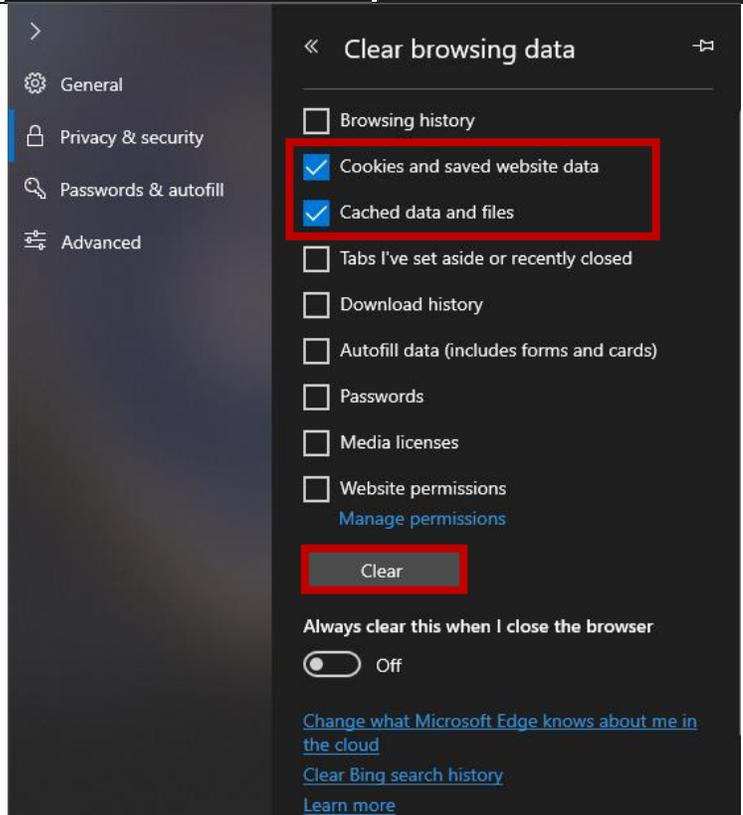
Contents

Internet Explorer

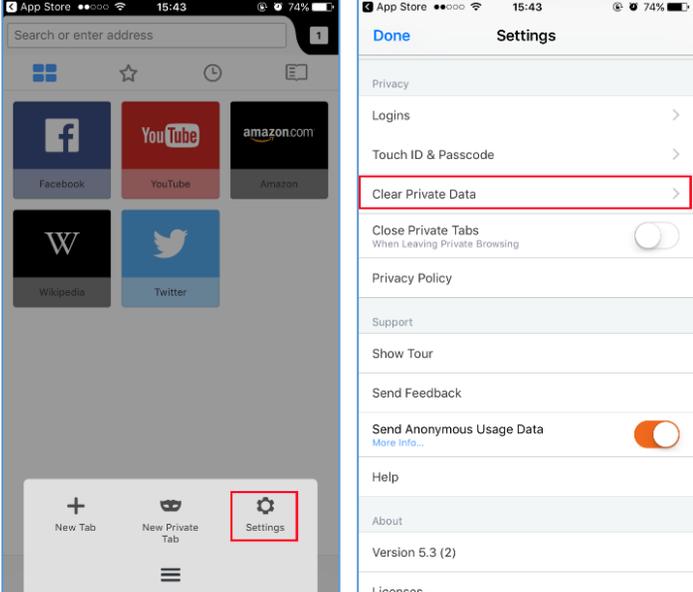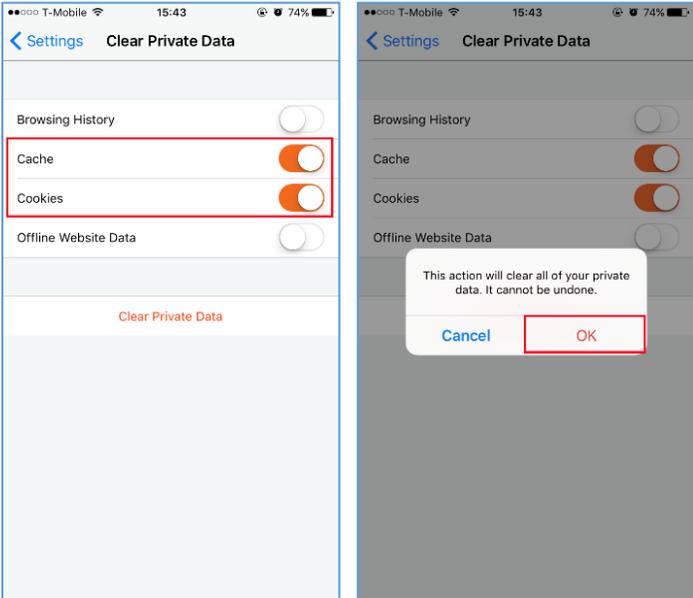| Steps	Images
Step One Click on the **Settings** icon (⚙) on the far right. Select **Internet Options** from the drop-down menu.	Print File Zoom (85%) Safety Add site to Start menu View downloads Ctrl+J Manage add-ons F12 Developer Tools Go to pinned sites Compatibility View settings Report website problems Internet options About Internet Explorer
Step Two Under the **General** tab click on the **Delete** button under the **Browsing history** section. Check **'Temporary Internet files and website files'** and **'Cookies and website data'** We recommend also unchecking **Preserve Favorites website data** to efficiently clear all cookies and cache. Click **Delete**. Click **OK** to finish.	Internet Options with General tab; Delete Browsing History dialog with Temporary Internet files and website files, Cookies and website data checked.

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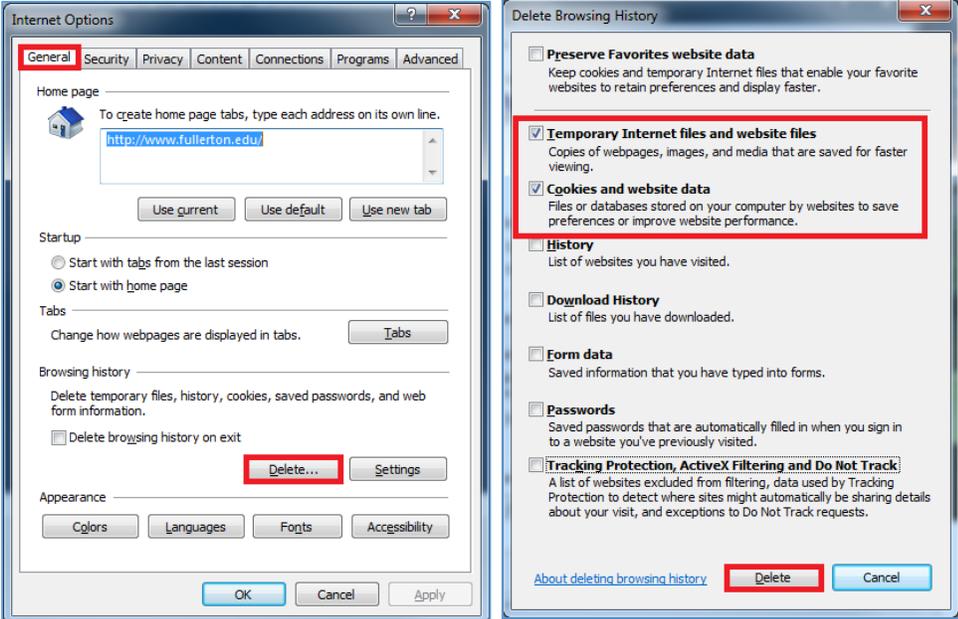
Microsoft Edge

Steps	Images
Step One At the top right of the browser, click on the three dots and click on **Settings**. Under the **Privacy & Security** section, click on **Choose what to clear**.	
Step Two Make sure **Cookies and saved website data** and **Cached data and files** are checked. Click **Clear**.	

Mozilla Firefox

Steps	Images
Step One Click on the **Menu** button (three horizontal lines) on the far right and select **Library** then **History**. Select **Clear Recent History**.	
Step Two Make sure the time range is set to **Everything** and that **Cookies** and **Cache** are checked. Click on **Clear Now**.	
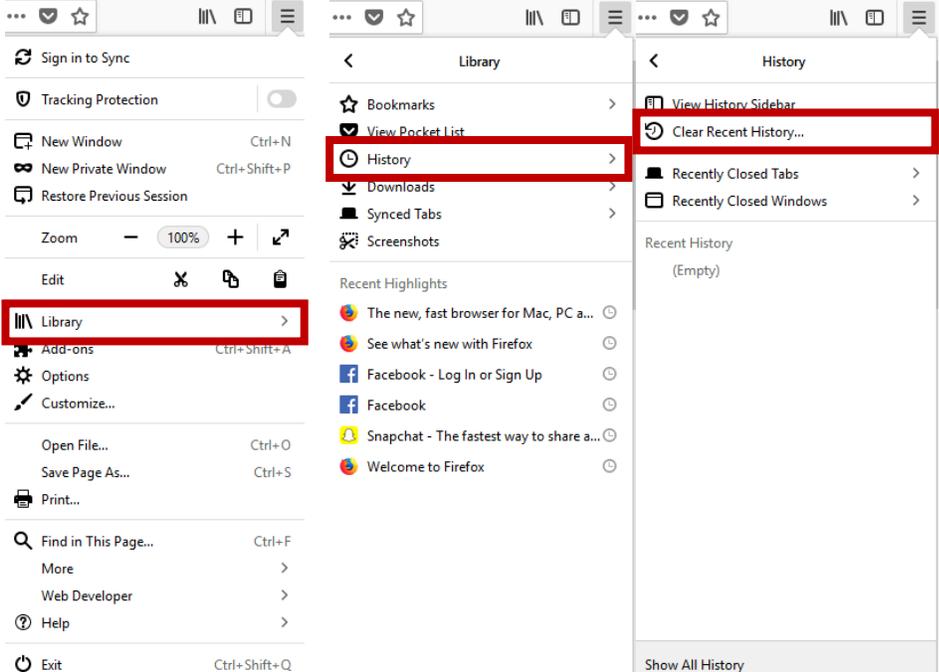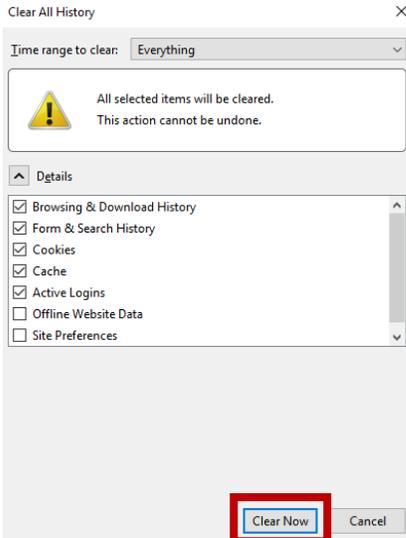
Mozilla Firefox (Smartphone/Tablet)

Steps	Images
Step One **Note**: These steps are done on an iPhone but are similar on other devices. Tap on the **three dots** either at the top right of your screen or at the bottom. Then, tap on **Settings**. In the **Settings** window, tap on **Clear Private Data**.	
Step Two Make sure that **Cookies** and **Cache** are checked. Click on **OK**.	

Google Chrome

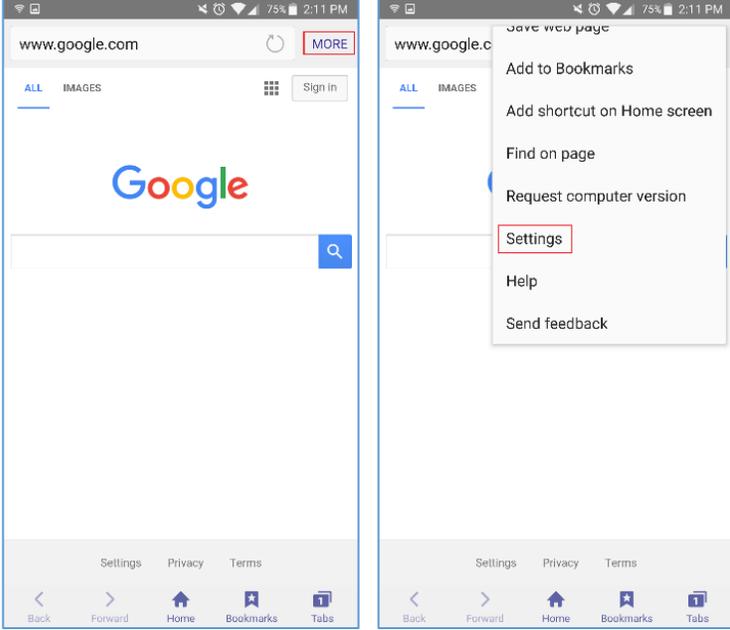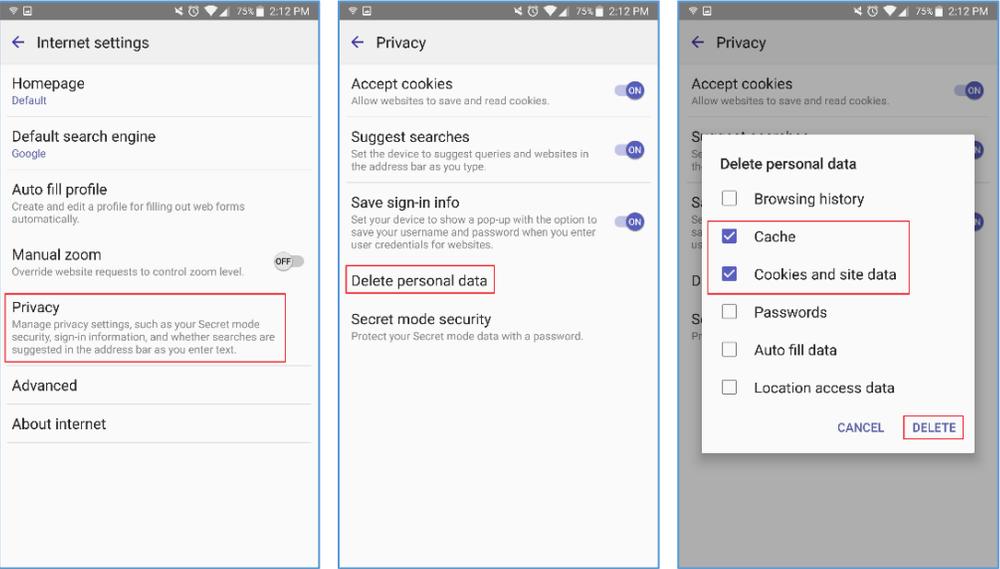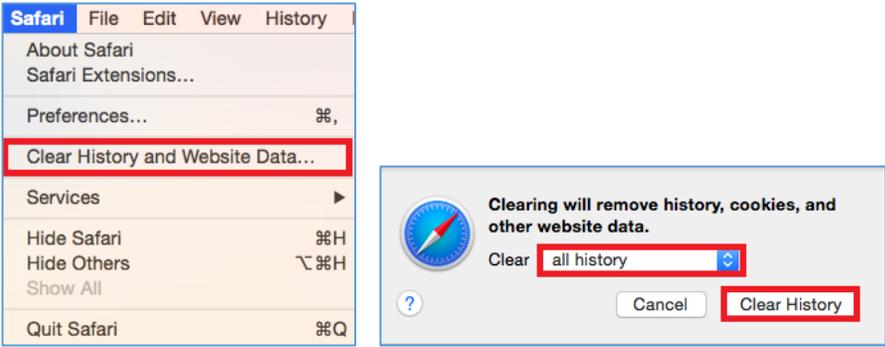| Steps	Images
Step One In the browser bar, enter: **chrome://settings/clearBrowserData**.	
Step Two Make sure the following boxes are checked: • Browsing history • Download history • Cached images and files • Cookies and other site and plug-in data Make sure **the beginning of time** is selected under the **Clear the following items:** drop-down menu. Click **Clear browsing data**.	
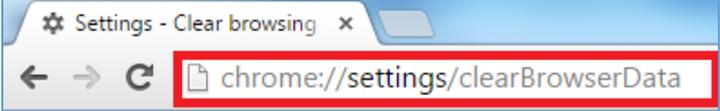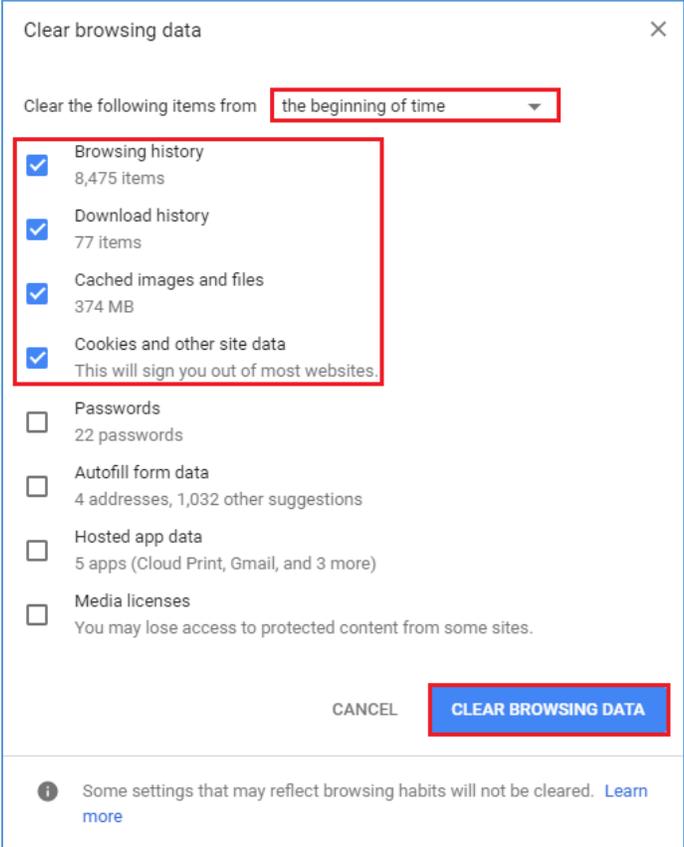
Google Chrome (Smartphone/Tablet)

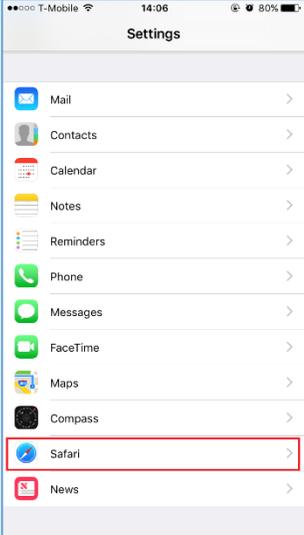| Steps	Images
Step One At the top right of the screen, select the **three dots** then select **Settings**. Under **Advanced**, select **Privacy.**	
Step Two Scroll down, then select **Clear browsing data**. Make sure to **Clear data from the beginning of time** and **Cookies and site data** and **Cached images and files** are checked. Select **Clear Data**.	
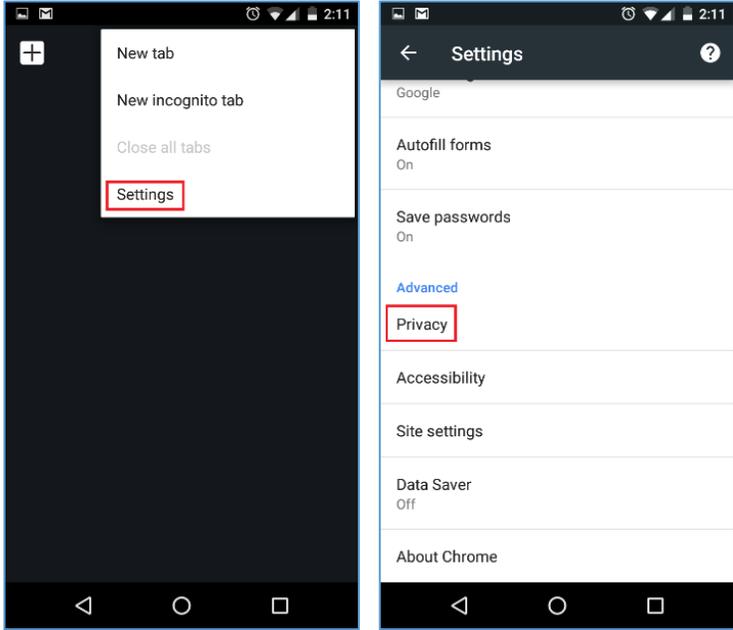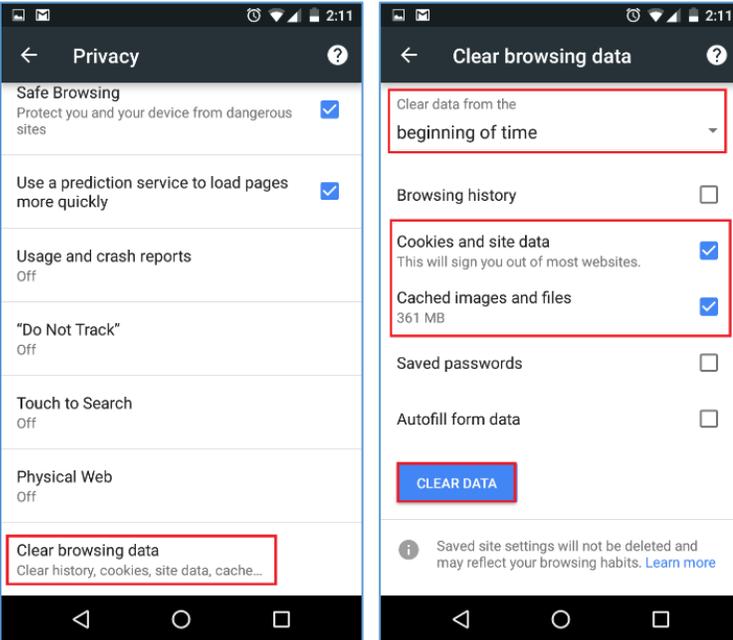
Built-in Android Browser

Steps	Images
Step One Tap on the **More** button on the far right and tap **Settings**.	
Step Two Tap **Privacy**. Then tap **Delete personal data**. Make sure **Cache** and **Cookies and site data** are checked. Tap on **Delete**.	

Safari

Steps	Images
OS X Mavericks (and below) Open **Safari**. Click on **Safari** and select **Reset Safari**. Make sure all boxes are checked and click **Reset**.	
OS X Yosemite (and above) Open **Safari**. Click on **Safari** Select **Clear Recent History and Website Data**. Make sure all history is selected from the list. Click on **Clear History.**	

Safari (iPhone/iPad)

Steps	Images
Step One Tap on the **Settings ( )** icon and then scroll down and select **Safari**.	
Step Two Scroll down and tap on **Clear History and Website Data**. Then, tap on **Clear History and Data**.	
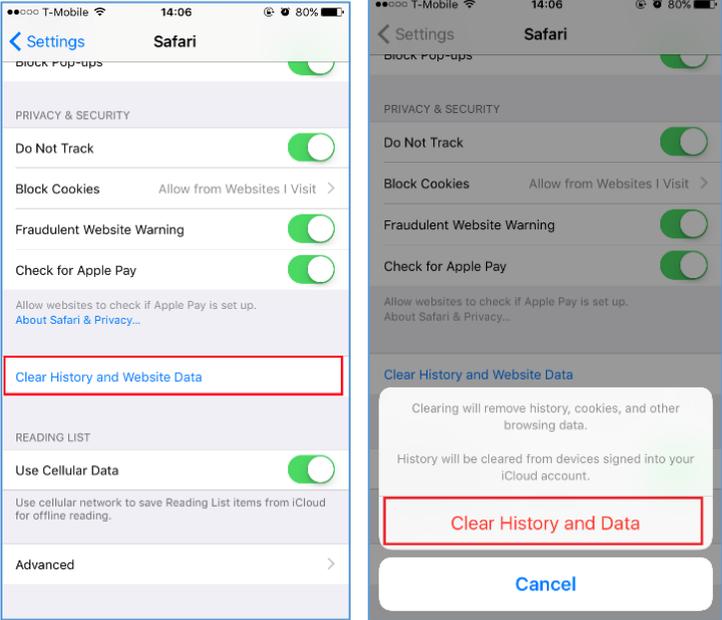
Need More Help?

Visit the Student Genius Center located on the first floor of Pollak Library North. View their website for their hours: http://sts.fullerton.edu/sgc.

Contact the Student IT Help Desk at 657-278-8888 or StudentITHelpDesk@fullerton.edu.

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