


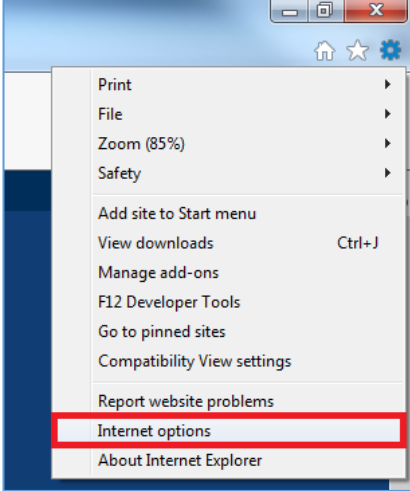
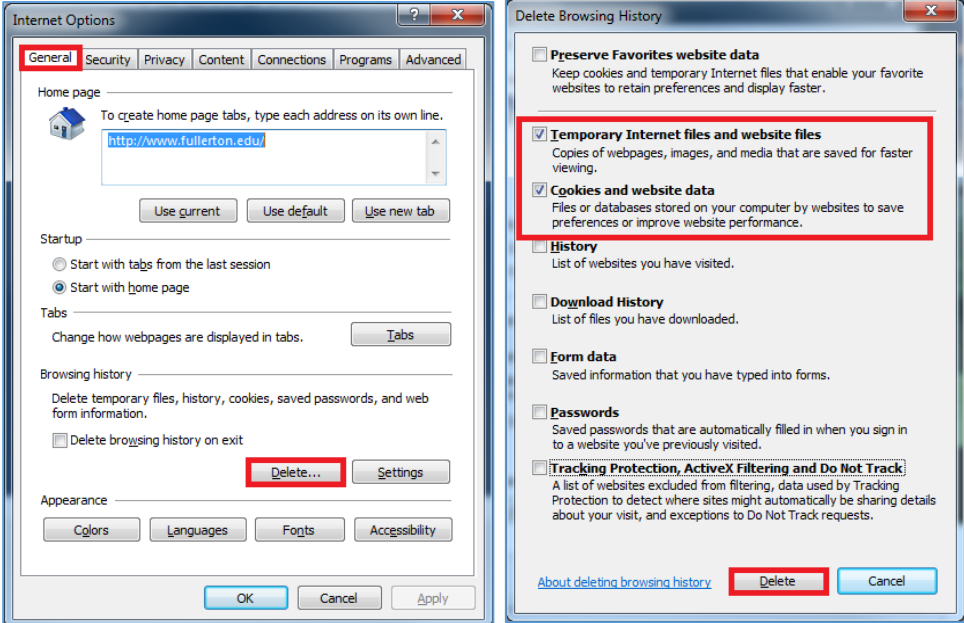
Browser-Related Issues

Clearing Cookies and Cache

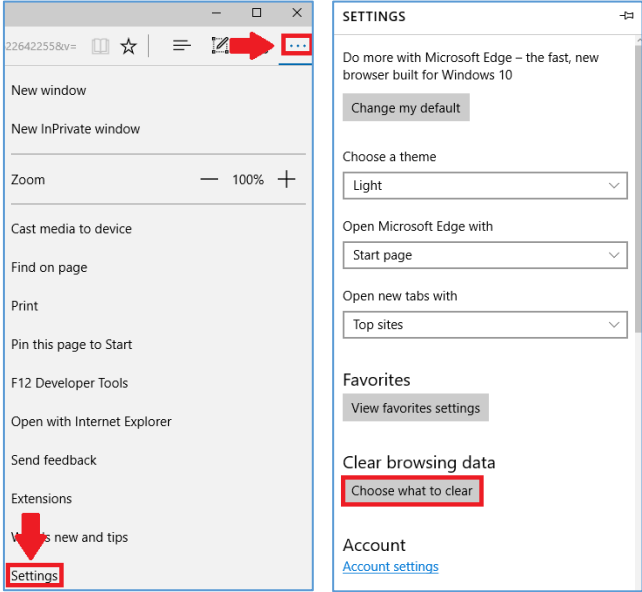
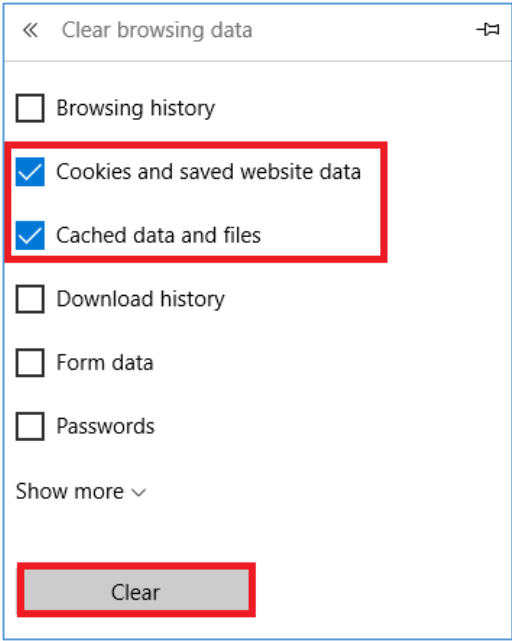
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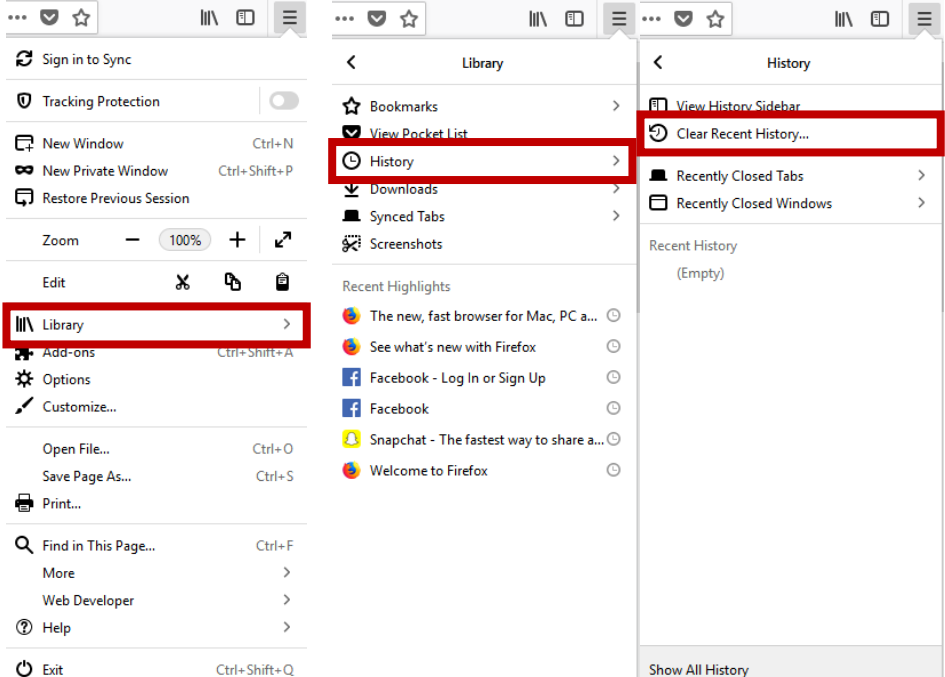
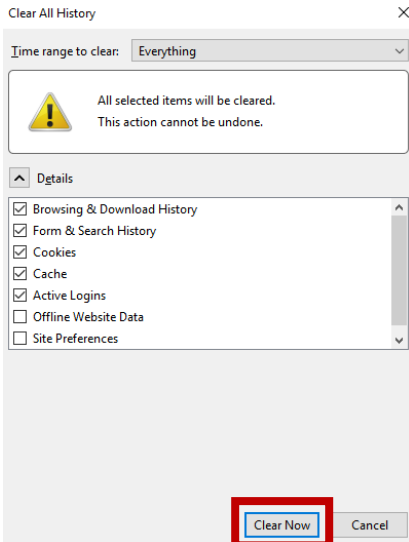
Internet Explorer

Steps	Images
<p>Step One</p> <p>Click on the Settings icon () on the far right. Select Internet Options from the drop-down menu.</p>	
<p>Step Two</p> <p>Under the General tab click on the Delete button under the Browsing history section.</p> <p>Check ‘Temporary Internet files and website files’ and ‘Cookies and website data’</p> <p>We recommend also unchecking Preserve Favorites website data to efficiently clear all cookies and cache.</p> <p>Click Delete.</p> <p>Click OK to finish.</p>	

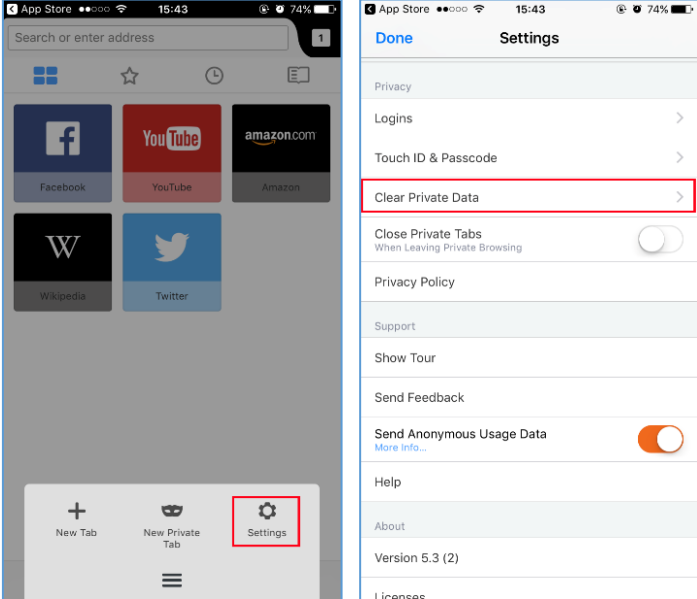
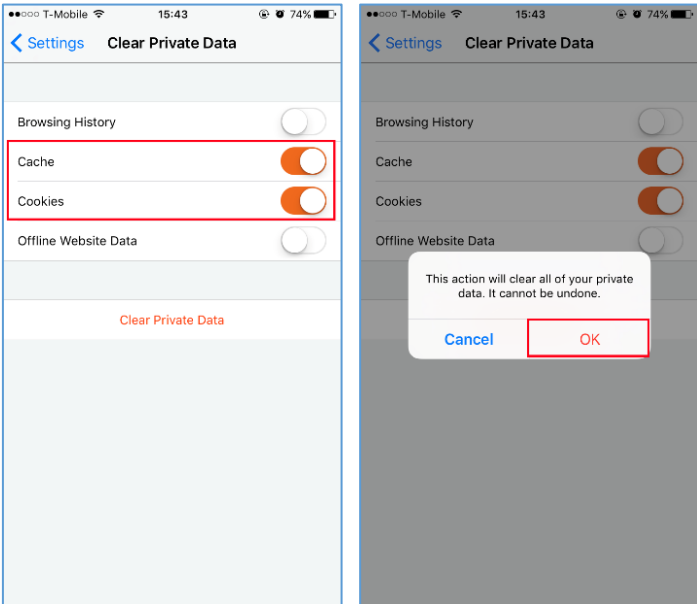
Microsoft Edge

Steps	Images
<p>Step One</p> <hr/> <p>At the top right of the browser, click on the three dots and click on Settings.</p> <p>Under the Clear Browsing Data section, click on Choose what to clear.</p>	 <p>The image shows two parts of the Microsoft Edge interface. On the left is the 'More options' menu, with a red arrow pointing to the 'Settings' option at the bottom. On the right is the 'SETTINGS' window, with a red box highlighting the 'Choose what to clear' option under the 'Clear browsing data' section.</p>
<p>Step Two</p> <hr/> <p>Make sure Cookies and saved website data and Cached data and files are checked.</p> <p>Click Clear.</p>	 <p>The image shows the 'Clear browsing data' dialog box. A red box highlights the 'Cookies and saved website data' and 'Cached data and files' options, which are both checked. At the bottom of the dialog, the 'Clear' button is also highlighted with a red box.</p>

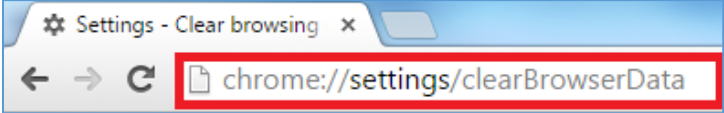
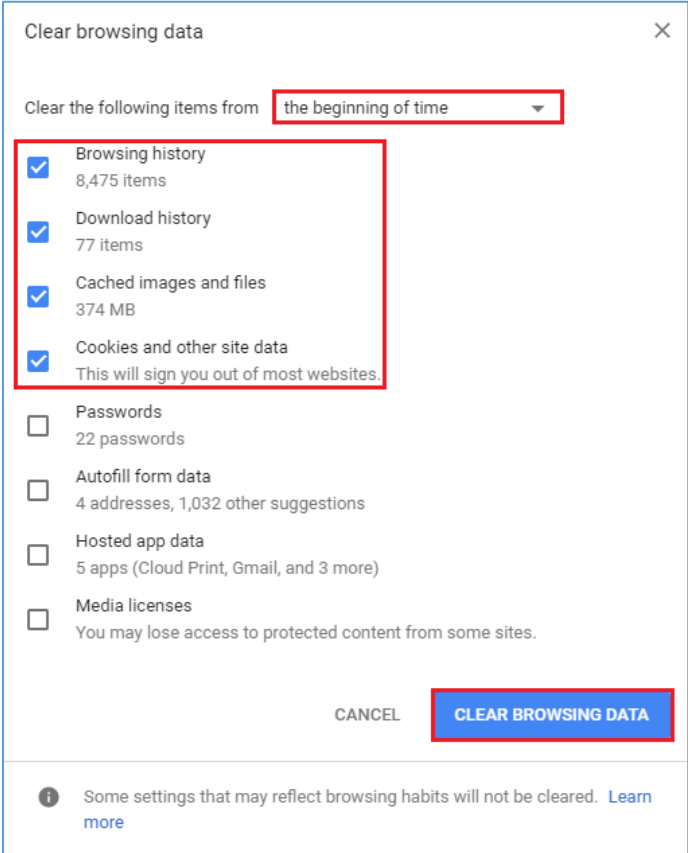
Mozilla Firefox

Steps	Images
<p>Step One</p> <hr/> <p>Click on the Menu button (three horizontal lines) on the far right and select Library then History.</p> <p>Select Clear Recent History.</p>	 <p>The screenshot shows the Firefox interface with the Library and History panels open. The Menu button (three horizontal lines) is highlighted in red. The Library panel shows 'History' selected, and the History panel shows 'Clear Recent History...' selected. Other highlighted items include 'Library' in the Library panel and 'View History Sidebar' in the History panel.</p>
<p>Step Two</p> <hr/> <p>Make sure the time range is set to Everything and that Cookies and Cache are checked. Click on Clear Now.</p>	 <p>The screenshot shows the 'Clear All History' dialog box. The 'Time range to clear' is set to 'Everything'. A warning message states: 'All selected items will be cleared. This action cannot be undone.' The 'Details' section is expanded, showing a list of items to be cleared: 'Browsing & Download History', 'Form & Search History', 'Cookies', 'Cache', 'Active Logins', 'Offline Website Data', and 'Site Preferences'. The 'Clear Now' button is highlighted with a red box.</p>

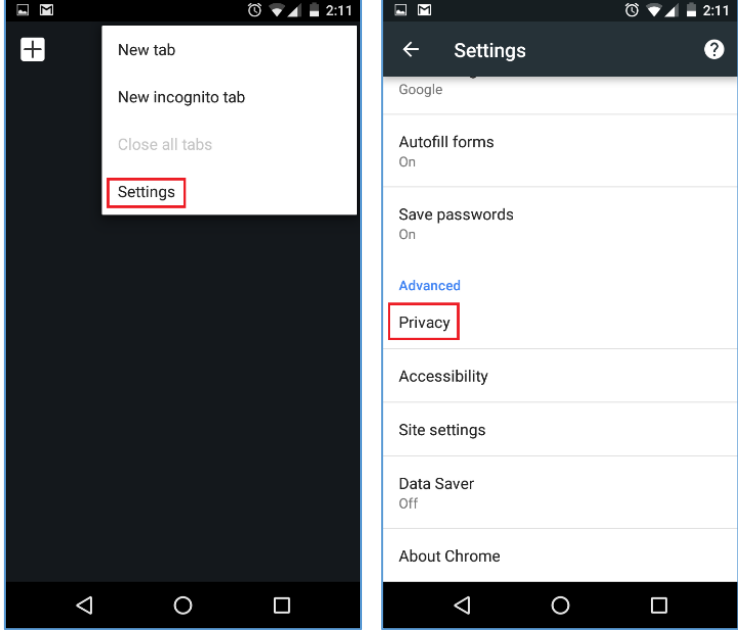
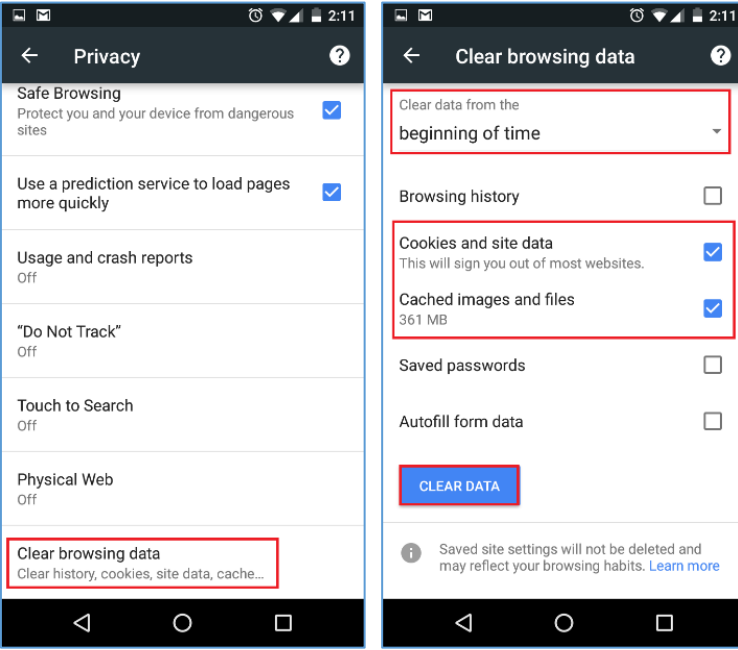
Mozilla Firefox (Smartphone/Tablet)

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

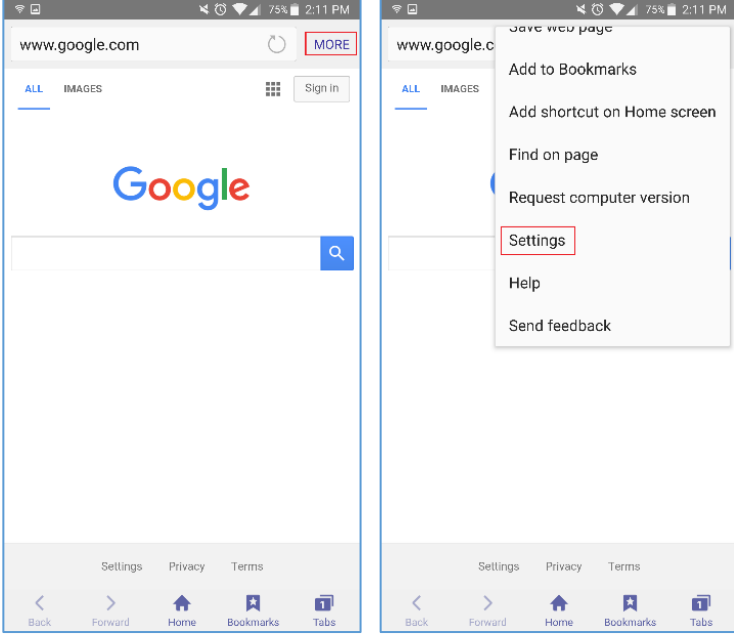
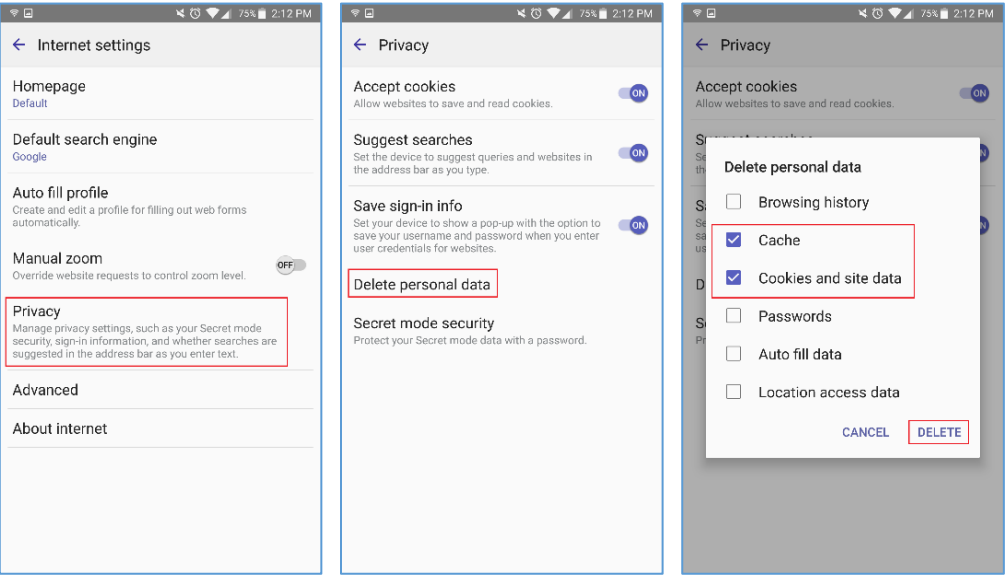
Google Chrome

Steps	Images
<p>Step One</p> <p>In the browser bar, enter: chrome://settings/clearBrowserData.</p>	
<p>Step Two</p> <p>Make sure the following boxes are checked:</p> <ul style="list-style-type: none"> • Browsing history • Download history • Cached images and files • Cookies and other site and plug-in data <p>Make sure the beginning of time is selected under the Clear the following items: drop-down menu.</p> <p>Click Clear browsing data.</p>	

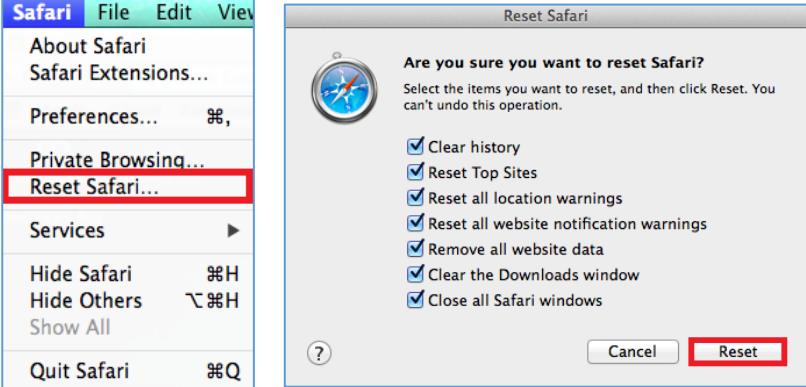
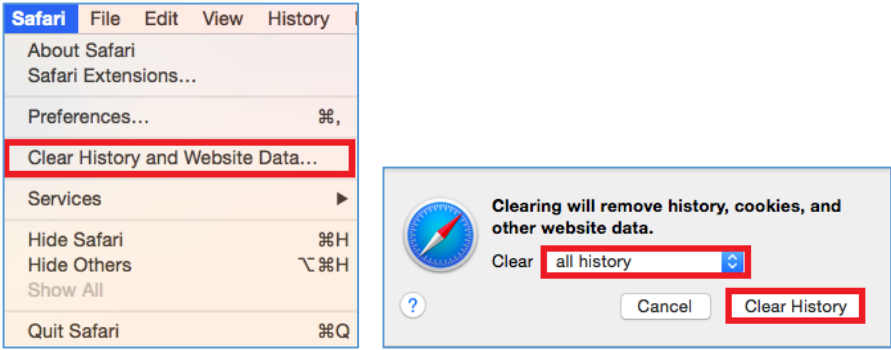
Google Chrome (Smartphone/Tablet)

Steps	Images
<p>Step One</p> <hr/> <p>At the top right of the screen, select the three dots then select Settings.</p> <p>Under Advanced, select Privacy.</p>	
<p>Step Two</p> <hr/> <p>Scroll down, then select Clear browsing data.</p> <p>Make sure to Clear data from the beginning of time and Cookies and site data and Cached images and files are checked.</p> <p>Select Clear Data.</p>	


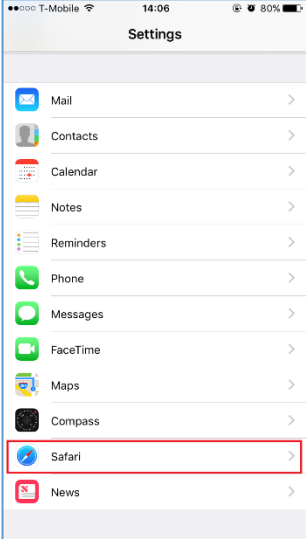
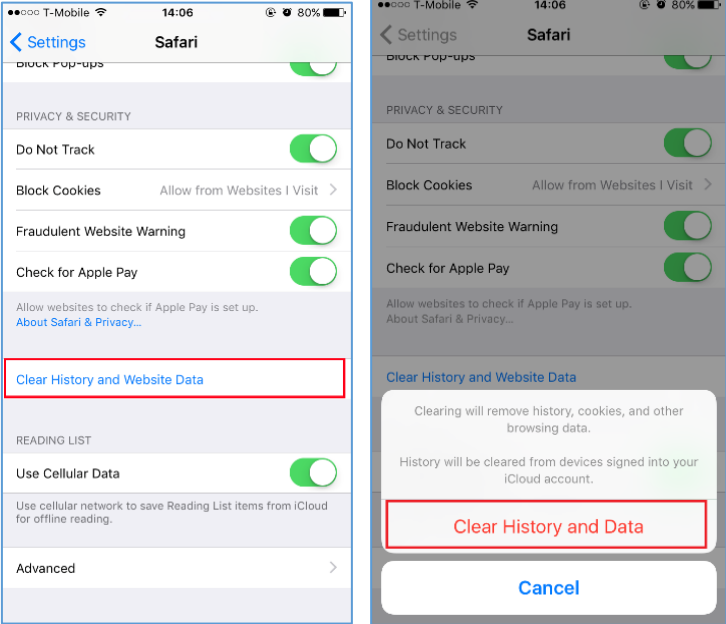
Built-in Android Browser

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

Safari

Steps	Images
<p>OS X Mavericks (and below)</p> <p>Open Safari.</p> <p>Click on Safari and select Reset Safari.</p> <p>Make sure all boxes are checked and click Reset.</p>	 <p>The image shows two screenshots. On the left is the Safari application menu with 'Reset Safari...' highlighted in red. On the right is the 'Reset Safari' dialog box with several options checked: 'Clear history', 'Reset Top Sites', 'Reset all location warnings', 'Reset all website notification warnings', 'Remove all website data', 'Clear the Downloads window', and 'Close all Safari windows'. The 'Reset' button is highlighted in red.</p>
<p>OS X Yosemite (and above)</p> <p>Open Safari.</p> <p>Click on Safari</p> <p>Select Clear Recent History and Website Data.</p> <p>Make sure all history is selected from the list.</p> <p>Click on Clear History.</p>	 <p>The image shows two screenshots. On the left is the Safari application menu with 'Clear History and Website Data...' highlighted in red. On the right is the 'Clearing will remove history, cookies, and other website data.' dialog box. The 'Clear' dropdown menu is set to 'all history' and is highlighted in red. The 'Clear History' button is also highlighted in red.</p>

Safari (iPhone/iPad)

Steps	Images
<p>Step One</p> <hr/> <p>Tap on the Settings () icon and then scroll down and select Safari.</p>	
<p>Step Two</p> <hr/> <p>Scroll down and tap on Clear History and Website Data.</p> <p>Then, tap on Clear History and Data.</p>	

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.