

Browser-Related Issues Clearing Cookies and Cache

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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	Internet Options Delete Browsing History
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.	Cereral security Privacy Content Connections Programs Advanced Home page Important Connections Programs Advanced Home page Important Connections Programs Advanced Home page Important Connections Programs Advanced Important Connections Programs Advanced Home page Important Connections Programs Advanced Important Connections Programs Programs Advanced Important Connections Programs Programs Programs Advanced Impor
Click OK to finish.	

Microsoft Edge

Steps	Images
Step One At the top right of the browser, click on the three dots and click on Settings. Under the Clear Browsing Data section, click on Choose what to clear.	SETTINGS 226422558vr Image New window New InPrivate window Zoom Zoom Zoom Image Print Print Print Print Print Print Popen new tabs with Top sites Open with Internet Explorer Send feedback Extensions Image Image Image Print Print Print Print FlaD poer lools Open with Internet Explorer Send feedback Extensions Image Image Image Clear browsing data Choose what to clear Account Account settings
Step Two Make sure Cookies and saved website data and Cached data and files are checked. Click Clear.	 Clear browsing data Browsing history Cookies and saved website data Cookies and files Cached data and files Download history Form data Passwords Show more ~

Mozilla Firefox

Steps	Images	
Steps Step One Click on the Menu button (three horizontal lines) on the far right and select Library then History.		
Select Clear Recent History .	Open File Ctrl+O Save Page As Ctrl+S Print Welcome to Firefox Find in This Page Ctrl+F More > Web Developer > Help > Exit Ctrl+Shift+Q	
Step Two Make sure the time range is set to Everything and that Cookies and Cache are checked. Click on Clear Now .	Clear All History Imer range to clear: Imer range to cleare: Image: All selected items will be cleared. This action cannot be undone. Image: Details Browsing & Download History Form & Search History Cookies Cookies Cookies Cookies Cookies Cotrie Site Preferences Image: Clear Now Clear Now Clear Now Clear Now	

Mozilla Firefox (Smartphone/Tablet)

Steps	Images
	C App Store •••••• 15:43 C 74% C Search or enter address 15:43 C 74% C Done Settings
Step One	Privacy
	F YouTube amazoncom
Note: These steps are done on an	Facebook YouTube Amazon Clear Private Data >
iPhone but are similar on other devices.	Clear Private Data Close Private Tabs When Leaving Private Browsing
	Wakipedia Twitter
Tap on the three dots either at the top right of your screen or at the	Support Show Tour
bottom. Then, tap on Settings .	Send Feedback
	Send Anonymous Usage Data
In the Settings window, tap on	Help
Clear Private Data.	+ * About New Tab New Private Settings About
	Tab Version 5.3 (2)
	●●●○○ T-Mobile 15:43 ●●●○ 74% ●●●○○ T-Mobile 15:43 ●●●○ 74% ●●●○○ T-Mobile ●●○○○ T-Mobile ●●○○□ T-Mobile ●●○○□ T-Mobile ●●○○□ T-Mobile ●●○○□ T-Mobile ●●○○□ T-Mobile ●●○□ T-Mobile ●●○□ T-Mobile ●●□□ T-Mobile ●●□□ T-Mobile ●●□□ T-Mobile ●●□□ T-Mobile ●●□□ T-Mobile ●□□ T-Mobile ●□ T-Mobile ●□ T-Mobile ●□ T-Mobile ●□ T-Mobile ●□ T-Mobil
	Browsing History Browsing History
	Cache Cache
Step Two	Cookies Cookies
	Offline Website Data Offline Website Data
Make sure that Cookies and Cache	This action will clear all of your private data. It cannot be undone.
are checked.	Clear Private Data Cancel OK
Click on OK .	

Google Chrome

Steps	Images
Step One	Settings - Clear browsing ×
In the browser bar, enter: chrome://settings/clearBrowserData.	$\leftarrow \rightarrow \mathbb{C}$ C chrome://settings/clearBrowserData
	Clear browsing data ×
Step Two	Clear the following items from the beginning of time Browsing history 8,475 items
Make sure the following boxes are checked:	 Download history 77 items Cached images and files 374 MB
 Browsing history Download history Cached images and files 	Cookies and other site data This will sign you out of most websites.
Cookies and other site and plug-in	Passwords 22 passwords
data	Autofill form data 4 addresses, 1,032 other suggestions
Make sure the beginning of time is selected under the Clear the following	Hosted app data 5 apps (Cloud Print, Gmail, and 3 more)
items: drop-down menu.	Media licenses You may lose access to protected content from some sites.
Click Clear browsing data .	CANCEL CLEAR BROWSING DATA
	Some settings that may reflect browsing habits will not be cleared. Learn more

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 .	New tab New incognito tab Close all tabs Settings Autofill forms On Save passwords On Advanced Privacy Accessibility Site settings Data Saver Off About Chrome
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.	Image: Safe Browsing Protect: you and your device from dangerous Protect: you and your device from dangerous Image: Safe Browsing Protect: you and your device from dangerous Image: Safe Browsing Protect: you and your device from dangerous Image: Safe Browsing Protect: you and your device from dangerous Image: Safe Browsing Protect: you and your device from dangerous Image: Safe Browsing Protect: you and your device from dangerous Image: Safe Browsing data Image: Safe Browsing history Image: Safe Browsing

Built-in Android Browser

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

Safari

Steps	Images
OS X Mavericks (and below)	Safari File Edit View About Safari Safari Are you sure you want to reset Safari?
Open Safari . Click on Safari and select Reset Safari . Make sure all boxes are checked and click Reset .	Preferences 第, Private Browsing Clear history Reset Safari Reset Top Sites Services Reset all location warnings Hide Safari 第H Hide Others 冗 第H Show All Clear the Downloads window Quit Safari 第Q
OS X Yosemite (and above)	
Open Safari .	Safari File Edit View History I About Safari Safari Extensions
Click on Safari	Preferences 発,
Select Clear Recent History and Website Data.	Clear History and Website Data Services Hide Safari %H Hide Others ℃%H
Make sure all history is selected from the list.	Show All ? Cancel Clear History Quit Safari #Q
Click on Clear History.	

Safari (iPhone/iPad)

Steps	Images	
	●●○○○ T-Mobile 중 14:06 ④ Ø 80% ■● Settings	
	Mail >	
	Contacts >	
Step One	Calendar >	
	Notes >	
	Reminders >	
Tap on the Settings () icon	Phone Messages	
and then scroll down and select	FaceTime >	
Safari.		
	Compass >	
	Safari >	
	News >	
	•••••• T-Mobile ↑ 14:06 ⊕ ♥ 80% ♥	
	PRIVACY & SECURITY PRIVACY & SECURITY	
	Do Not Track OD Not Track	
Step Two	Block Cookies Allow from Websites I Visit > Block Cookies Allow from Websites I Visit >	
	Fraudulent Website Warning	
Scroll down and tap on Clear	Check for Apple Pay Check for Apple Pay	
History and Website Data.	Allow websites to check if Apple Pay is set up. About Safari & Privacy About Safari & Privacy	
Then ton on Clear History and	Clear History and Website Data Clear History and Website Data	
Then, tap on Clear History and Data.	Clearing will remove history, cookies, and other browsing data.	
	READING LIST History will be cleared from devices signed into your	
	Use Cellular Data iCloud account.	
	for offline reading. Let remain on relieve the second	
	Advanced > Cancel	

Need More Help?



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

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