

**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 <b>OK</b> 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.	<ul> <li>Clear browsing data</li> <li>Browsing history</li> <li>Cookies and saved website data</li> <li>Cookies and files</li> <li>Cached data and files</li> <li>Download history</li> <li>Form data</li> <li>Passwords</li> <li>Show more ~</li> </ul>

# 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 <b>Clear Recent History</b> .	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	
<b>Step Two</b> Make sure the time range is set to <b>Everything</b> and that <b>Cookies</b> and <b>Cache</b> are checked. Click on <b>Clear</b> <b>Now</b> .	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 <b>three dots</b> either at the top right of your screen or at the	Support Show Tour
bottom. Then, tap on <b>Settings</b> .	Send Feedback
	Send Anonymous Usage Data
In the <b>Settings</b> 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 <b>OK</b> .	

# **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:	<ul> <li>Download history 77 items</li> <li>Cached images and files 374 MB</li> </ul>
<ul> <li>Browsing history</li> <li>Download history</li> <li>Cached images and files</li> </ul>	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 <b>the beginning of time</b> is selected under the <b>Clear the following</b>	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 <b>Clear browsing data</b> .	CANCEL CLEAR BROWSING DATA
	Some settings that may reflect browsing habits will not be cleared. Learn more

# Google Chrome (Smartphone/Tablet)

Steps	Images
<b>Step One</b> At the top right of the screen, select the <b>three dots</b> then select <b>Settings</b> . Under <b>Advanced</b> , select <b>Privacy</b> .	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.	<ul> <li>Image prive pri</li></ul>

## Safari

Steps	Images
OS X Mavericks (and below)	Safari     File     Edit     View       About Safari     Safari     Are you sure you want to reset Safari?
Open <b>Safari</b> . Click on <b>Safari</b> and select <b>Reset</b> <b>Safari</b> . Make sure all boxes are checked and click <b>Reset</b> .	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 <b>Safari</b> .	Safari File Edit View History I About Safari Safari Extensions
Click on <b>Safari</b>	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 <b>Clear History.</b>	

## Safari (iPhone/iPad)

Steps	Images	
	●●○○○ T-Mobile 중 14:06 ④ Ø 80% ■● Settings	
	Mail >	
	Contacts >	
Step One	Calendar >	
	Notes >	
	Reminders >	
Tap on the <b>Settings (</b> ) 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 <b>Clear History and</b> 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>.