



CLEARING A BROWSER'S CACHE, COOKIES & HISTORY

Internet browsers cache (or copy) portions of websites you visit so the site loads faster the next time you visit. Cookies are small bits of data a website sends to your computer, so it remembers your previous activity (like what was in your shopping cart) the next time you visit. Your browsing history is also stored, including page titles and the time of your visit. Each of these techniques are very common and safe, but they may interfere with your ability to properly view a website if there have been changes to the website.

This information is for your convenience only and may not be the most current available. Your browser's help menu is the most reliable source of information. Randall + Hurley is not a technology support company and cannot take any responsibility for any loss of data or damage to hardware or software that was caused by following these instructions. By following these instructions, you do so at your own risk.

Quick Tip: In most computer-based web browsers, to open menus used to clear your cache, cookies, and history, press Ctrl-Shift-Delete (Windows) or Command-Shift-Delete (Mac).

Mobile Browsers:

Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser. However, you should be able to clear your cache and data from your application management settings menu:

- Go to Settings and choose Apps or Application Manager.
- Swipe to the All tab.
- In the list of installed apps, find and tap your web browser. Tap Clear Data and then Clear Cache.
- Exit/quit all browser windows and re-open the browser.

Desktop Browsers:

Chrome

- At the top right, click More and then Clear browsing data.
- Choose a time range, like Last hour or All time.
- Select the types of information you want to remove.
- Click Clear data.

Microsoft Edge

- Select Settings and more > Settings > Privacy, search, and services
- Under Clear browsing data, Clear browsing data now, select Choose what to clear.
- Under Time range, choose a time range from the drop-down menu
- Choose the types of browsing data you want to clear
- Select Clear now.

Safari (Apple iOS)

The following steps apply to the newest version of Mobile Safari for iOS. If you need instructions for older versions, you might find them in Apple Support's web settings on your device.

- Open your Settings app.
- Tap Safari.
- Tap Clear History and Website Data and confirm.

Firefox

- Click the menu button and select Settings.
- Select the Privacy & Security panel.
- In the Cookies and Site Data section, click Clear Data...
- Exit/quit all browser windows and re-open the browser.
- Make sure both boxes are selected.
- Click Clear.