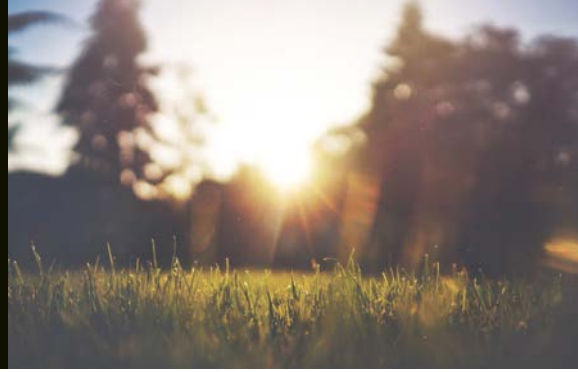


CLEARING A BROWSER'S CACHE, COOKIES & HISTORY



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.

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.

Chrome for Android

- Touch **Chrome menu** > **Settings**.
- Touch (Advanced) **Privacy**.
- Touch **Clear browsing data**.
- Exit/quit all browser windows and re-open the browser.

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.
- Exit/quit all browser windows and re-open the browser.

Chrome for iOS

- Touch **Chrome menu** > **Settings**.
- Touch **Privacy**.
- Choose the data type you want to clear.
- Touch **Clear**.
- Exit/quit all browser windows and re-open the browser.

Desktop Browsers

Chrome

- In the address bar, type `chrome://settings/clearBrowserData`
- Select the following:
 - Browsing history
 - Download history
 - Cookies and other site and plug-in data
 - Cached images and files
- From the **Obliterate the following items from:** drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the **beginning of time**.
- Click **Clear browsing data**.
- Exit/quit all browser windows and re-open the browser.

Firefox

- From the **History** menu, select **Clear Recent History**. If the menu bar is hidden, press **Alt** to make it visible.
- From the **Time range to clear:** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.

Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.

- Click **Clear Now**.
- Exit/quit all browser windows and re-open the browser.

Internet Explorer

- Select **Tools** (via the Gear Icon) > **Safety** > **Delete browsing history...** If the menu bar is hidden, press **Alt** to make it visible.
- Deselect **Preserve Favorites website data**, and select:
 - Temporary Internet files (or Temporary Internet files and website files)
 - Cookies (or Cookies and website data)
 - History
- Click **Delete**. You will see a confirmation at the bottom of the window when the process is complete.
- Exit/quit all browser windows and re-open the browser.

Opera

- From the Opera menu, select **Settings**, and then **Delete Private Data . . .**
- In the dialog box that opens, select the items you want to clear, and then click **Delete**.
- Exit/quit all browser windows and re-open the browser.

Safari 8

- From the Safari menu, select **Clear History and Website Data . . .**
- Select the desired time range, and then click **Clear History**.
- Go to **Safari > Quit Safari** or press **Command-Q** to exit the browser completely.

Safari 7 and below

- From the Safari menu, select **Reset Safari . . .**
- Select the items you want to reset, and then click **Reset**. As of Safari 5.1, **Remove all website data** includes both cookies and cache.
- Go to **Safari > Quit Safari** or press **Command-Q** to exit the browser completely.

If you don't see instructions below for your specific version or browser, search your browser's Help menu for "clear cache." If you're unsure what browser version you're using, from the Help menu or your browser's menu, select **About [browser name]**. In Internet Explorer and Firefox, if you don't see the menu bar, press **Alt**.