

How to Clear Cookies, Cache & Temporary Internet Files



Internet Explorer

1. Select Tools Menu



2. Select > Internet Options

Tools	Help	
	Delete browsing history	Ctrl+Shift+Del
1	InPrivate Browsing	Ctrl+Shift+P
	Turn on Tracking Protection	
	ActiveX Filtering	
	Fix connection problems	
	Reopen last browsing session	
4	Add site to Start menu	
,	View downloads	Ctrl+J
	Pop-up Blocker	۰.
:	SmartScreen Filter	•
	Manage add-ons	
4	Compatibility View settings	
-	Subscribe to this feed	
	Feed discovery	►
1	Windows Update	
	Performance dashboard	Ctrl+Shift+U
	F12 Developer Tools	
-	Report website problems	
	Internet options	

3. Select the General Tab > Click Delete button under Browsing History

Internet Options					? ×			
General Security	Privacy	Content	Connections	Programs	Advanced			
Home hage To create home page tabs, type each address on its own line.								
	Use cu	rrent	Use default	Use ne	▼ ew tab			
Startup								
Start with ta	bs i om t	ne last sess	sion					
Start with ho	ome parte							
Change how we	ebpages a	displaye	d in tabs.	Та	bs			
Browsing history								
Delete temporary files, history, tookies, saved passwords, and web form information.								
Delete brow	sing histor	y on exit						
			Delete	Sett	ings			
Colors	Lang	uages	Fonts	Acces	sibility			
		OK	Ca	incel	Apply			

4. Select > Temporary Internet Files & Cookies *Make sure to UNCHECK 'Preserve Favorites'

Delete Browsing History						
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.						
Iemporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.						
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.						
List of websites you have visited.						
Download History List of files you have downloaded.						
Eorm data Saved information that you have typed into forms.						
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.						
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.						
About deleting browsing history Delete Cancel	5.					

5. Select Delete and Restart Internet Explorer

Google Chrome

1. Select Menu Icon



2. Select More Tools > Clear Browsing History

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							7		⊖ Ξ	
SBM - TT	🗋 Total View [MAIN	🔊 SMS H	HD	Ν	lew tab			Ctrl+T	
					Ν	lew windov	N		Ctrl+N	
					Ν	lew incogn	ito windo	w Ctrl+S	Shift+N	
					F	listory and	recent tab	os	F	
					C	ownloads			Ctrl+J	
					B	lookmarks			×	
					Z	loom	-	90% +	53	
					P	rint			Ctrl+P	
					F	ind			Ctrl+F	
	Save page as Add to taskbar		Ctrl+S		N	Nore tools			×	
					E	dit	Cut	Сору	Paste	
n	Clear browsing data	a Ctrl+	+Shift+Del		s	Settings				
-	Extensions		Shift+Esc	k ▶	F	lelp and ab	out		•	
	Task manager									
	Encoding				E	xit		Ctrl+S	Shift+Q	
rd?,	Developer tools	Ct	trl+Shift+I							

3. Make sure the Time Frame is "from beginning of time"

4. Select the following Check Boxes and hit Clear Browsing Data

Clear browsing data					
Obliterate the following items fron the beginning of time 🔹					
Browsing history					
Download history					
Cookies and other site and plugin data					
Cached images and files					
Passwords					
Autofill form data					
Hosted app data					
Content licenses					
Learn more Clear browsing data Cancel					
Saved content settings and search engines will not be cleared and may reflect your browsing habits.					

5. Restart Chrome

Mozilla FireFox

1. Select FireFox Menu > History > Clear Recent History



- 2. Make Sure Time Range set to Everything
- 3. Check Browsing History, Cookies, Cache and Select Clear Now

Clear All History			×				
Time range to clear:	Everything	and the second se	•				
All sele This ac	ected items will be cl ction cannot be unde	eared. one.					
▲ D <u>e</u> tails							
Browsing & Down	oad History						
Cookies	tory						
Cache							
Active Logins							
Offline Website Da	ta						
Site Preferences							
		Clear Now	Cancel				

4. Restart FireFox

*Please Note whenever clearing Cookies/Cache Administrators will have to reactivate their Security Access Code when logging in

If you have ADP saved as a bookmark or favorite and you are still having trouble, you may also need to delete that, go in through the CIEE homepage and then re-save it.