

Clear Cookies and Cache

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As changes are made to a web page, these changes may not immediately appear in your browser. This is because a previous version of the web page was cached. Clearing your cache is needed to prevent your browser from referring to the last cached page. You may be asked to do this when getting help from tech support.

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, but you should be able to clear your cache and data from your application management settings menu:

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

Chrome for Android

1. Select Chrome menu, then Settings, and then (Advanced) Privacy.
2. From the "Time Range" drop-down menu, choose All Time.
3. Check Cookies and Site data and Cached Images and Files. Select Clear data.
4. Exit/quit all browser windows and re-open the browser.

Safari for iOS

1. Open your Settings app.
2. Select Safari.
3. Select Clear History and Website Data and confirm.
4. Exit/quit all browser windows and re-open the browser.

Chrome for iOS

1. Select Chrome menu, then Settings, and then Privacy.
2. Select Clear Browsing Data.
3. Choose the data type you want to clear, and then select Clear Browsing Data.

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

Desktop browsers

Chrome 122 and later

1. In Chrome, open a new tab and close all other Chrome tabs and windows.
2. Near the top right, open the Options menu (⋮) and select Clear browsing data.
3. From the Time range drop-down menu, choose your desired range; to clear your entire cache, select All time.
4. Select the following:
 - Browsing history (Optional)
 - Cookies and other site data
 - Cached images and files
5. Select Clear Data.
6. Exit/quit all browser windows and re-open the browser.

Firefox 123 and later

1. In Firefox, open a new tab and close all other Firefox tabs and windows.
2. In the top right, open the Options menu ≡ and select History, and then Clear Recent History....
3. From the Time range to clear: drop-down, choose your desired range; to clear your entire cache, select Everything.
4. Select the following:
 - Browsing & download history (Optional)
 - Form & search history (Optional)
 - Cookies
 - Cache
 - Active logins
 - Site settings
 - Offline web site data
5. Select Clear Now.
6. Exit/quit all browser windows and re-open the browser.

Edge 122 and later

1. In Edge, open a new tab and close all other Edge tabs and windows.
2. Near the top right, open the Options menu (⋮) and select Settings.
3. On the left, select Privacy, search, and services.
4. From the Time range drop-down, choose your desired range; to clear your entire cache, select All time.
5. Select the following:
 - Browsing history (Optional)
 - Download history (Optional)

- Cookies and other site data
 - Cached images and files
6. Select Clear Now.
 7. Exit/quit all browser windows and re-open the browser.

Opera 108 and later

1. In Opera, open a new tab and close all other Opera tabs and windows.
2. In the top left, select the Opera logo to open the menu.
3. Select History menu, and then Clear recent history....
4. From the Time range drop-down, choose your desired range; to clear your entire cache, select All time.
5. Select the following:
 - Browsing history (Optional)
 - Cookies and other site data
 - Cached images and files
6. Select Clear data.
7. Exit/quit all browser windows and re-open the browser.

Safari 16 and later (macOS)

1. From the Safari menu at the top, select Preferences, and then the Advanced tab.
2. Check Show Develop menu in menu bar and close the Preferences window.
3. From the Develop menu at the top, select Empty Cache.
4. From the Safari menu at the top, select Quit Safari, and then re-open the browser.

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