

Clear Cookies and Cache

Jorge Davila - 2024-09-18 - Comments (0) - Support

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.

Desktop browsers

Google Chrome, Edge, Opera, or other Chromium browsers

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, select **All time**.
4. Select the following:
 - 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, select **Everything**.
4. Select the following:
 - Cookies
 - Cache
 - Active logins
 - Offline web site data
5. Select **Clear Now**.
6. Exit/quit all browser windows and re-open the browser.

Safari 16 and later (macOS)

1. From the **Safari** menu at the top, select **Settings**, and then the **Advanced** tab.
2. Check **Show Develop menu** in menu bar and close the Settings 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.

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 the 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.

Comments (0)