How do I delete cookies, cache, and temporary Internet files from my web browser?

Tell Me
Please select your browser from the list below:

- Open Internet Explorer
- Select Tools

Don't see Tools? Press the Alt key on your keyboard.

- Select "Delete Browsing History..."
- Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.
- You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies

Click here to be taken to Microsoft's instructions.

- Open Safari
- Click on Safari in the menubar
- Click on Reset Safari
- Make sure that Remove All Website Data is checked
- Click on Reset

If you are using Safari 8 (OS X 10.10 Yosemite) please use the instructions below:

- Open Safari
- Click on Safari in the menubar
- Select Preferences
- Click the Privacy Tab
- Select Remove All Website Data...
- Click Remove Now

For more information visit https://support.apple.com/en-us/HT201265

- Open Firefox
- Select Preferences
- Select the Advanced panel
- Click on the Network tab
- In the Cached Web Content section, click Clear Now
- Close Preferences box

- Open Mozilla Firefox
- Click the Firefox button and then choose Options

Note: If you're using the menu bar, choose Tools and then Options instead

- With the Options window now open, click the Privacy tab
- In the History area, click the clear your recent history link

Tip: If you don’t see that link, change the Firefox will option to Remember history. You can change it back to your custom setting when you’re done

- In the Clear Recent History window that appears, set the Time range to clear to Everything
- In the list at the bottom of the window, uncheck everything except for Cache and Offline Website Data

Note: If you wish to clear other kinds of stored data, feel free to check the appropriate boxes. They will be cleared with the cache in the next step

Tip: Don’t see anything to check? Click the button next to Details
• Click on the Clear Now button
• When the Clear Recent History window disappears, all of the files saved (cached) from your Internet browsing activities in Firefox will have been removed.

• Open Google Chrome
• Click the button with the three horizontal lines (below the X button)
• Go to Settings
• Click Show Advanced Settings on the bottom
• Under the Privacy section, click Clear Browsing Data.
• Make sure that Empty the cache and Delete cookies and other site and plug-in data are checked
• Click Clear browsing data.

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