Browsers

- [Clear Web Browser's Cache](#)

Clear Web Browser's Cache

Before you begin

Clearing your web browser's cache, cookies, and history may remove data such as the following:

- Saved passwords
- Address bar predictions
- Shopping cart contents, etc.

While you should clear your web browser's cache, cookies, and history periodically in order to prevent or resolve performance problems, you may wish to record some of your saved information first. If you are unable to do so, see Troubleshooting alternatives below.

> **Notes:**
> - For desktop browsers, to quickly open menus used to clear your cache, cookies, and history, ensure that the browser is open and selected, and press `Ctrl-Shift-Delete` (Windows) or `Command-Shift-Delete` (Mac). If this doesn't work, follow the appropriate instructions below.
> - If the instructions below don't exactly match what you see, you may need to update your web browser to the latest version.

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 Firefox, if you don't see the menu bar, press `Alt`.

Desktop browsers

Microsoft Edge

Important:

> Microsoft Edge Legacy support ended on March 9, 2021. If you still have Edge Legacy, UITS recommends installing the new Chromium-based Microsoft Edge by running Windows Update.

1. In the top right, select the Hub icon (looks like star with three horizontal lines).
2. Select the History icon (looks like a clock), and then choose Clear all history.
3. Select Browsing history, then Cookies and saved website data, and then Cached data and files. Select Clear.
4. After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

Chrome

1. In the browser bar, enter:

   chrome://settings/clearBrowserData

2. At the top of the "Clear browsing data" window, select Advanced.
3. Select the following:
   - Browsing history
   - Download history
   - Cookies and other site data
   - Cached images and files

   From the "Time range" drop-down menu, you can choose the period of time for which you want to clear cached information; *to clear your **entire cache***, select All time.
4. Select CLEAR DATA.
5. Exit/quit all browser windows and re-open the browser.

Firefox

1. From the History menu, select Clear Recent History....
   If the menu bar is hidden, press `Alt` to make it visible.
2. From the "Time range to clear:" drop-down menu, select the desired range; to clear your entire cache, select Everything.
3. Next to "Details", select the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
4. Select Clear Now.
5. Exit/quit all browser windows and re-open the browser.

Opera

1. From the Opera menu, select Settings, then Privacy & Security, and then Clear browsing data....
2. In the dialog box that opens, from the "Obliterate the following items from:" drop-down menu, select The beginning of time.
3. Select the following:
   - Browsing history
   - Download history
   - Cookies and other site data
   - Cached images and files
4. Select Clear browsing data.
5. Exit/quit all browser windows and re-open the browser.

Safari 8 and later

1. From the Safari menu, select Clear History... or Clear History and Website Data....
2. Choose the desired time range, and then select Clear History.
3. Select Safari > Quit Safari or press `Command-Q` to exit the browser completely.

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.