Clearing Cache/Cookies Browser Guide

April 17, 2014
Table of Contents

**AOL:** ........................................................................................................................................... 3
  *Clearing Cache:* ................................................................................................................................. 3
  *Clearing Cookies:* ............................................................................................................................... 3

**Internet Explorer:** ............................................................................................................................. 3
  *Clearing Cache:* ................................................................................................................................. 3
  *Clearing Cookies:* ............................................................................................................................... 4

**Firefox:** ............................................................................................................................................ 4
  *Clearing Cache:* ................................................................................................................................. 4
  *Clearing Cookies:* ............................................................................................................................... 4

**Chrome:** ............................................................................................................................................ 4
  *Clearing Cache:* ................................................................................................................................. 4
  *Clearing Cookies:* ............................................................................................................................... 5

**Safari:** ............................................................................................................................................... 5
  *Clearing Cache:* ................................................................................................................................. 5
  *Clearing Cookies:* ............................................................................................................................... 5
AOL:
NOTE: AOL uses Internet Explorer as its default browser. However, it requires different process to change necessary settings.

Clearing Cache:
1. Open the AOL browser. Click on the **Keyword** menu and then select the **Go to Keyword** option.
2. Enter **Browser Settings** into the search box and click **Go**.
3. Select the **Clear My Footprints** tab and then click the **Select Footprints to Clear** button.
4. Place a check in the boxes next to **Browser Cache**.
5. Click the **Clear Selected Footprints** button.
6. Click **Close** when the program is finished.
7. Close the AOL browser and try to log in again.

Clearing Cookies:
1. Open the AOL browser. Click on the **Keyword** menu and then select the **Go to Keyword** option.
2. Enter **Browser Settings** into the search box and click **Go**.
3. Select the **Clear My Footprints** tab and then click the **Select Footprints to Clear** button.
4. Place a check in the boxes next to **Cookies**.
5. Click the **Clear Selected Footprints** button.
6. Click **Close** when the program is finished.
7. Close the AOL browser and try to log in again.

Internet Explorer:

Clearing Cache:
1. Open **Internet Explorer** browser.
2. Click the **Tools** menu (gear icon), and then click **Internet Options**.
3. Click the **General** tab, under the **Browser** history section, click **Delete**.
4. Check the **Temporary Internet files** check box, and then click **Delete**.
5. Click **OK**.
6. Close the Internet Explorer and try to log in again.
Clearing Cookies:
1. Open Internet Explorer browser.
2. Click the Tools menu (gear icon), and then click Internet Options.
3. Click the General tab, under the Browser history section, click Delete.
4. Check the Cookies check box, and then click Delete.
5. Click OK.
6. Close the Internet Explorer browser and try to log in again.

Firefox:
Clearing Cache:
1. At the top of the Firefox window, click on the Firefox button and then select Options.
2. Select the Advanced panel.
3. Click on the Network tab.
4. In the Cached Web Content section, click Clear Now.
5. Close the Firefox browser and try to log in again.

Clearing Cookies:
1. At the top of the Firefox window, click on the Firefox button, go over to the History menu and select Clear Recent History....
2. Set Time range to clear to Everything.
3. Click on the arrow next to Details to expand the list of history items.
4. Select Cookies.
5. Click Clear Now to clear the cookies and close the Clear Recent History window.
6. Close the Firefox browser and try to log in again.

Chrome:
Clearing Cache:
1. Open Google Chrome.
2. Click the settings icon, select Tools and then click Clear browsing data.
3. In the Clear Browsing Data window, place a check mark for Empty the Cache.
4. Use the drop-down menu to select the data you would like to delete. Select the beginning of time to clear the entire browsing history.
5. Click Clear browsing data.
6. Close the Google Chrome browser and try to log in again.
Clearing Cookies:

1. Open Google Chrome.
2. Click the settings icon, select Tools and then click Clear browsing data.
3. In the Clear Browsing Data window, place a check mark for Delete Cookies and Other Site Data.
4. Use the drop-down menu to select the data you would like to delete. Select the beginning of time to clear the entire browsing history.
5. Click Clear browsing data.
6. Close the Google Chrome browser and try to log in again.

Safari:

Clearing Cache:

1. Open Safari.
2. Click the Safari menu and then click Preferences....
3. Select Security, and then click Show Cookies.
4. Select the cookies that you'd like to remove and then click either Remove or Remove All.
5. If prompted to confirm removing the cookies, click Remove All.
6. Click Done.
7. Exit out of the Security window.
8. Close the Safari browser and try to log in again.

Clearing Cookies:

1. Open Safari.
2. Click the Safari menu and then click Empty Cache....
3. If prompted to confirm emptying your cache, click Empty.
4. Close the Safari browser and try to log in again.