



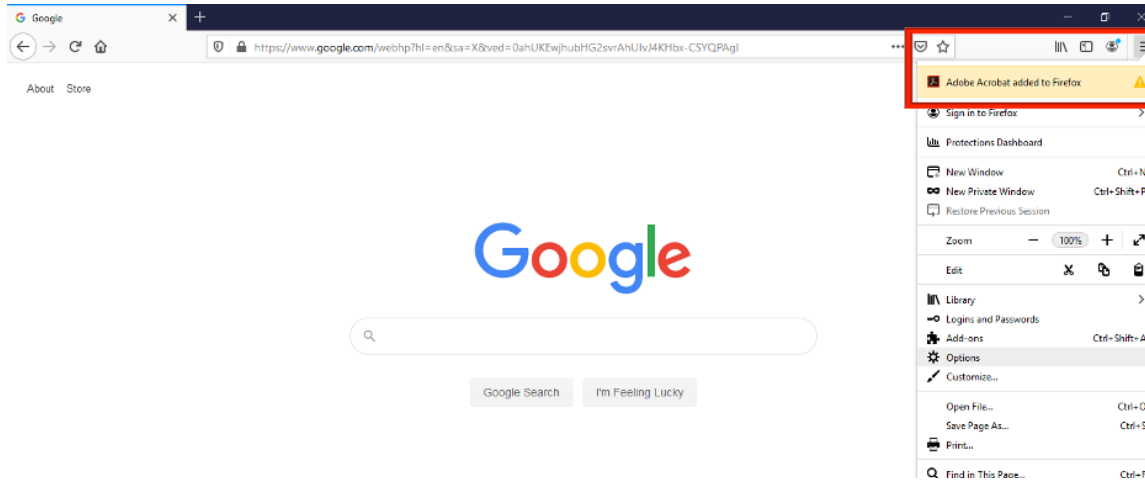
reference
solutions

Clearing Your Cache & Cookies

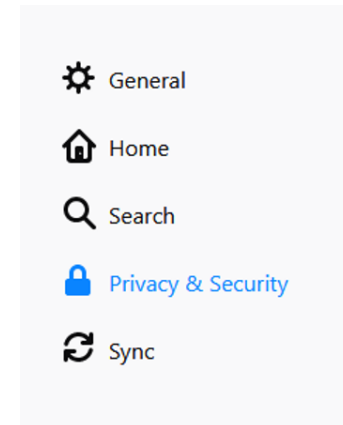


Firefox version 20 or higher

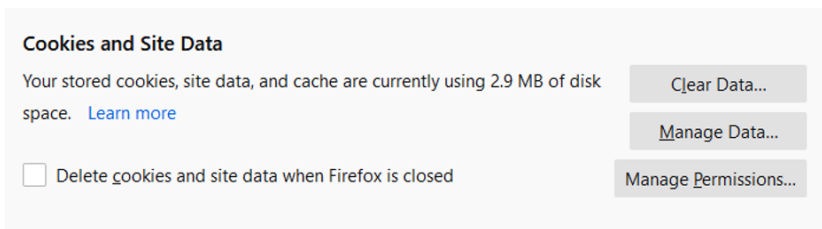
Click menu bar in top right-hand corner and click on options.



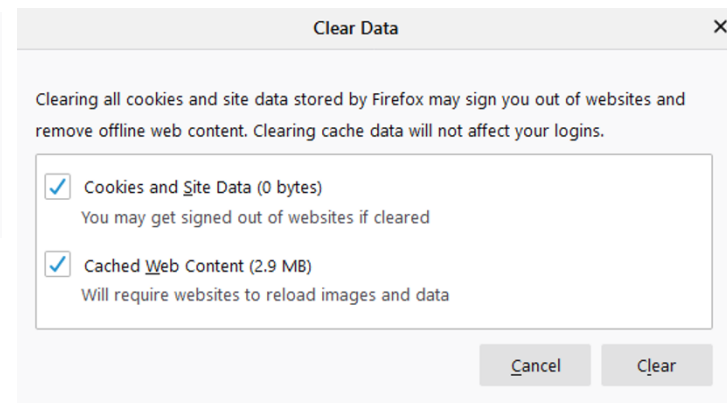
Click on Privacy & Security in toolbar



Scroll down to Cookies and Site Data and click Clear Data

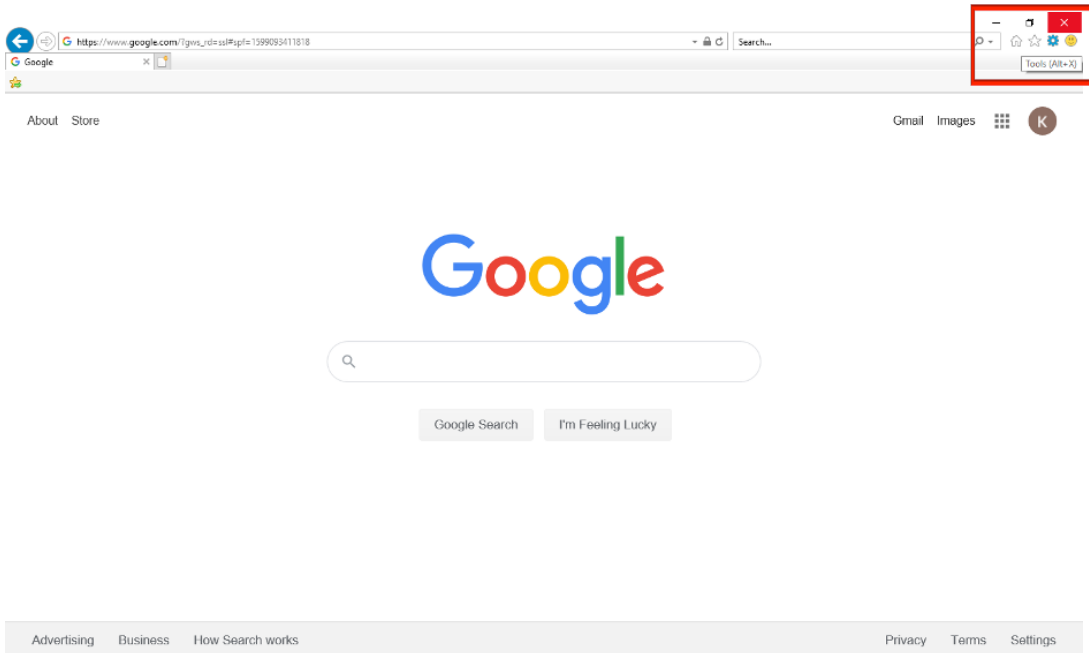


Checkmark Cookies and Site Data & Cached Web Content and click Clear.

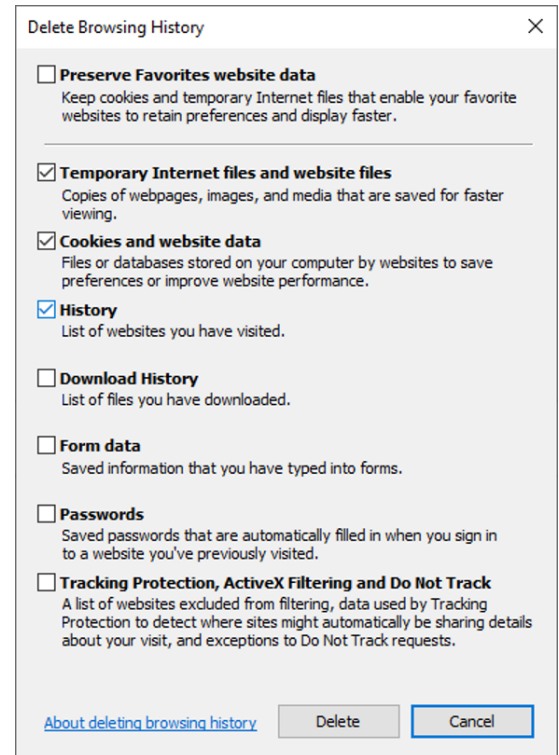


Internet Explorer 11 and up:

Select Tools (via the Gear Icon), scroll down to Safety, and click on Delete Browsing History

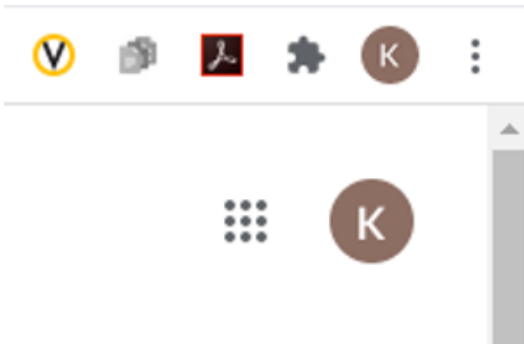


Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.



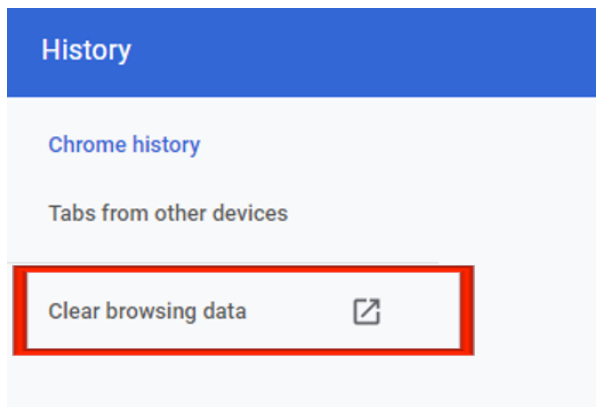
Chrome Version 85.0.4183.83 or higher:

At the top right, click more



Scroll down to history and click on the history pop-out or in an open Chrome browser click Ctrl+H on your keyboard.

Click Clear browsing data



Ensure Cookies and other site data & Cached images and files is selected and click Clear data

Clear browsing data

Basic

Advanced

Time range All time

- Browsing history
Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity.google.com.
- Cookies and other site data
Signs you out of most sites. You'll stay signed in to your Google Account so your synced data can be cleared.
- Cached images and files
Frees up 74.9 MB. Some sites may load more slowly on your next visit.

Cancel

Clear data

