



How to Clear Browser Caches

User guide
2016

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Notes:

- In most computer-based web browsers, to open menus used to clear your cache, cookies, and history, press Ctrl-Shift-Delete (Windows) or Command-Shift-Delete (Mac). If this doesn't work, follow the appropriate instructions below.
- 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 browsers menu, select About [browser name]. In Internet Explorer and Firefox, if you don't see the menu bar, press Alt.

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. However, 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 tap your web browser. Tap Clear Data and then Clear Cache.
4. Exit/quit all browser windows and re-open the browser.

Chrome for Android

1. Touch Chrome menu > Settings.
2. Touch (Advanced) Privacy.
3. Touch Clear browsing data.
4. Exit/quit all browser windows and re-open the browser.

Safari (Apple iOS)

Note:

The following steps apply to the newest version of Mobile Safari for iOS. If you need instructions for older versions, you might find them in Apple Support's [Safari web settings on your iPhone, iPad, or iPod touch](#).

1. Open your Settings app.
2. Tap Safari.
3. Tap Clear History and Website Data and confirm.
4. Exit/quit all browser windows and re-open the browser.

Chrome for iOS

1. Touch Chrome menu > Settings.
2. Touch Privacy.
3. Choose the data type you want to clear.
4. Touch Clear.
5. Exit/quit all browser windows and re-open the browser.

Desktop browsers

Chrome

1. In the browser bar, enter:
chrome://settings/clearBrowserData
2. Select the following:
 - Browsing history
 - Download history
 - Cached images and files

From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.

3. Click Clear browsing data.
4. 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", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select Browsing & Download History and Cache.
4. Click Clear Now.
5. Exit/quit all browser windows and re-open the browser.

Internet Explorer 9 and higher

1. Select Tools (via the Gear Icon) > Safety > Delete browsing history....
If the menu bar is hidden, press Alt to make it visible.
2. Select:
 - Temporary Internet files or Temporary Internet files and website files
 - History
 - Download History
3. Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

Opera

1. From the Opera menu, select Settings, and then Delete Private Data....
2. In the dialog box that opens, select the items you want to clear, and then click Delete.
3. Exit/quit all browser windows and re-open the browser.

Safari

Safari 8

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

Safari 7 and below

1. From the Safari menu, select Reset Safari....
2. Select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data includes both cookies and cache.
3. Go to Safari > Quit Safari or press Command-Q to exit the browser completely.