HOW TO CLEAR A BROWSER’S CACHE, COOKIES, AND HISTORY

WHAT ARE THEY?

A browser is an application program that provides a way to look at and interact with all the information on the World Wide Web. The browser cache, sometimes also referred to as the temporary Internet files folder, contains files from web sites you’ve visited. Copies of pages, images, and other media content stored on your PC. The browser uses these copies to load content faster the next time you visit those sites. Your computer and Internet browser—whether you use Chrome, Firefox, Internet Explorer, or something else—keep track of where you’ve been and a history of what pages you’ve seen. A cookie is a small file of letters and numbers downloaded on to your computer when you access certain websites. Those sites store information on your PC to remember your preferences, such as sign-in info or your location. Browser history is just a list of sites you have visited stored on your computer.

- EASIEST METHODS:
  1. 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.
  2. If you do not see instructions below for your specific version or browser, search your browser’s Help menu for "clear cache". If you are unsure what browser version you are using, from the Help menu or your browser’s menu, select About [browser name]. In Internet Explorer and Firefox, if you do not see the menu bar, press Alt.

- DESKTOP BROWSERS: The last step for each of the browsers listed is 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
    2. Deselect Preserve Favorites website data, and select:
       - Temporary Internet files or Temporary Internet files and website files
       - Cookies or Cookies and website data
       - History
    3. Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
  - FIREFOX
    1. From the History menu, select Clear Recent History.
    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 all items.
    4. Click Clear Now.
  - 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 items to reset, click Reset. As of Safari 5.1, Remove all website data includes cookies and cache.
      3. Go to Safari > Quit Safari or press Command-Q to exit the browser completely.
HOW TO CLEAR A BROWSER’S CACHE, COOKIES, AND HISTORY (continued)

○ **CHROME**
1. In the browser bar, type: chrome://settings/clearBrowserData
2. Select the following:
   - Browsing history
   - Download history
   - Cookies and other site and plug-in data
   - Cached images and files
   From the Obliterate the following items from: drop-down menu, 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.

○ **OPERA**
1. From the Opera menu, select Settings, and then Delete Private Data.
2. In the dialog box that opens, select the items to clear, and then click Delete.

- **MOBILE BROWSERS:**
  ○ **ANDROID**
  The steps 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.

- **SAFARI (APPLE iOS)**
  1. Open your Settings app.
  2. Tap Safari.
  3. Tap Clear History and Website Data and confirm.

- **CHROME FOR iOS**
  1. Touch Chrome menu > Settings.
  2. Touch (Advanced) Privacy.
  3. Touch Clear browsing data.

**Please 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](http://bc3.edu/programs-classes/online-distance-education/index.html).

○ **SAFARI (APPLE iOS)**
1. Open your Settings app.
2. Tap Safari.
3. Tap Clear History and Website Data and confirm.

○ **CHROME FOR iOS**
1. Touch Chrome menu > Settings.
2. Touch Privacy.
3. Choose the data type you want to clear.
4. Touch Clear.

- **HELPFUL LINKS:**
  ○ **ABOUT CACHE, COOKIES, AND HISTORY:** For more information about browsers, cache, cookies, and history, see:
    - What is a browser cache? (PC Tools)
    - Browser Cache – What Is It?
    - What is a cookie? (Microsoft®)
    - What is a Cookie?
    - Microsoft® Windows: View and Delete your Browsing History
    - What is Browser History?
    - What is a Browser?