Microsoft Edge - Windows 10

Click on the ellipsis in the upper right corner of the Edge browser window and click **Settings**.

Click or tap on the **Choose what to clear** button.
Be sure that **Browser history**, **Cookies and saved Website data**, and **Cached data and files** are checked and then click or tap the **Clear** button.

*Clear browsing data*

- **Browsing history**
- **Cookies and saved website data**
- **Cached data and files**
- **Download history**
- **Form data**
- **Passwords**

Show more ▼

**Clear**

Clear Bing search history

Learn more

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**All Clear!** will be displayed briefly when completed.

*Clear browsing data*

- **All clear!**
- **Browsing history**
- **Cookies and saved website data**
- **Cached data and files**
- **Download history**

Close all browser windows and restart Edge.
IE 10 and 11

From the Safety menu, choose Delete browsing history... Hit Alt if menu is not visible.

In the Delete Browsing History window, uncheck Preserve Favorites Website data and be sure that all other check boxes are checked as shown below.

Click Delete. Close all browser windows and restart IE.
Google Chrome

In the Chrome address bar, enter: `chrome://settings/clearBrowserData`

Be sure that at least the following are checked in the Clear browsing data window:

- Browsing history
- Download history
- Cookies and other site and plug-in data
- Cached images and files

Choose the **beginning of time** from the drop-down menu.

Click **Clear browsing data**. Close all browser windows and restart Chrome.
Mozilla Firefox

From the Open Menu Panel or from the top left menu (hit Alt if you don't see the menu), select History and then select Clear Recent History.

From the Time range to clear, select Everything. Click the Details down arrow to choose which elements of the history to clear.

Click Clear Now. Close all browser windows and restart Firefox.
Opera

From the Opera menu on the top left, select **Settings**.

Select **Privacy & Security** and then click **Clear browsing data**...
Choose the **Beginning of time** from the drop-down menu.

Click **Clear browser data**. Close all browser windows and restart Opera.
Safari 5.1.7 (Windows)

From the top left menu (hit Alt if you don't see the menu), select Edit and then Empty Cache...

Hit Empty on the warning box. Close all browser windows and restart Safari.
Safari (Mac)

Open Safari. Click on Safari on the top left menu and select Preferences.

Select the Advanced tab and then check Show Develop menu in menu bar.

Close the Preferences window.
Select **Develop** from the top menu and then select **Empty Caches**. Close all browser windows and restart Safari.

**Apple iOS**

**Note:** These settings apply to the latest version of Mobile Safari for iOS. You may need to contact Apple support for earlier versions.

Open **Settings**.
Tap Safari.
Tap **Clear History and Website Data** then confirm. Close all browser windows and then restart browser.

**Android**

**Note:** The steps below may vary depending on the model of your device and what browser you use.

Go to Settings > Choose Apps or Application Manager.
Swipe to the All tab.
Find your browser in the list of apps. Tap **Clear Data and then Clear Cache**. Close all browser windows and then restart browser.