
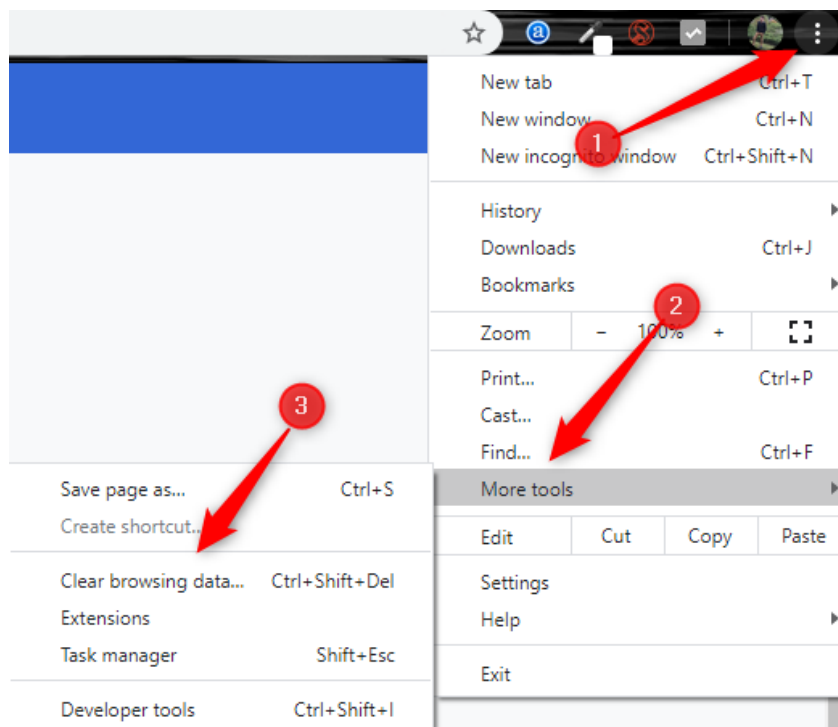


Clearing a browser's cache and cookies will help a webpage to display correctly by loading a fresh webpage. The instructions below show how to clear cache and cookies for the Chrome and Microsoft Edge browsers.

Clearing Chrome's cache and cookies

1. Click the three vertical dots icon in the top-right corner of the screen,  Hovering over "More Tools," and then selecting "Clear Browsing Data."



2. Click the arrow in the box next to "Time Range" to expand the menu and then select **All time**.

Clear browsing data

Basic Advanced

Time range: **All time** ▼

- Browsing history
Clears history and autocompletions in the address bar.
- Cookies and other site data
Signs you out of most sites.
- Cached images and files
Frees up 317 MB. Some sites may load more slowly on your next visit.

- Next, check the boxes next to “Cookies And Other Site Data” and “Cached Images And Files.”

Clear browsing data

Basic Advanced

Time range: All time ▼

- Browsing history
Clears history and autocompletions in the address bar.
- Cookies and other site data
Signs you out of most sites.
- Cached images and files
Frees up 317 MB. Some sites may load more slowly on your next visit.

- Once the boxes are checked, select the “Clear Data” button.

Clear browsing data

Basic

Advanced


Time range

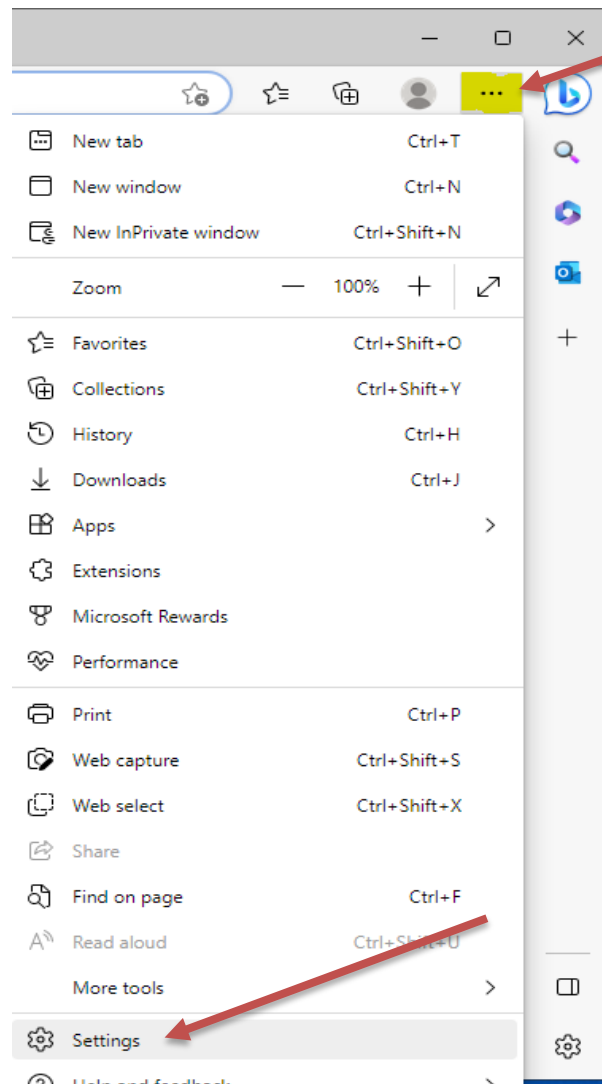
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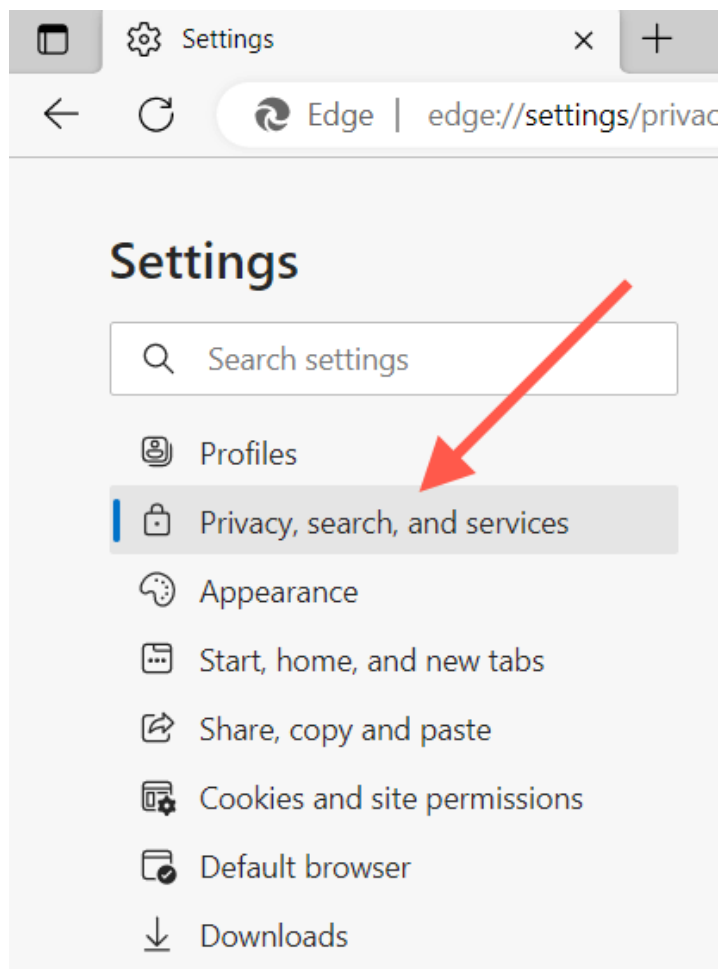
After a few moments, the Chrome browser's cache and cookies will be cleared.

Clearing Microsoft Edge's cache and cookies

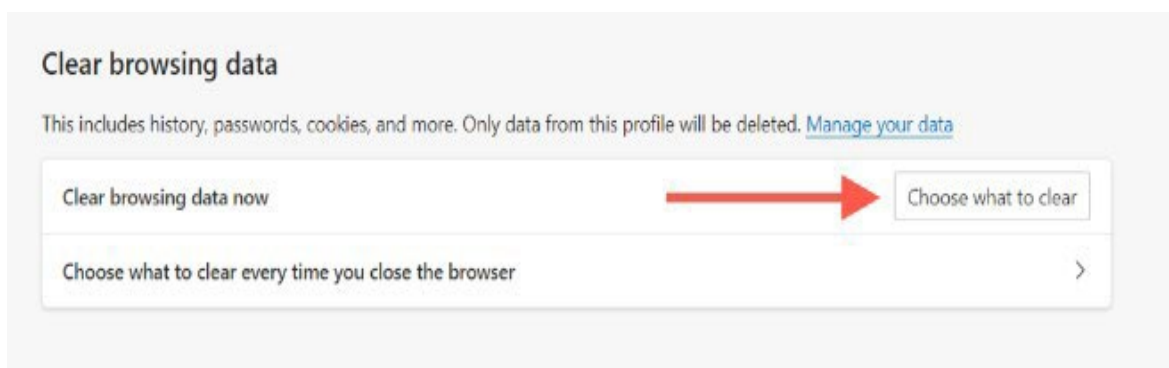
1. Click the Menu icon  at the top-right corner of the screen, then click Settings.



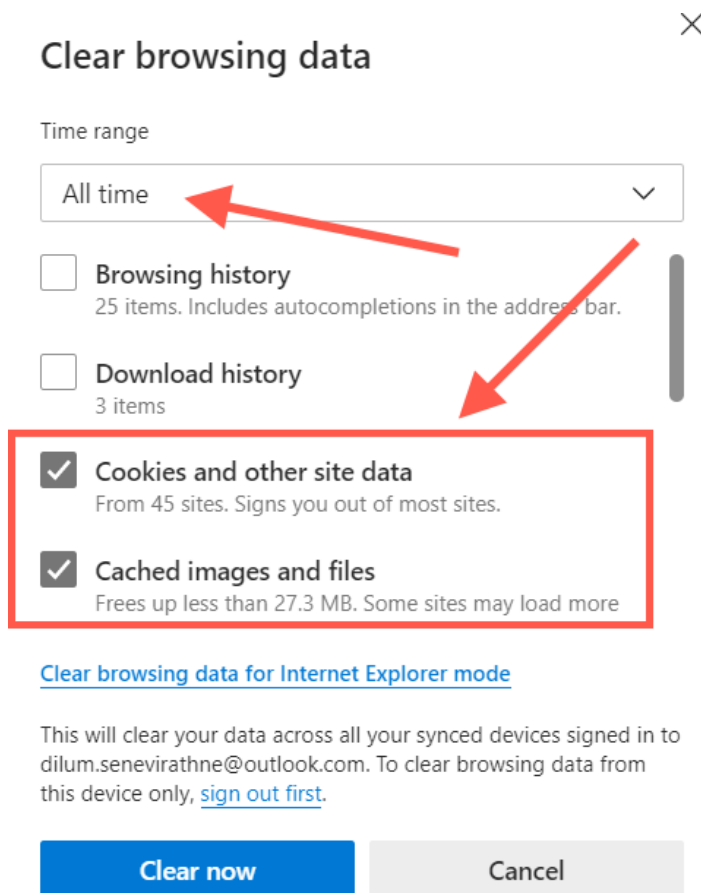
- In “Settings,” from the left sidebar, select “Privacy, Search, and Services.”



- On the right pane, in the “Clear Browsing Data” section, click “Choose What to Clear”.



4. A “Clear Browsing Data” box will open. First, click the “Time Range” drop-down menu and change to All Time and check the boxes next to Cookies and other site data and Cached images and files. Then, click Clear now.



After a few moments, the Microsoft Edge’s cache and cookies will be cleared.

If you require further assistance, please reach out to your local tech support or the ITD Help Desk at (562) 345-9955.