How do I clear my web browser's cache, cookies, and history?

Notes:

- In most computer-based web browsers, you can open menus used to clear cache, cookies, and history, by pressing Ctrl-Shift-Delete (Windows) or Command-Shift-Delete (Mac). If this does not work, follow the appropriate instructions below.
- 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.

On this page:

About cache, cookies, and history

Clearing your web browser's cache, cookies, and history may remove data such as the following:

- Saved passwords

- Address bar predictions (e.g. Chrome, Firefox)

- Shopping cart contents, etc.

While you should clear your web browser's cache, cookies, and history periodically in order to prevent or resolve performance problems, you may wish to record some of your saved information first. If you are unable to do so, see Troubleshooting alternatives below.

For information about your web browser's cache, cookies, and history, see the following Wikipedia pages:

- Web cache
- HTTP cookie
- Web browsing history

Troubleshooting alternatives

If you need to clear your cache, cookies, and history for troubleshooting purposes, but are not yet prepared to lose the content listed above, you may wish to consider using a private browsing window in your preferred browser as a temporary solution. For instructions, see:

- How do I open a new Private Window? (Firefox)
- Browse in private with Incognito mode (Chrome desktop and Android)
- In Private Browsing (Internet Explorer)
- Browse InPrivate in Microsoft Edge
- Safari for Mac: Use Private Browsing windows in Safari
- Turn Private Browsing on or off on your iPhone, iPad, or iPod touch

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. Clear the following items from: Choose the period of time for which you want to clear cached information. To clear your entire cache, select `the beginning of time`.

3. Select the following from the drop down menu:

   o `Browsing history`

   o `Cookies and other site and plug-in data`

   o `Cached images and files`

4. Click `Clear browsing data`.

5. Exit/quit all browser windows and re-open the browser.

   Note: Occasionally you may need to remove cookies from content settings: `chrome://settings/`

6. Scroll down and click Advanced, Content Settings, Cookies, All Cookies and Site Data, click REMOVE ALL and confirm.

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` select `Everything` to clear all cache

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 or minimally select `Browsing & Download History, Cookies, and Cache`.

4. Click `Clear Now`.

5. Exit/quit all browser windows and re-open the browser.

Internet Explorer 11 and higher

Note:

On January 12, 2016, Microsoft ended support for Internet Explorer versions prior to version 11 . UITS strongly recommends that you upgrade to a new operating system if your current system does not support Internet Explorer 11.

1. Select `Tools` (via the Gear Icon) > `Safety` > `Delete browsing history...`.

   If the menu bar is hidden, press `Alt` to make it visible.

2. Deselect `Preserve Favorites website data`, and select:

   o `Temporary Internet files and website files`

   o `Cookies and website data`

   o `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.

Safari

Safari 8 and higher

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.

1. > `Quit Safari` or press `Command-Q` to exit the browser completely.

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