

Browser Troubleshooting Guide

If you are experiencing difficulties with a website, please be aware you may need to clear your *cache and cookies* on your computer. Cookies, which are files created by websites you've visited, and your browser's cache, which helps pages load faster, make it easier for you to browse the web. Select your browser choice below and use the easy to follow steps.



Chrome

1. Click on these two keys at the same time: "Control" & "H"
2. On the left side, click on 'Clear browsing data' to open the Clear browsing data window
3. Use drop-down menu to select the desired time range to clear. To clear your entire cache, select "the beginning of time"
Then checkmark the following items:
 - o Browsing history
 - o Download history
 - o Cached images and files
 - o Cookies and other site data
4. Click "Clear Browsing Data"
5. Exit/quit all browser windows and re-open the browser



Internet Explorer 9 and newer

1. Click on these three keys at the same time: "Control/Shift/Delete." The "Delete Browsing History" window will open
2. Remove checkmark by "Preserve Favorites website data;" then make sure there is a checkmark beside:
 - o Temporary Internet files or Temporary Internet files and website files
 - o Cookies or 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

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 the Safari menu, select "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, then click "Reset" Or, as of Safari 5.1, selecting "Remove all website data" includes both cookies and cache.
3. Go to Safari menu and select "Quit Safari" or press "Command-Q" to exit the browser completely.



Firefox

1. Click on these two keys at the same time: Control / Shift / Delete. A window will open titled "Clear Recent History"
2. Use drop-down menu to select the desired time range to clear. To clear your entire cache, select "Everything"
3. Click "Clear Now"
4. Exit/quit all browser windows and re-open the browser



Edge

1. From the icon in the top right corner of the browser window, select "Settings"
2. In the "Settings" menu, towards the bottom under Clear browsing data, click on "Choose what to clear"
3. Select or make sure checkmarks are next to: "Cookies and saved websites" & "Cached data and files"
4. Select "Clear"
5. 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 then click "Delete"
3. Exit/quit all browser windows and re-open the browser