

Clearing Browser Cookies and Cache

Clearing your browser's cookies and cache will often resolve many commonly experienced browser issues.

LAITS recommends using Google Chrome or Mozilla Firefox as your browser.


Supported Browsers

Chrome

1. In the address bar, enter: <chrome://settings/clearBrowserData>
2. Select "All Time" on the time range menu
3. Ensure all boxes are checked
4. Click "Clear Data" and restart your browser

[Source](#)

Mozilla Firefox

1. Click the menu button  and select Preferences
2. Select the Privacy & Security panel and go to the "Cookies and Site Data" section
3. Click the Clear Data... button. The Clear Data dialog will appear
 - Be sure that Cookies and Site Data are both checked
4. Click Clear

[Source](#)

Unsupported Browsers

Some UT sites and services don't work as well when using these browsers. As such, they are not recommended by LAITS.

Safari

1. Click "Safari" in the upper left hand corner of your screen
2. Click "Preferences"
3. Select "Privacy"
4. Click "Remove All Website Data"
5. Click "Remove Now"
6. Restart your browser

[Source](#)

Microsoft Edge

1. To view your browsing history, select **Hub > History**
2. Select **Clear all history**
3. Choose the types of data you want to remove from your PC, then select **Clear**
4. Select **Change what Microsoft Edge knows about me in the cloud**, then select **Clear browsing history**
5. Restart your browser

Internet Explorer

1. Press CTRL, SHIFT, and DELETE at the same time on your keyboard
2. From the list presented, uncheck "Preserve Favorites Website Data"
3. Ensure that both "Temporary Internet Files" and "Cookies" are checked
4. Click "Delete" and then restart your browser