

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, Mozilla Firefox or Microsoft Edge as your browser.

Supported Browsers

Chrome

1. On your computer, open Chrome.
2. At the top right, click More [blocked URL](#).
3. Click **More tools** [blocked URL](#) **Clear browsing data**.
4. At the top, choose a time range. To delete everything, select **All time**.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

[Source](#)

Mozilla Firefox

1. In the Menu bar at the top of the screen, click Firefox 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](#)

Microsoft Edge

1. Select **Settings and more** > **Settings** > **Privacy, search, and services** .
2. Under **Clear browsing data** > **Clear browsing data now**, select **Choose what to clear**.
3. Under **Time range**, choose a time range from the drop-down menu.
4. Choose the types of browsing data you want to clear (see the [table below](#) for descriptions).
For example, you may want to remove browsing history and cookies but keep passwords and form fill data.
5. Select **Clear now**.

[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](#)