Deleting Cookies and Cache in a Browser
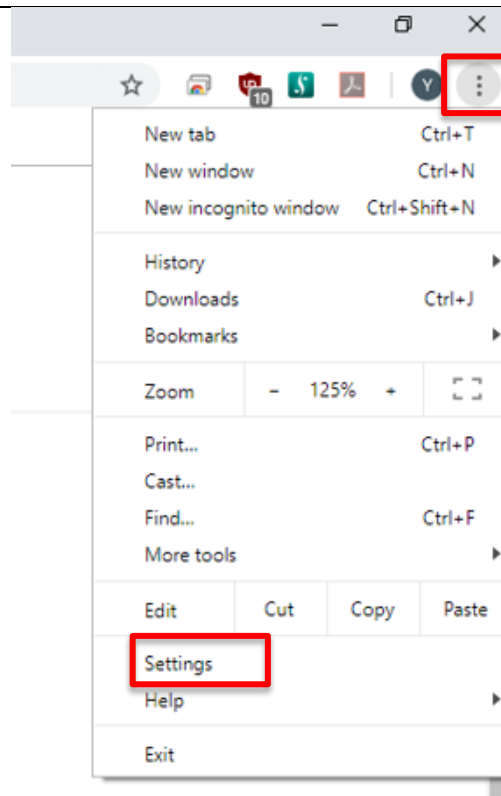
PURPOSE:

- How to clear cookies and cache in the popular web browsers:
    - [Google Chrome](#)
    - [Mozilla Firefox](#)
    - [Internet Explorer](#)
    - [Safari](#)
    - [Microsoft Edge](#)

HOW TO CLEAR COOKIES AND CACHE:

Google Chrome

In Google Chrome, click on the **three vertical dots in the top right corner**, then select **Settings** from the dropdown.	New tab Ctrl+T New window Ctrl+N New incognito window Ctrl+Shift+N History Downloads Ctrl+J Bookmarks Zoom − 125% + Print... Ctrl+P Cast... Find... Ctrl+F More tools Edit Cut Copy Paste Settings Help Exit

Contact UIS
Call: (303) 860-4357
Email: help@cu.edu

When the Settings menu pops up, scroll to the bottom, and click **Advanced**.	○ Open a specific page or set of pages Advanced ▾
Under **Privacy and security** select **Clear Browsing Data**.	**Privacy and security** Sync and Google services More settings that relate to privacy, security, and data collection ▸ Allow Chrome sign-in By turning this off, you can sign in to Google sites like Gmail without signing in to Chrome ⬤ Send a "Do Not Track" request with your browsing traffic ○ Allow sites to check if you have payment methods saved ⬤ Preload pages for faster browsing and searching Uses cookies to remember your preferences, even if you don't visit those pages ⬤ Manage certificates Manage HTTPS/SSL certificates and settings ⬀ Site Settings Control what information websites can use and what content they can show you ▸ Clear browsing data Clear history, cookies, cache, and more ▸

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES

Contact UIS
Call: (303) 860-4357
Email: help@cu.edu

A window will pop up, click the **Advanced** tab.

Change the **Time range** to **All time** in the drop down. Then make sure you select **Cookies and other site data** and **Cached images and files**.

Then select the **Clear data** button.

Clear browsing data

Basic   Advanced

Time range   All time   ▼

☐   Browsing history
     6,551 items (and more on synced devices)

☐   Download history
     42 items

☑   Cookies and other site data
     From 622 sites (you won't be signed out of your Google Account)

☑   Cached images and files
     319 MB

☐   Passwords and other sign-in data
     48 passwords (synced)

     Autofill form data

                              Cancel   Clear data

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus
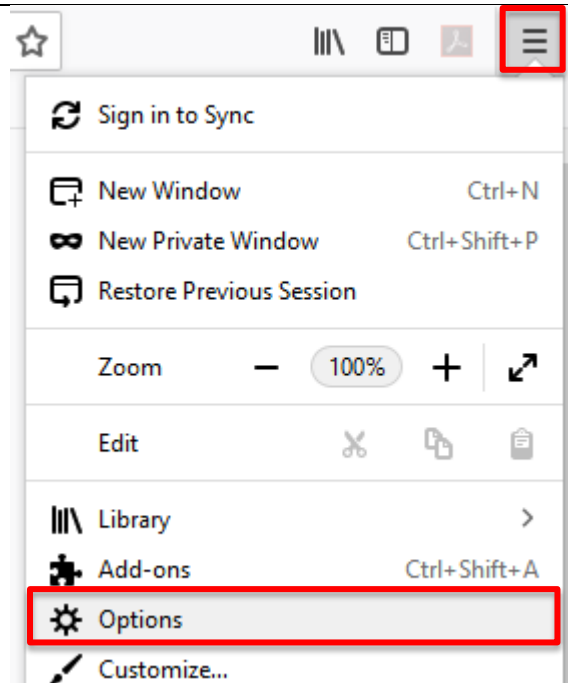
UNIVERSITY INFORMATION SERVICES

Contact UIS
Call: (303) 860-4357
Email: help@cu.edu

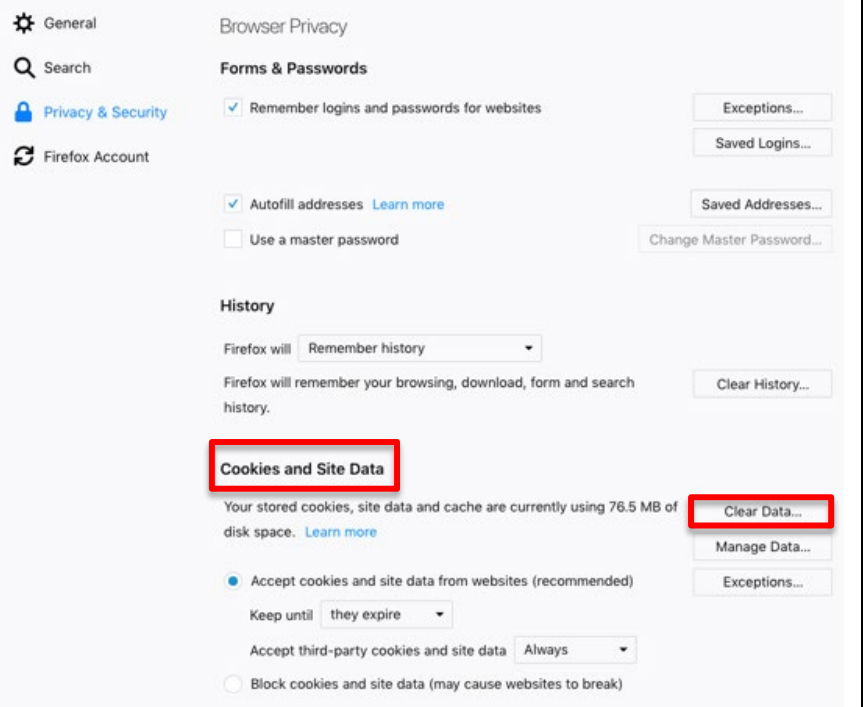## __Mozilla Firefox__

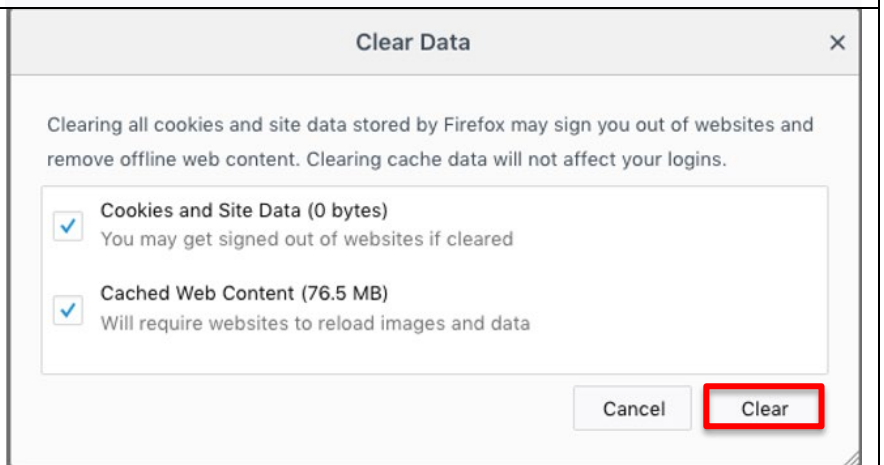|	
To clear cookies and cache in Mozilla Firefox, **select the three horizontal lines in the top right corner**. Select **Options** from the dropdown menu.	
In the window that comes up, select **Privacy & Security** on the left side.	

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES

Contact UIS
Call: (303) 860-4357
Email: help@cu.edu
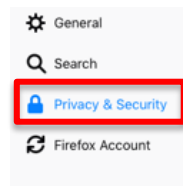
Under **Cookies and Site Date**, select the **Clear Data** button on the right side.	
Click the **Clear** button on the Clear Data window that pops up.	

University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES

Contact UIS
Call: (303) 860-4357
Email: help@cu.edu

Internet Explorer

To clear the cookies and cache in Internet Explorer, **click the gear in the top right corner**.

On the dropdown menu, select **Internet Options**.

Print	>
File	>
Zoom (100%)	>
Safety	>
Add site to Apps	
View downloads	Ctrl+J
Manage add-ons	
F12 Developer Tools	
Go to pinned sites	
Compatibility View settings	
Internet options	
About Internet Explorer	

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES

Contact UIS
Call: (303) 860-4357
Email: help@cu.edu
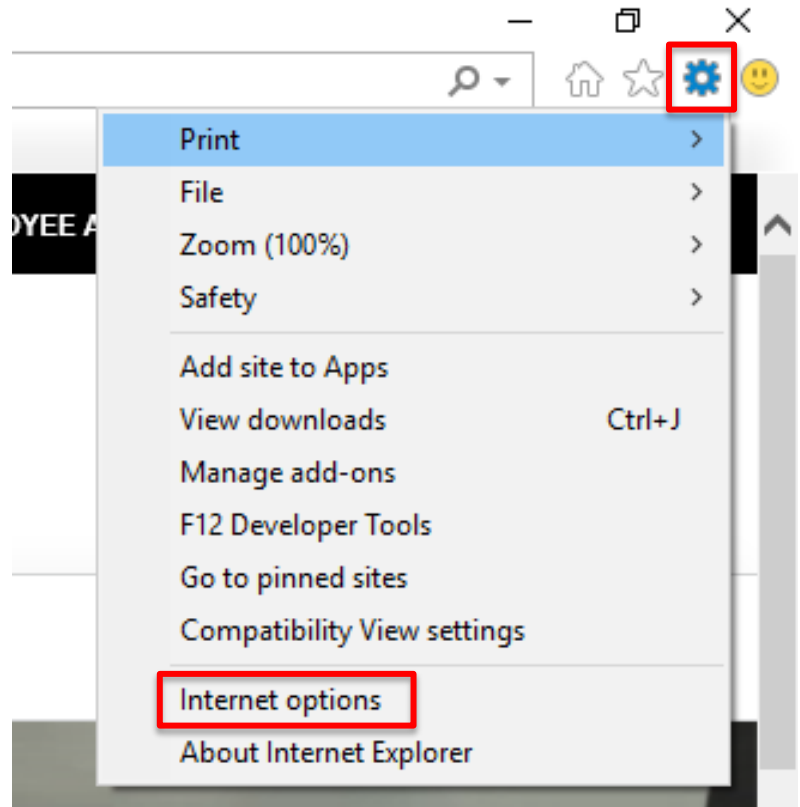
In the window that pops up, under **Browser History** click the **Delete** button.

Click the **OK** button.

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES

Contact UIS
Call: (303) 860-4357
Email: help@cu.edu
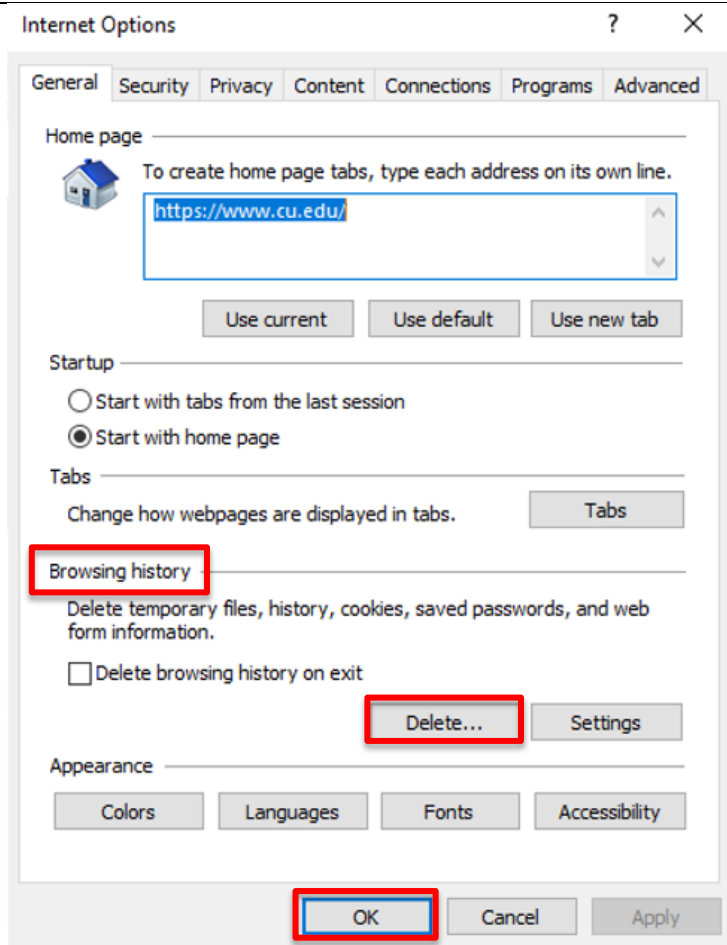
In the window that pops up from there, make sure you select only **Temporary Internet Files and Website Files** and **Cookies and Website Data**.

Click **Delete.**

Delete Browsing History ✕

☐ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **Cookies and website data**
Files or databases stored on your computer by websites to save preferences or improve website performance.

☐ **History**
List of websites you have visited.

☐ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **Tracking Protection, ActiveX Filtering and Do Not Track**
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
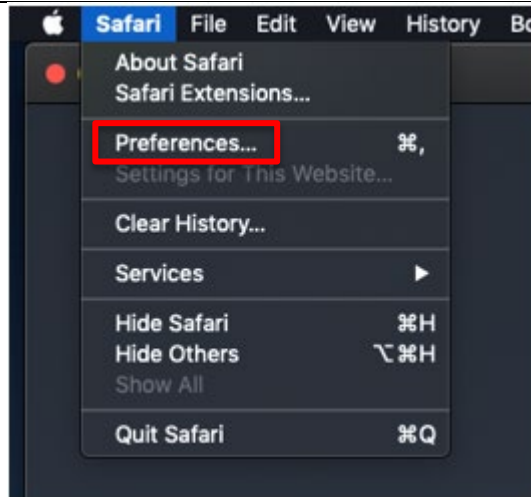
About deleting browsing history   Delete   Cancel

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES

Contact UIS
Call: (303) 860-4357
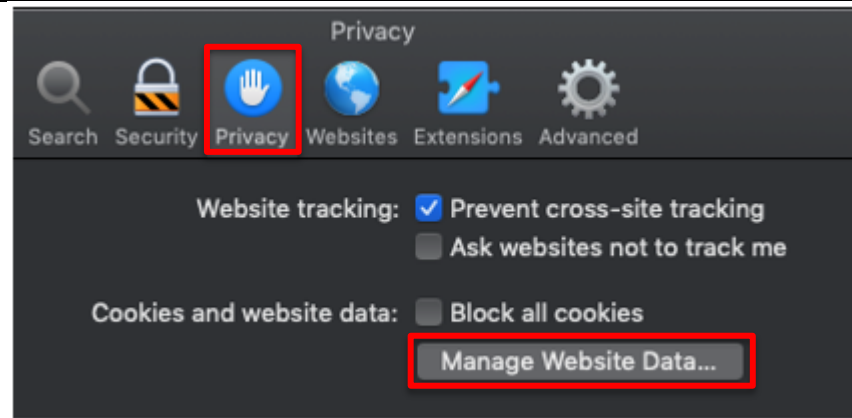Email: help@cu.edu

Safari

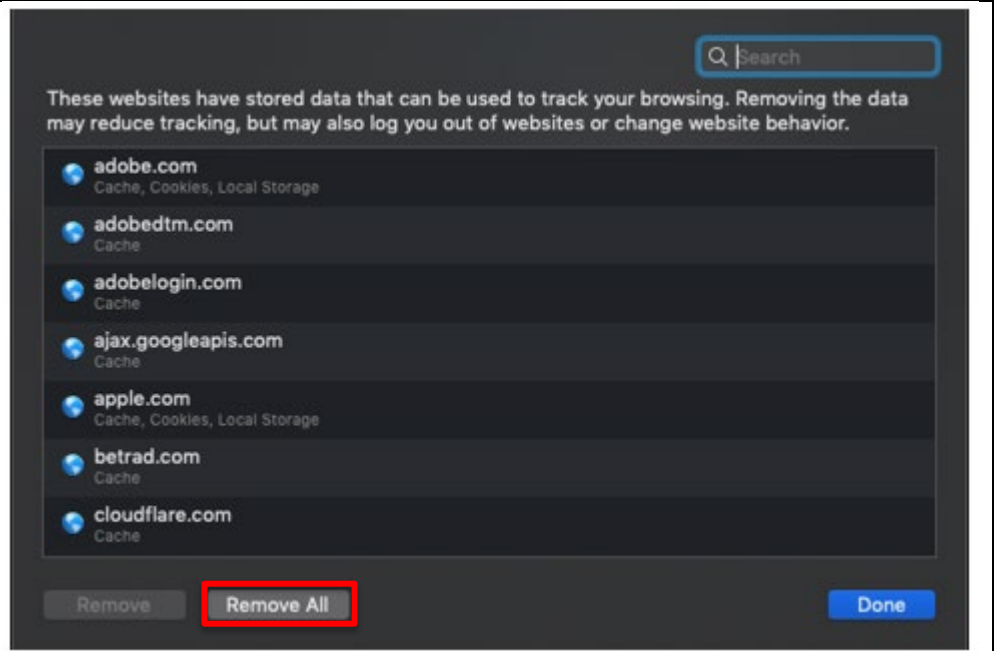|	
To clear cookies and cache in Safari, first click the **Safari menu in the top left of the screen**. Select **Preferences** from the dropdown menu.	
In the window that pops up, select the **Privacy** tab. In that tab, click **Manage Website Data**.	

In the window that pops up, click **Remove All** in the bottom left.

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus
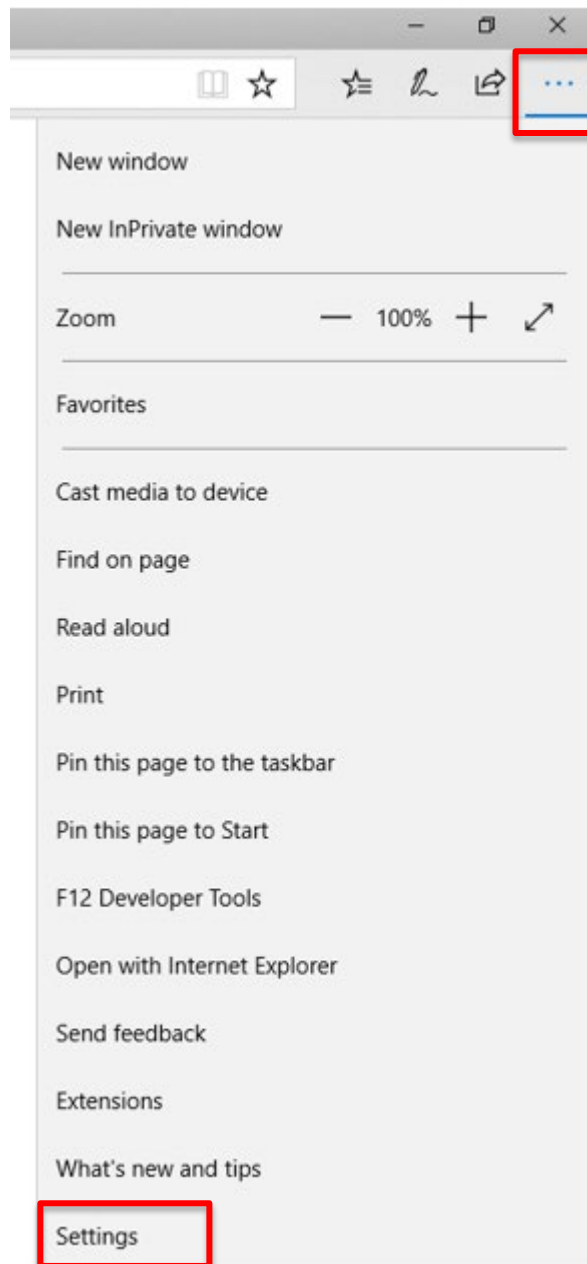
UNIVERSITY INFORMATION SERVICES

Contact UIS
Call: (303) 860-4357
Email: help@cu.edu

Microsoft Edge

To clear the cookies and cache in Microsoft Edge, first **click the three horizontal dots in the top right corner** and select **Settings**.	

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES
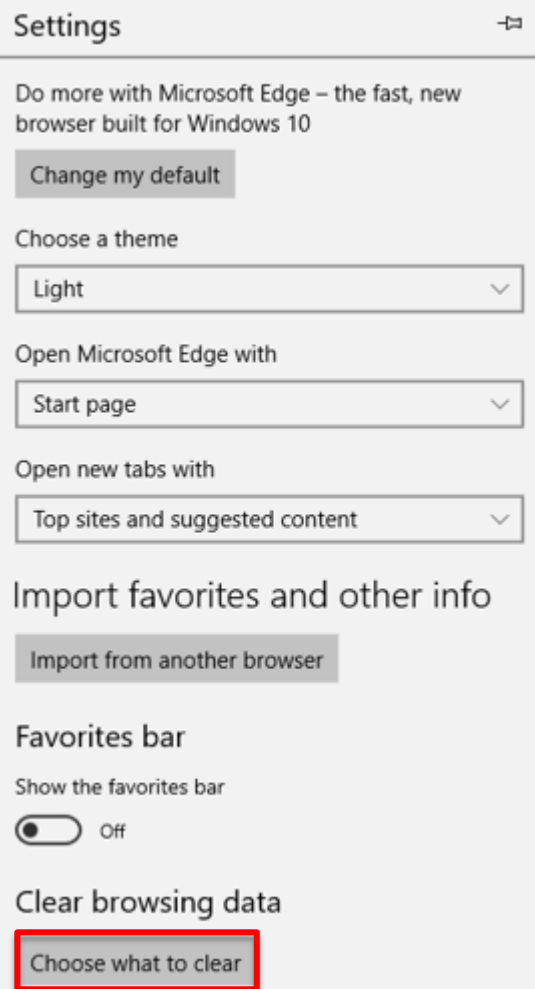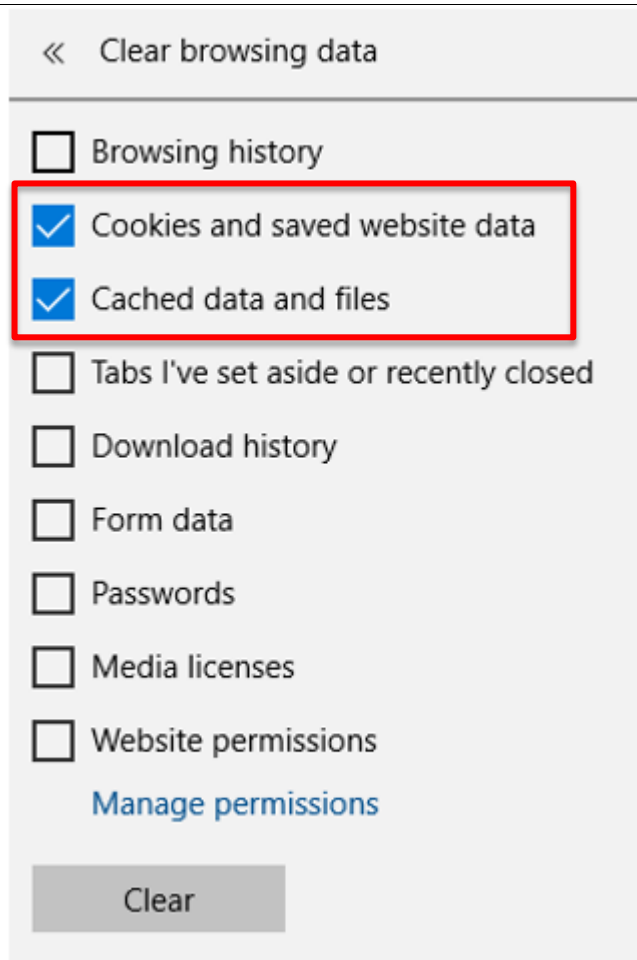
Contact UIS
Call: (303) 860-4357
Email: help@cu.edu

From the menu that pops out, select **Choose what to clear**.

Settings

Do more with Microsoft Edge – the fast, new browser built for Windows 10

Change my default

Choose a theme

Light

Open Microsoft Edge with

Start page

Open new tabs with

Top sites and suggested content

Import favorites and other info

Import from another browser

Favorites bar

Show the favorites bar

Off

Clear browsing data

Choose what to clear

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES

In the next menu, only select **Cookies and saved website data** and **Cached Data and Files**, then click the **Clear** button.

« Clear browsing data

☐ Browsing history

☑ Cookies and saved website data

☑ Cached data and files

☐ Tabs I've set aside or recently closed

☐ Download history

☐ Form data

☐ Passwords

☐ Media licenses

☐ Website permissions

Manage permissions

[Clear]

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SERVICES

Contact UIS
Call: (303) 860-4357
Email: help@cu.edu