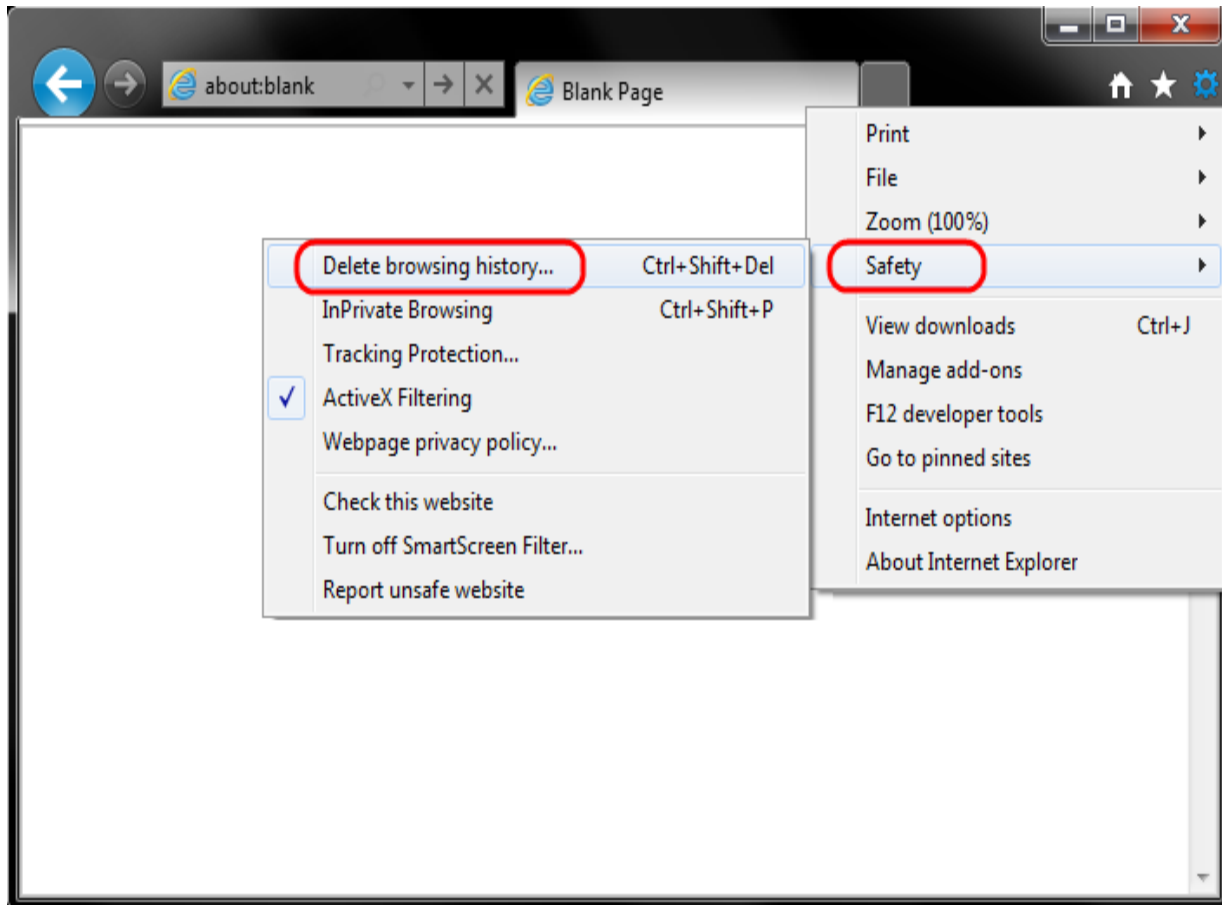


# Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookies

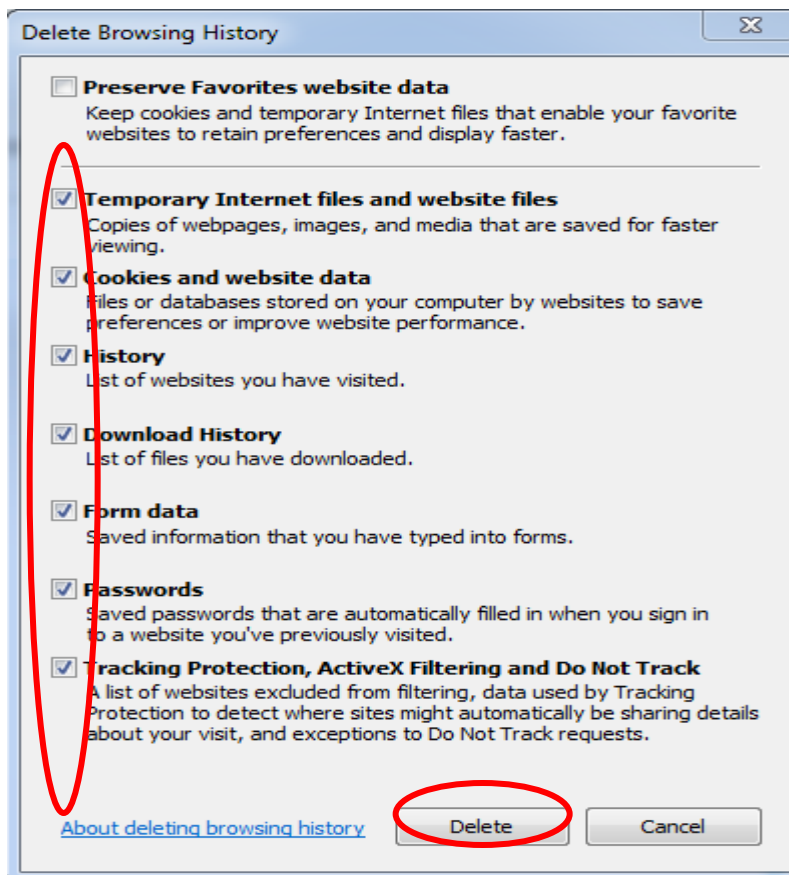
This document explains how to clear the cache and cookies in Internet Explorer 9, 10 and 11.

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

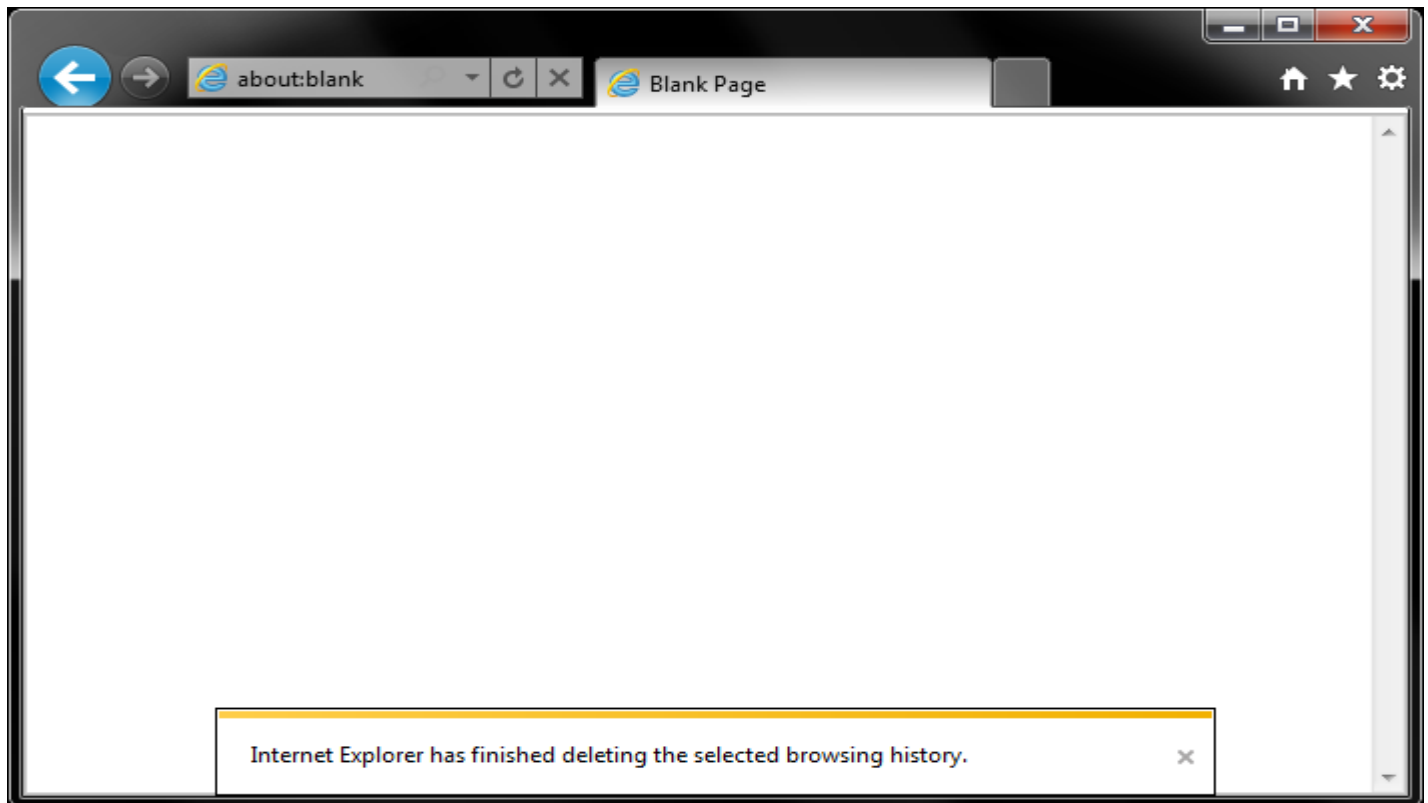
**NOTE:** You can also access this menu by holding **Ctrl + Shift + Delete**.



2. Make sure to uncheck **Preserve Favorites website data** and check all of the other options then click **Delete**.



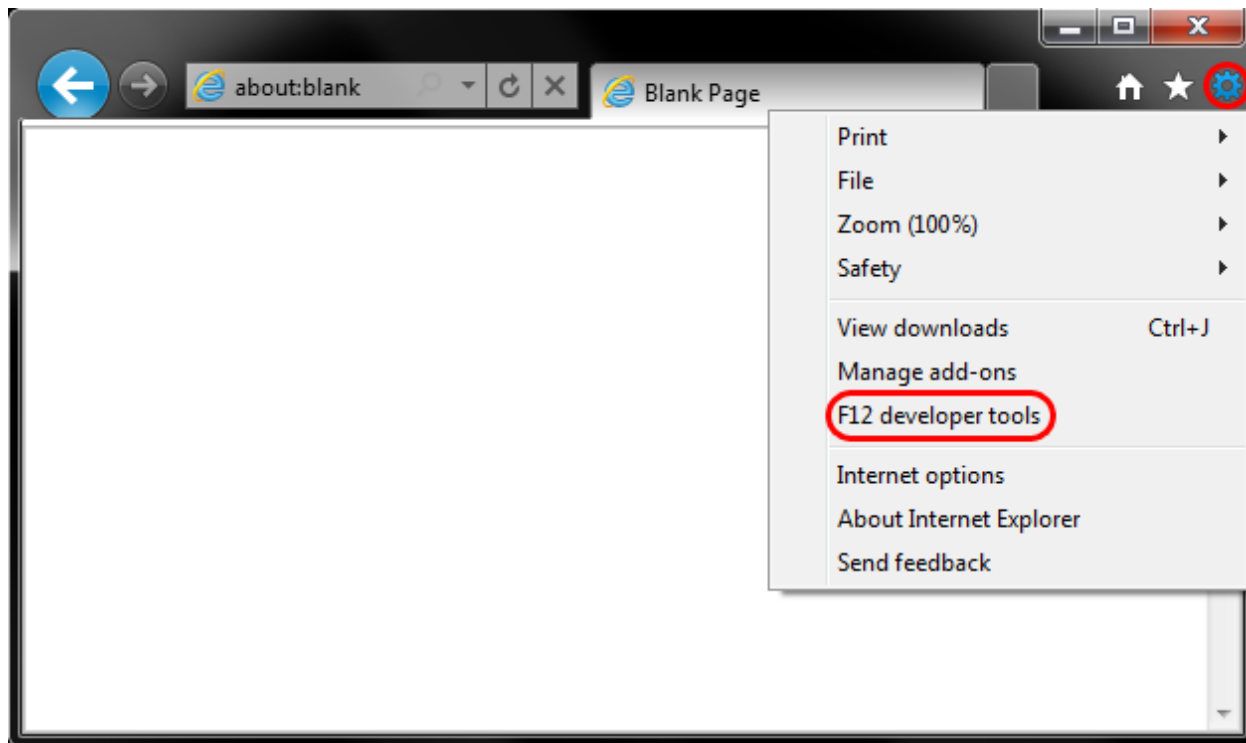
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.



## Further Troubleshooting

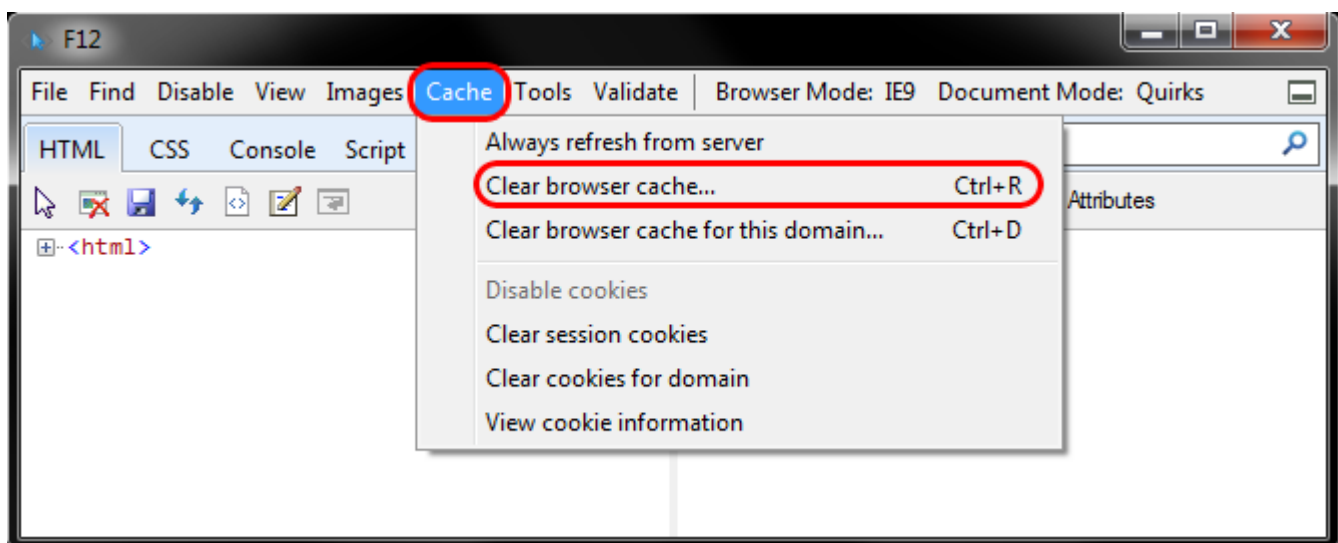
The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications such as WiscMail require a more thorough procedure. If you are still having issues, try to steps below.

- **Note:** The F12 developer tools in Internet Explorer 11 do not include a cache menu. This process will only work for IE10 or lower.

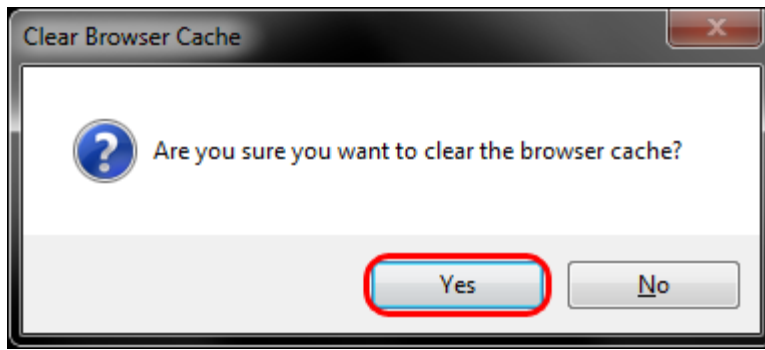


1. Close out of **Internet Options**. Click on **Tools** and select **Developer Tools**.

2. In the **Developer Tools** window, click on **Cache** and select **Clear Browser Cache...**



3. Click **Yes** to confirm the clearing of the browser cache.



## Mobile Devices

### Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser, but 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. Tap **Chrome menu > Settings**.
2. Tap **(Advanced) Privacy**.
3. From the "Time Range" drop-down menu, select **All Time**.
4. Check **Cookies and Site data** and **Cached Images and Files**.
5. Tap **Clear data**.
6. Exit/quit all browser windows and re-open the browser.

### Safari for iOS

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. Tap **Chrome menu > Settings**.
2. Tap **Privacy**.
3. Tap **Clear Browsing Data**.
4. Choose the data type you want to clear.
5. Tap **Clear Browsing Data**.
6. Exit/quit all browser windows and re-open the browser.

## Desktop browsers

### Chrome

1. In the browser bar, enter:

```
chrome://settings/clearBrowserData
```

2. At the top of the "Clear browsing data" window, click **Advanced**.
3. Select the following:
  - **Browsing history**
  - **Download history**
  - **Cookies and other site data**
  - **Cached images and files**

From the "Time range" drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select **All time**.

4. Click **CLEAR DATA**.
5. Exit/quit all browser windows and re-open the browser.

### 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:** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
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**.
4. Click **Clear Now**.
5. Exit/quit all browser windows and re-open the browser.

## Microsoft Edge

1. In the top right, click the Hub icon (looks like star with three horizontal lines).
2. Click the History icon (looks like a clock), and then select **Clear all history**.
3. Select **Browsing history**, then **Cookies and saved website data**, and then **Cached data and files**. Click **Clear**.
4. After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

## Internet Explorer 11

### 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. If you experience difficulty with Internet Explorer, make sure compatibility mode is turned off.

1. Select **Tools > Safety > Delete browsing history...**

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

2. Deselect **Preserve Favorites website data**, and select:
  - **Temporary Internet files** or **Temporary Internet files and website files**
  - **Cookies** or **Cookies and website data**
  - **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 8 and later

1. From the **Safari** menu, select **Clear History...** or **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.