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Clearing Commonly Used Browser's Internet Cache

For information on how to clear the cache of commonly used internet browsers, please see below.

__NOTE: If your browser is not listed, please refer to the documentation that came with your device or the browser software on how to clear its cache.__

__REMINDER__*: To protect your privacy and prevent unauthorized use of your System ID, **1) sign out of the Self-Service application, 2) clear the browser's cache, and 3)** __close all web browser windows.__*

Desktops

Internet Explorer 7
1. From the Tools menu, select Internet Options.
2. Under "Browsing history", click Delete.
3. To delete your cache, click Delete files.
4. Click Close, and then click OK to exit.
5. After the cache is cleared, click the X to close the browser window and confirm ALL browser windows are closed.

Internet Explorer 9, 10, and 11
1. Select **Tools (via the Gear icon)**
2. Select **Safety**
3. Select **Delete Browsing History…**
   NOTE: You can also access this menu by holding Ctrl + Shift + Delete
4. Make sure to uncheck **Preserve Favorites websites data** and check both **Temporary Internet Files** and **Cookies** then click **Delete.**

Microsoft Edge
1. Click the **Hub** icon.
2. Click the **History** icon.
3. Click the link labeled **Clear all History**.
4. Check the boxes for each item you want to clear.
5. Click the **Clear** button. The message "**All Clear!**" will appear.

Android
To clear cache:
1. Start your browser.
2. Tap Menu, and then tap More.
3. Select Settings.

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4. Under "Privacy settings", select Clear cache, and then tap OK to accept (or Cancel to cancel) the deletion

Chrome
1. In the browser bar, enter: chrome://settings/clearBrowserData
2. Select the Empty the cache.
You can choose the period of time for which you want to clear cached information from the Obliterate the following items from: drop-down menu. To clear your entire cache, select the beginning of time.
3. Click Clear browsing data.

Firefox 3.5 and above for Windows
1. From the Tools menu, select Clear Recent History.
2. From the Time range to clear: drop-down menu, select the desired ranges; to clear your entire cache, select Everything.
3. Click the down arrow next to "Details" to choose Cache. Click Clear Now.

Firefox 3 for Windows
1. From the Tools menu, select Clear Recent History… and then select Cache.
2. Click Clear Recent History.

Firefox 3.5 and above for Mac OS X
1. From the Tools menu, select Clear Recent History.
2. From the Time range to clear: drop-down menu, select the desired ranges; to clear your entire cache, select Everything.
3. Click the down arrow next to "Details" to choose which elements to clear. Click Clear Now.

Firefox 3 for Mac OS X
1. In Firefox, from the Tools menu, select Clear Recent History.
2. Select Cache and then click Clear Private Data Now.

Safari
1. From the Safari menu, select Reset Safari.
2. From the menu, select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data covers both cookies and cache.

Mobile Devices

Mobile Safari for iPhone OS (iPhone, iPod touch, iPad)
To clear cache and cookies:
1. From the home screen, tap Settings, and then tap Safari.
2. At the bottom of Safari's settings screen, tap the button for Clear Cache. To confirm, tap Clear Cache again.

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Safari - Apple iPhone, iPad
1. From the home screen, tap Settings.
2. Scroll to and tap Safari.
3. Scroll to and tap Clear History and Website Data.
4. Read the warning message and tap Clear History and Data.
   (The browser cache and cookies are now cleared.)

UC Browser
1. Press the Menu icon.
2. Click on the Settings gear icon in the UC Browser toolbar.
3. Scroll down to 'Clear Records' and press it.
4. You're now given the option to clear Cookies, Form, History, and Cache. Make sure 'History' is ticked and hit the Clear button.

Google Chrome
1. Open the Chrome browser and tap the Menu button (⋮). ...
2. Tap "Settings" in the menu that appears. ...
3. Tap "Privacy" in the Advanced section. ...
4. Scroll down and tap "Clear Browsing Data." ...
5. Ensure that "Cache" and "Cookies, site data" are checked and then tap "Clear."

Google Chrome on iOS – iPhone and iPad – Updated
1. Scroll down and tap Privacy.
2. Tap Clear Browsing Data.
3. Select which Browsing Data to clear (Browsing History, Cookies, Site Data, Cached Images and Files) then Tap Clear Browsing Data.

Opera Mini or Opera Mobile Open
1. Open your opera mini and tap on your home icon; the "O" button or Click the Wrench icon.
2. Click on Settings.
3. From the list of options, select on Privacy.
4. You will then select the task you wish to perform from the list i.e., Clear Cookies/Clear Passwords/Clear History.
5. Click OK

Firefox

1. Open the Firefox browser
2. Tap the Menu button (either below the screen on some devices or at the top-right corner of the browser)
3. Select Settings (you may need to tap More first) .
4. Scroll down to the Privacy & Security section
5. Choose Clear cache option.
6. Tap OK when prompted.
7. Select the items you want to clear and then tap Clear data.

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    8. Tap Ok again and you're done.

Dolphin

1. Open Dolphin and Tap the Dolphin button at the bottom of the screen
2. Tap the "Clear Data" button
3. Ensure that "Cache and site date" is checked
4. Tap "Clear selected data"

Samsung

1. From the home screen, tap **Internet**.

   Note: If the shortcut is missing, tap **Apps** and tap **Internet**.

2. Tap the **Menu** key.
3. Scroll to and tap **Settings**.
4. Tap **Privacy and security**.
5. Tap **Clear cache**.
6. Tap **OK**.
7. The cache is now cleared.

Any Browser

1. Open the Settings app on your device
2. Select "Apps or "Applications"
3. Find and tap the browser you want to clear data for
4. Tap "Clear Data"