

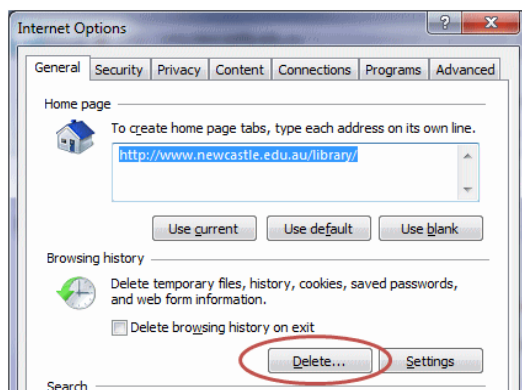
## Clearing your cache and cookies

Below are instructions for clearing your cache and cookies in the most common Windows browsers. Other browsers will have similar options.

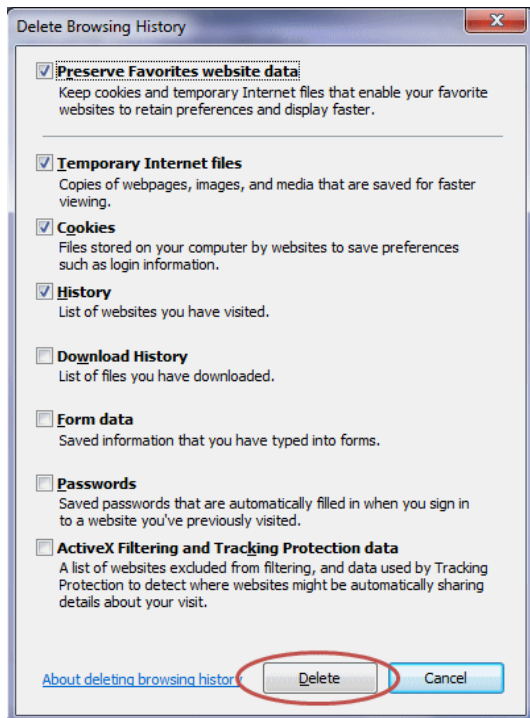
- [Internet Explorer](#)
- [Firefox](#)
- [Chrome](#)
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- [Safari on Mac](#)
- [Safari - "too many redirects" message](#)

### Internet Explorer

- Click on **Tools | Internet Options**
- On the General tab, under Browsing history, click the **Delete...** button

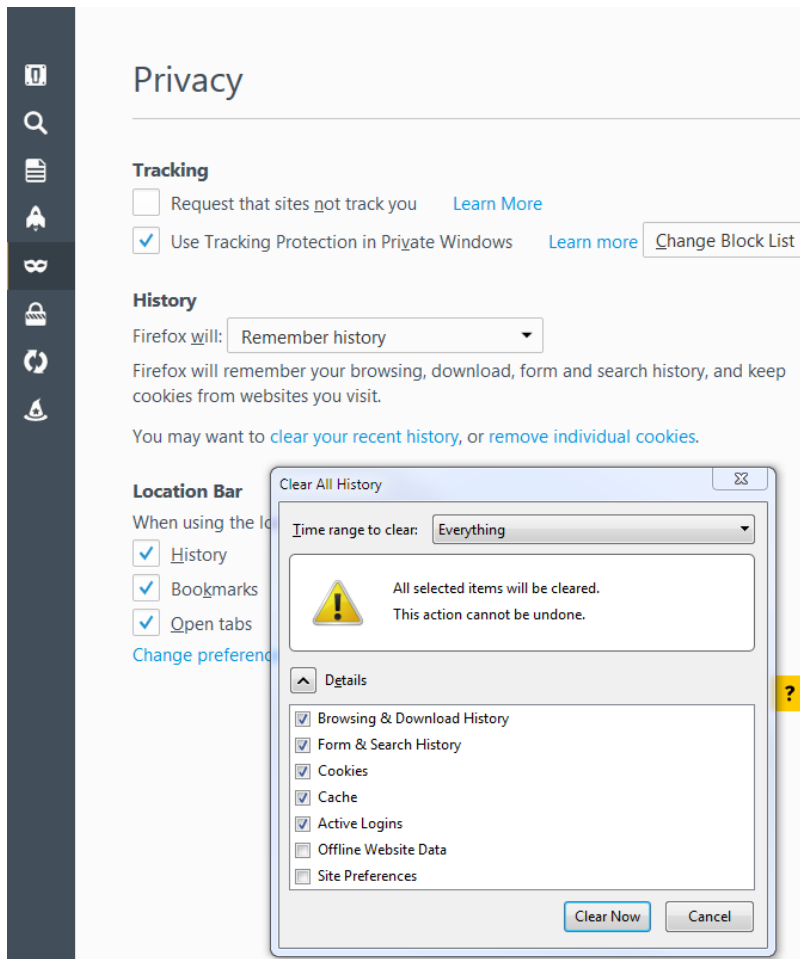


- Select the what parts of your browsing history you wish to delete. You should always include **Temporary Internet Files** and **Cookies** - the other items are optional.
- Click **Delete** then **OK**
- **Shut down Internet Explorer, then re-open**



## Firefox

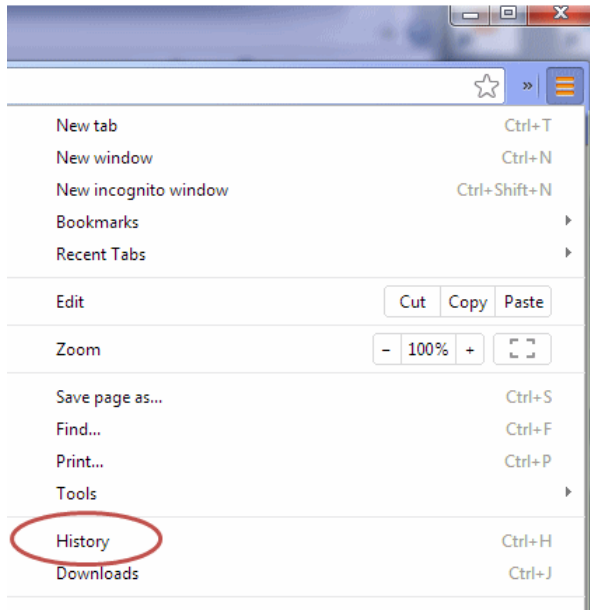
- Click on **Tools | Options**
- Select **Privacy**
- Click **clear your recent history**



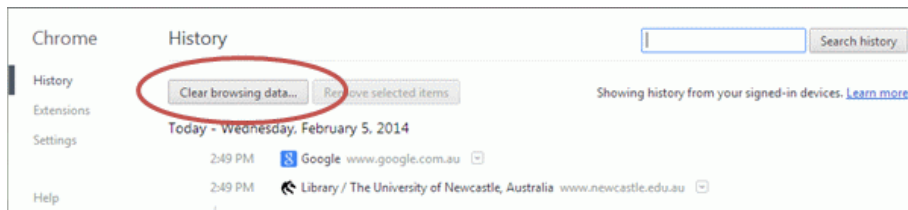
- Make sure the Time range to clear is set to: **Everything**
- Select the what parts of your browsing history you wish to delete. You should always include **Cache** and **Cookies** - the other items are optional.
- Click **Clear Now**
- **Shut down Firefox, then re-open**

## Chrome

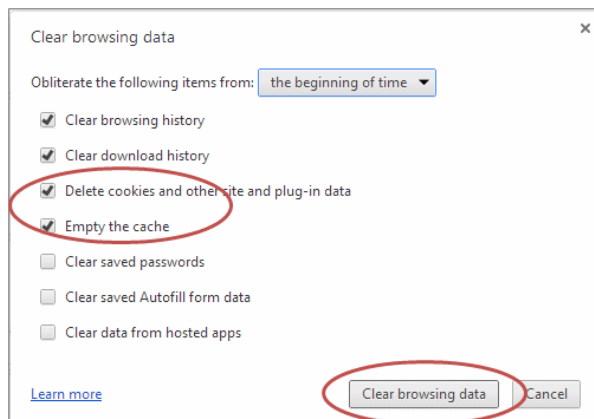
- Click the menu on the top right, then select **History**



- Click the **Clear browsing data** button



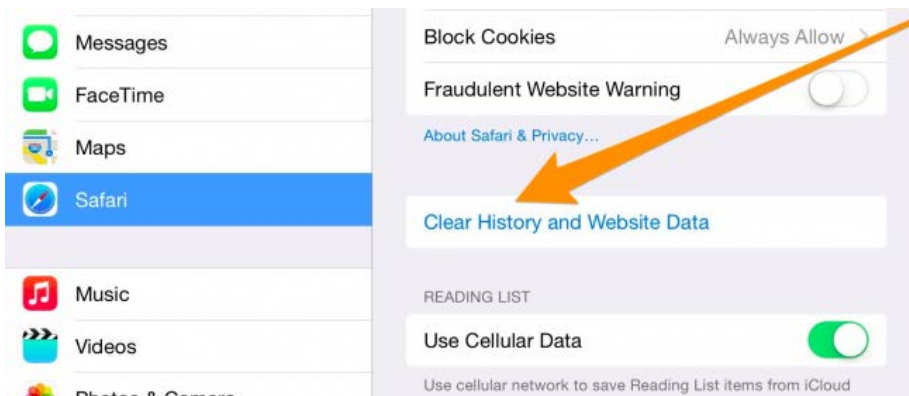
- Select the what parts of your browsing history you wish to delete. You should always include **Empty the cache** and **Delete cookies ...** - the other items are optional.
- Click **Clear browsing data**
- **Shut down Chrome, then re-open**



## Safari on ipad

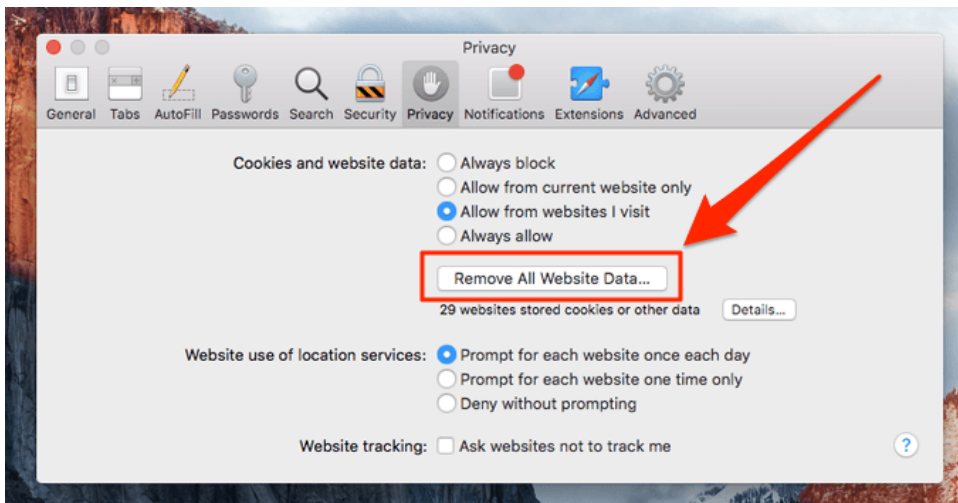
- Select Settings > Safari > **Clear History and Website Data**.
- In iOS 7 or earlier, tap **Clear History** and tap **Clear Cookies and Data**.
- To **clear** other stored information from Safari

- Select Settings > Safari > Advanced > **Website Data** > Remove All **Website Data**



### Safari on Mac

- In the Safari menu bar, click the **Safari** option.
- Click **Preferences**
- In the window that appears, click the **Privacy** tab. Click the button **Remove All Website data**
- Click **Remove Now** in the pop up window that appears.



### Safari "Too many redirects"

- In the Safari menu bar, click the **Safari** option.
- Click **Preferences**
- In the window that appears, click the **Privacy** tab.
- Click the **Details** button that appears under the Remove All Website Data button.
- Search for the name of the website that you are trying to view.
- Click the **Remove** button.
- Close the Safari Preferences window.