

# Clearing Cache & Cookies

When you use a web browser it saves some information from websites in its cache and cookies. Clearing them fixes certain problems, like loading or formatting issues on sites.

## If you're using Chrome...

On a computer

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click More tools 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.

On an Android Device

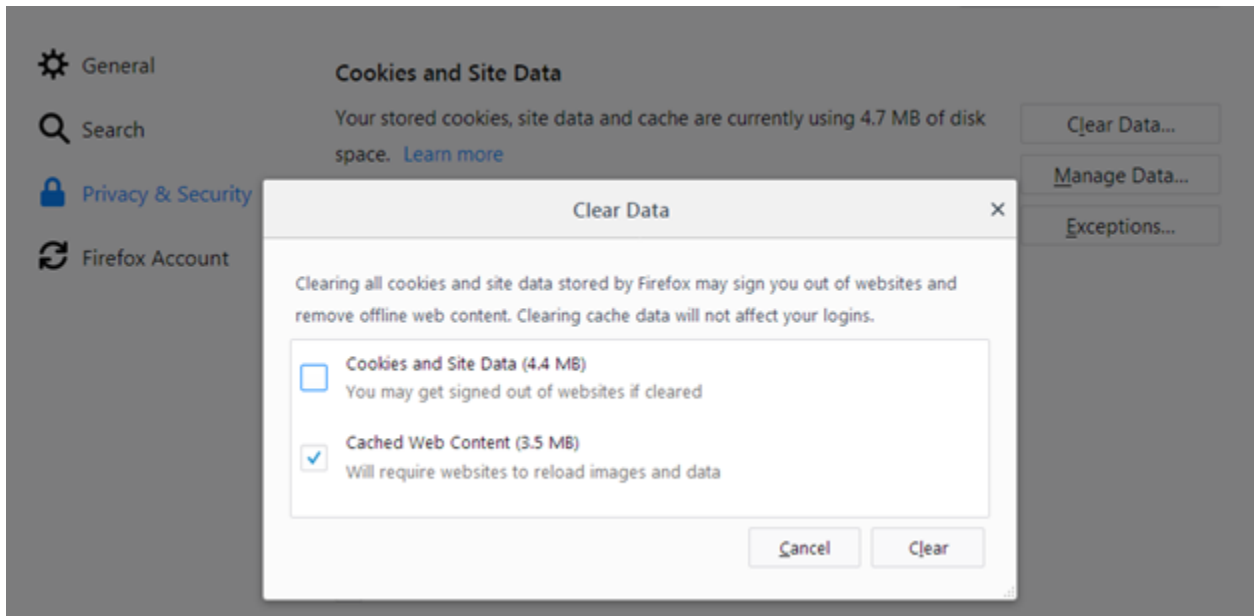
1. On your Android phone or tablet, open the Chrome app .
2. At the top right, tap More .
3. Tap History Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and site data" and "Cached images and files," check the boxes.
6. Tap Clear data.

On an iPhone or Ipad

1. On your iPhone or iPad, open the Chrome app .
2. At the bottom, tap More .
3. Tap History Clear browsing data.
4. Make sure there's a check mark next to "Cookies, Site Data," and "Cached Images and Files."
5. Tap Clear browsing data.

## If you're using Firefox...

1. Click the menu button and select Settings.
2. Select the Privacy & Security panel.  
In the **Cookies and Site Data** section, click **Clear Data...**



3. Remove the check mark in front of *Cookies and Site Data*.
4. With *Cached Web Content* check marked, click the **Clear** button.

## If you're using Microsoft Edge...

1. Click on the "Hub" symbol in the main menu.
2. Then browse to the "History".
3. Now you can click on "Delete the whole History".
4. Check the option "temporary services and files" and confirm the selection with a click on the "Delete" Button.