

Clearing Cookies



Chrome:

Clear cache & cookies

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

Computer Android iPhone & iPad

In Chrome

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.

[Learn how to change more cookie settings in Chrome.](#) For example, you can delete cookies for a specific site.

What happens after you clear this info

After you clear cache and cookies:

- Some settings on sites get deleted. For example, if you were signed in, you'll need to sign in again.
- If you [turn sync on in Chrome](#), you'll stay signed into the Google Account you're syncing to in order to delete your data across all your devices.
- Some sites can seem slower because content, like images, needs to load again.

How cache & cookies work

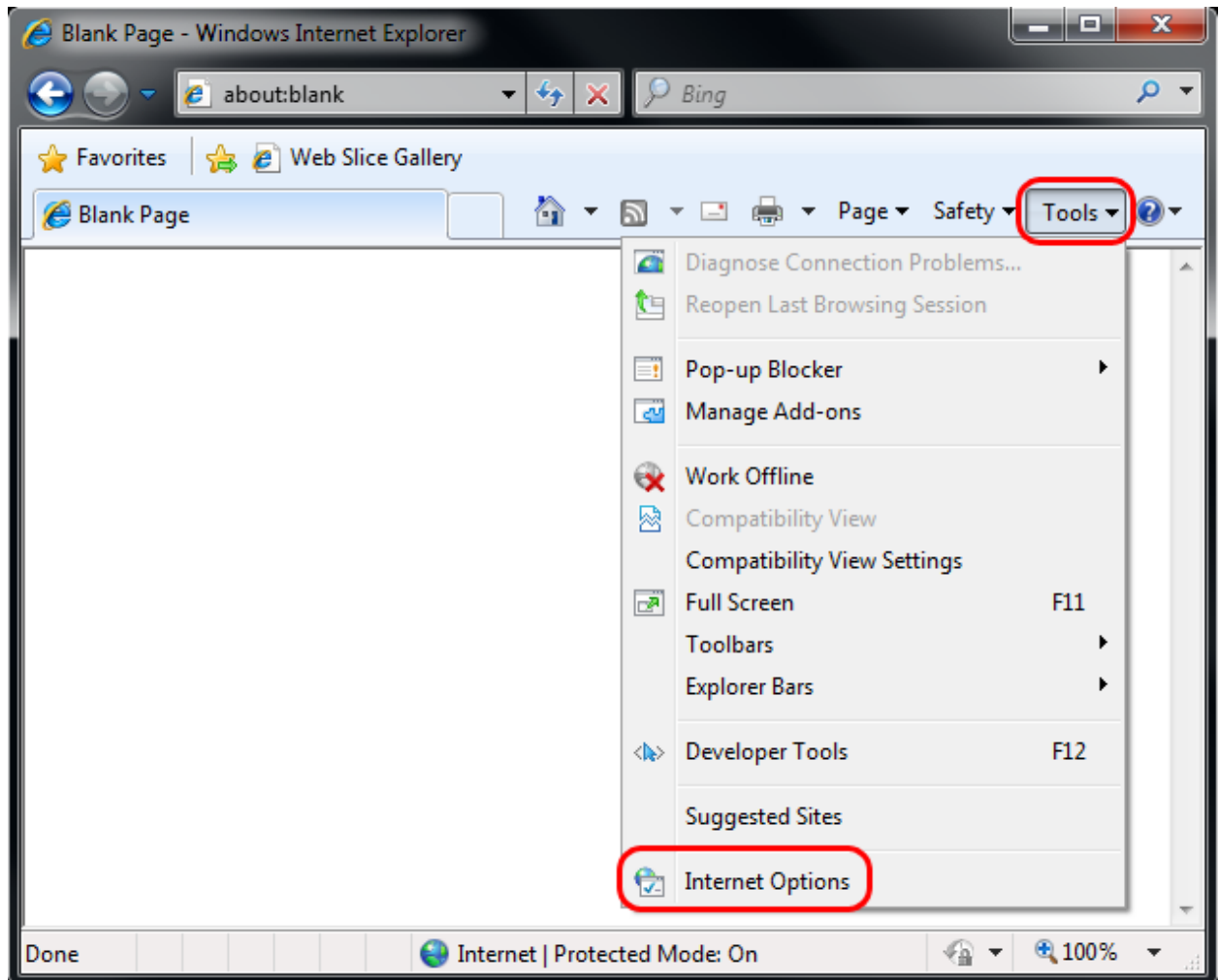
- Cookies are files created by sites you visit. They make your online experience easier by saving browsing data.
- The cache remembers parts of pages, like images, to help them open faster during your next visit.

Explorer:

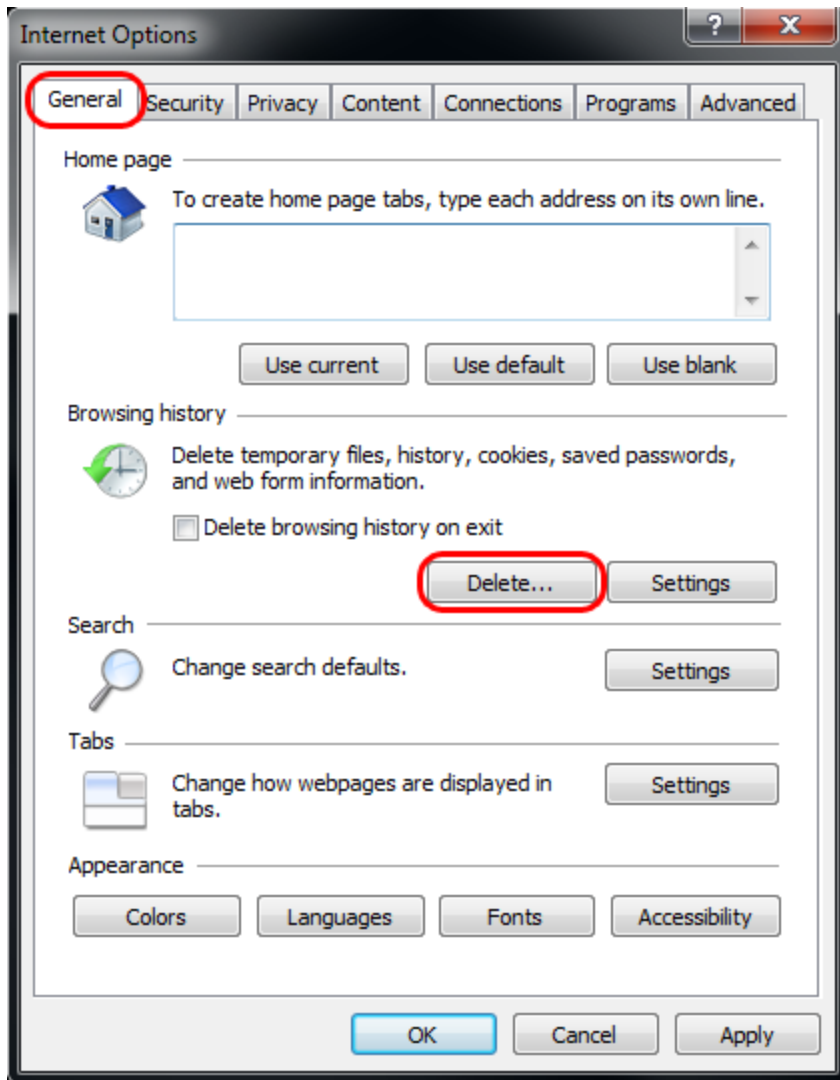
INTERNET EXPLORER 8 (WIN) - CLEARING CACHE AND COOKIES

This document explains how to clear the cache and cookies in Internet Explorer 8.

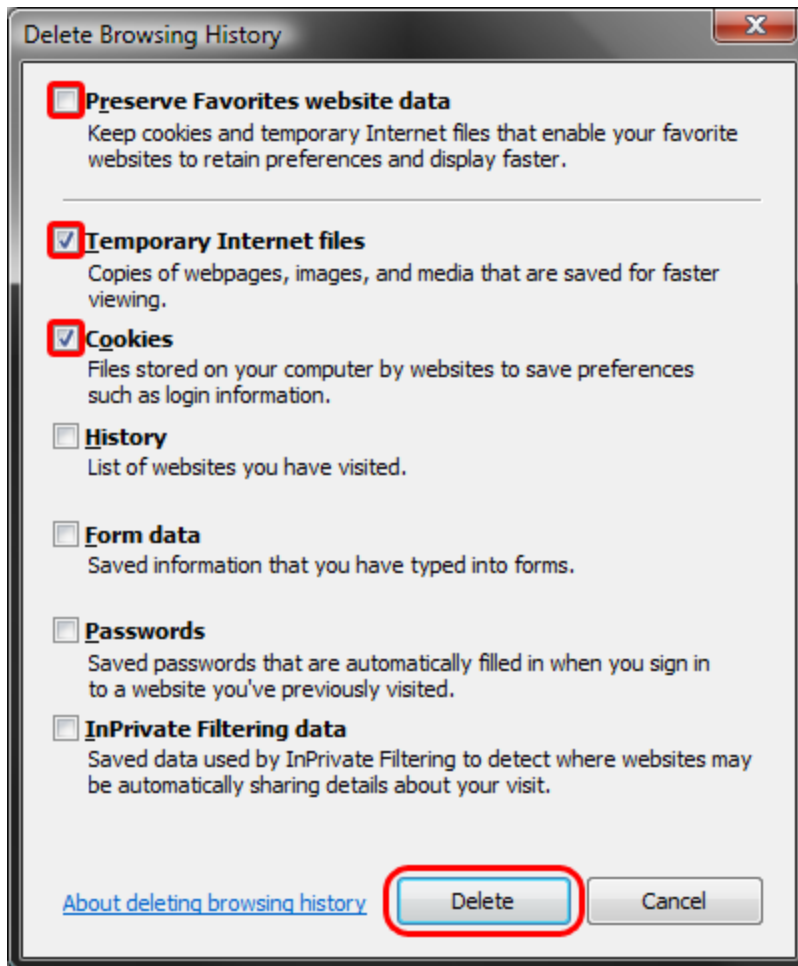
1. Select **Tools > Internet Options**.



2. Click on the **General** tab and then the **Delete...** button.



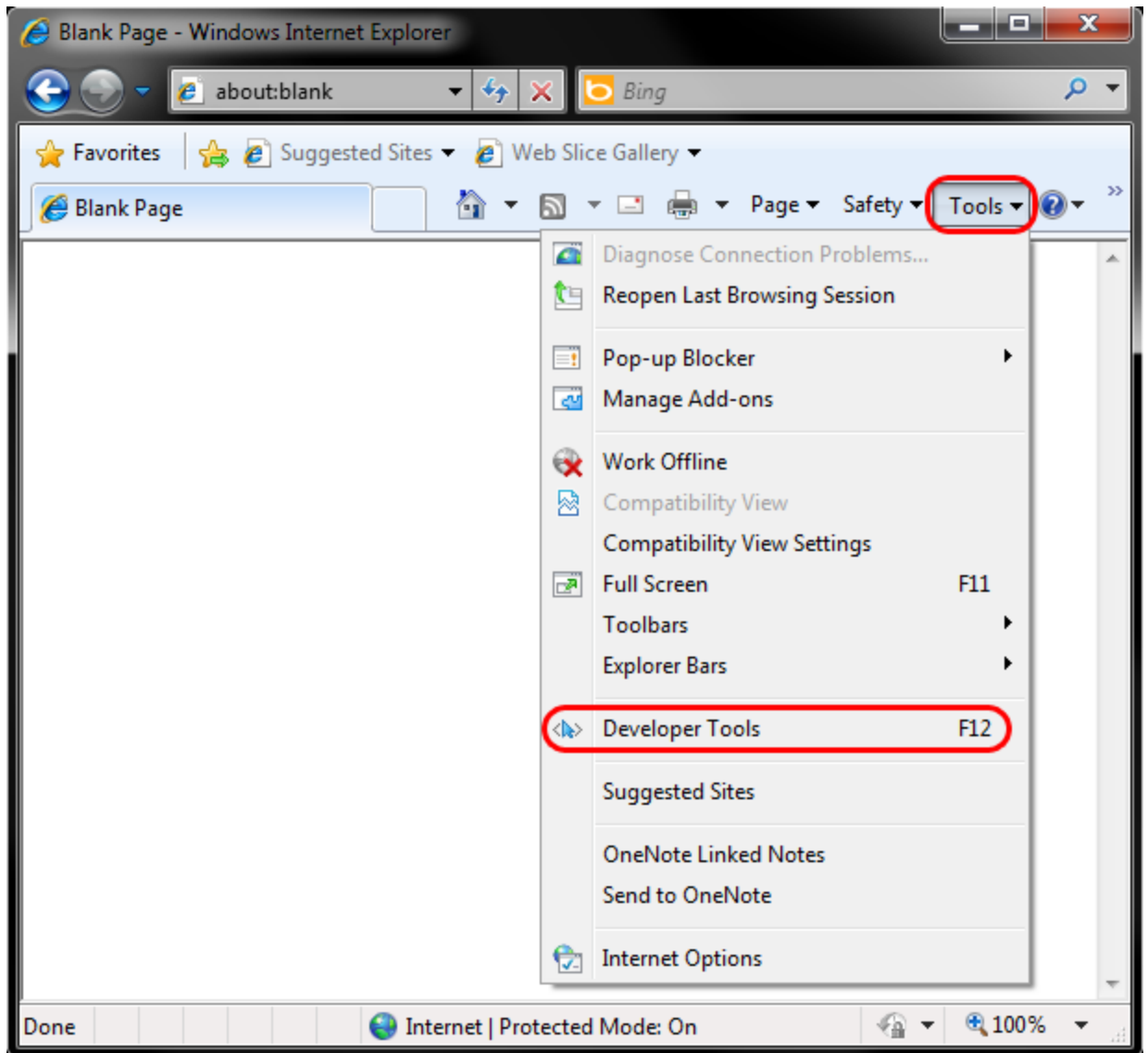
3. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



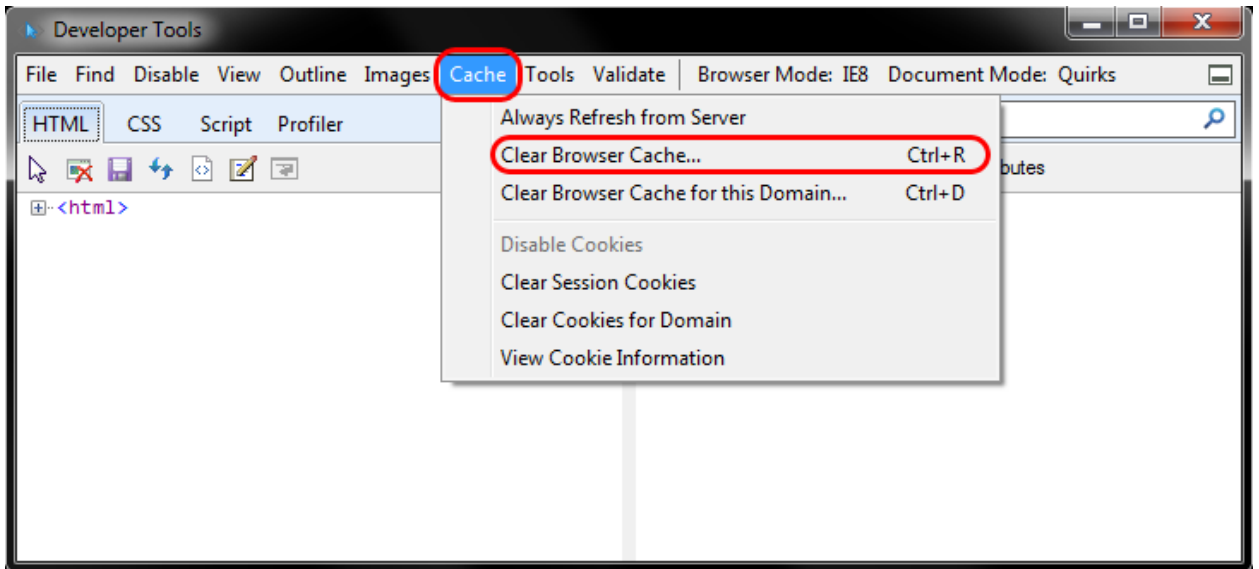
FURTHER TROUBLESHOOTING

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.

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.

