

Clearing web browser cache, cookies, history and disabling popup blockers.

Note:

Clearing your web browser's cache, cookies, and history may remove some data that you wish to keep.

Notes:

- In most computer-based web browsers, you can open menus used to clear cache, cookies, and history, by pressing **Ctrl-Shift-Delete** (Windows) or **Command-Shift-Delete** (Mac). If this does not work, follow the appropriate instructions below.
- If you do not see instructions below for your specific version or browser, search your browser's Help menu for "clear cache". If you are unsure what browser version you are using, from the Help menu or your browser's menu, select **About [browser name]**. In Internet Explorer and Firefox, if you do not see the menu bar, press **Alt**.

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About cache, cookies, and history

Clearing your web browser's cache, cookies, and history may remove data such as the following:

- Saved passwords
- Address bar predictions (e.g. [Chrome](#), [Firefox](#))
- Shopping cart contents, etc.

While you should clear your web browser's cache, cookies, and history periodically in order to prevent or resolve performance problems, you may wish to record some of your saved information first. If you are unable to do so, see [Troubleshooting alternatives](#) below.

For information about your web browser's cache, cookies, and history, see the following Wikipedia pages:

- [Web cache](#)
- [HTTP cookie](#)
- [Web browsing history](#)

Troubleshooting alternatives

If you need to clear your cache, cookies, and history for troubleshooting purposes, but are not yet prepared to lose the content listed above, you may wish to consider using a private browsing window in your preferred browser as a temporary solution. For instructions, see:

- [How do I open a new Private Window?](#) (Firefox)
- [Browse in private with Incognito mode](#) (Chrome desktop and Android)
- [In Private Browsing](#) (Internet Explorer)
- [Browse InPrivate in Microsoft Edge](#)
- [Safari for Mac: Use Private Browsing windows in Safari](#)
- [Turn Private Browsing on or off on your iPhone, iPad, or iPod touch](#)
- https://en.wikipedia.org/wiki/Pop-up_ad

Clearing cache from mobile browsers

Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser. However, 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. Touch **Chrome menu > Settings**.
2. Touch **(Advanced) Privacy**.
3. Touch **Clear browsing data**.
4. Exit/quit all browser windows and re-open the browser.

Safari (Apple iOS)

Note:

The following steps apply to the newest version of Mobile Safari for iOS. If you need instructions for older versions, you might find them in Apple Support's [Safari web settings on your iPhone, iPad, or iPod touch](#).

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. Touch **Chrome menu** > **Settings**.
2. Scroll to **Privacy and select History**.
3. Select **Clear on-device history**.
4. Next select **Clear third party cookies**.
5. Exit/quit all browser windows and re-open the browser.

Clearing cache from desktop browsers

Chrome

1. In the browser bar, enter:

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

2. Clear the following items from: Choose the period of time for which you want to clear cached information. To clear your entire cache, select **the beginning of time**; this is the default from the drop down list.
3. By default, the following checkboxes are selected:
 - Browsing history**
 - Cookies and other site data**
 - Cached images and files**
4. Click **Clear browsing 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** select **Everything** to clear all cache.
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 or minimally select **Browsing & Download History, Cookies, and Cache**.
4. Click **Clear Now**.
5. Exit/quit all browser windows and re-open the browser.

Internet Explorer 11 and higher

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.

1. Select **Tools** (via the Gear Icon) > **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 and website files**
 - 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

Safari 8 and higher

1. From the **Safari** menu, select **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.

Disabling Popup Blockers

Chrome

By default, Chrome will notify you when a pop-up is blocked and give you an option to see it. To turn off pop-up blocker, follow these instructions:

1. Click the **Customize and control Google Chrome** menu (the three dots/ vertical ellipses in the upper right corner).
2. Select **Settings**.
3. Click the **Advanced** settings (at the bottom).
4. Under **Privacy**, click the **Content Settings**.
5. To disable the pop-up blocker, slide the **Allow** slide bar to the right (on).
6. To enable pop-ups on specific sites, the slide bar should be on the left (off). Specific sites can then be added under **'Allow'**.

Firefox (Windows)

1. Click the **Firefox** menu in the right upper corner of the window – triple bar.
2. Select **Options**.
3. Click on **Privacy and Security** on the left.
4. Scroll down to **Permissions**; uncheck **Block pop-up windows**.
5. To enable the pop-up blocker, check the **Block pop-up windows** box.
6. To allow specific pop-ups, click **Exceptions** and enter the URL(s).

Internet Explorer (Windows IE 9 and later)

1. Click the **GEAR** icon and select **Internet Options**.
 2. Select the **Privacy** tab.
 3. Uncheck **Turn on Pop-up Blocker** to disable the pop-up blocker.
 4. Click the **Settings** button to disable pop-up blockers for specific sites.
 5. Click **OK**.
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