

INTERNET BROWSERS — CLEARING CACHE AND COOKIES

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Steps for Chrome

With Chrome as the active application, use the keyboard shortcut **CTRL + SHIFT + DEL** to display the dialog in Figure 1. Follow the steps below to successfully clear cache and cookie data:

- 1. Click the **Basic** tab ...
- 2. For the time range, select All time ...
- 3. Check Cookies and other site data ...
- 4. Check Cached images and files ...



- 5. Click the Advanced tab ...
- 6. For the time range, select All time ...
- 7. Check Cookies and other site data ...
- 8. Check Cached images and files ...
- 9. Check Site settings ...
- 10. Check Hosted app data ...
- 11. Click Delete data

Close and Re-Open the Browser

Since some of the browser data cannot be deleted while the browser is open, it's recommended that you close and re-open the browser to complete the process.

Alternatively, we've had success using the keyboard shortcut **CTRL+F5** which forcibly refreshes the browser without having to close it. If these steps do not resolve your issue, please restart your workstation before troubleshooting further.

We're ready to talk.

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Steps for Edge

With Edge as the active application, use the keyboard shortcut **CTRL + SHIFT + DEL** to display the dialog in Figure 3. Follow the steps below to successfully clear cache and cookie data:

- **1.** For the time range, select **All time** ...
- 2. Check Cookies and other site data ...
- 3. Check Cached images and files ...
- 4. Click the button Clear now

Close and Re-Open the Browser

Since some of the browser data cannot be deleted while the browser is open, it's recommended that you close and re-open the browser to complete the process.

Alternatively, we've had success using the keyboard shortcut **CTRL + F5** which forcibly refreshes the browser without having to close it. If these steps do not resolve your issue, please restart your workstation before troubleshooting further.

FIGURE 3 | 🔃 Edge CTRL + SHIFT + DEL × Delete browsing data Time range 1 All time \sim Browsing history 405 items and more on synced devices. Clears history from all signed-in devices that are syncing. Download history 30 items Cookies and other site data **√** 2 From 289 sites. Signs you out of most sites. Cached images and files From 289 sites. Signs you out of most sites. Clear browsing data for Internet Explorer mode This will clear your data across all your synced devices signed in to j.marshall@domain.com. To clear browsing data from this device only, sign out first. 4 Clear now Cancel

We're ready to talk.