

How to Clear Cookies and Cache

Browsers tend to hold onto information over time; this could cause problems with logging in or bringing up websites. It is always a good idea to clear browsing data on a regular basis. To clear your browsing data, follow the instructions below.

Google Chrome

- **Open Google Chrome**
 - **Click the three dots in the top right corner of the page**
 - **Go to Settings**
 - **Click Privacy and security**
 - **Click Delete Browsing Data**
 - **Select All Time as the time range**
 - **Select Cookies and other site data**
 - **Click Delete Data**
 - **Restart Google Chrome**
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Mozilla Firefox

- **Open Mozilla Firefox**
 - **Click the three lines in the top right corner and click Settings**
 - **Select Privacy & Security from the left side menu**
 - **Scroll down and find Cookies and Site Data**
 - **Click Clear Browsing Data...**
 - **Use drop-down box to change When to Everything**
 - **Select Cookies and site data**
 - **Click Clear**
 - **Restart Mozilla Firefox**
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Microsoft Edge

- **Open Microsoft Edge**
- **Click the three dots in the upper right corner of the browser window**
- **Select Settings**
- **Select Privacy, search, and services from the left side menu**
- **Select Clear browsing data**

- **Select Choose what to clear**
 - **Under Time range, select All Time**
 - **Select Cookies and other site data**
 - **Select Clear Now**
 - **Restart Microsoft Edge**
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macOS (Safari)

- **Open Safari**
- **Click History in the menu bar**
- **Click Clear History**
- **Select All History**
- **Click Clear History**
- **Click Safari in the menu bar**
- **Click Settings**
- **Click Privacy**
- **Under Cookies and Website Data, click Manage Website Data**
- **Click Remove All**
- **Click Remove Now**
- **Click Done**
- **Restart Safari**

iOS

- **Open Settings app**
 - **Scroll down and tap Safari**
 - **Tap Clear History and Website Data**
 - **Tap Clear to confirm**
 - **Restart Safari**
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Mobile App Instructions

To clear cookies and cache on your mobile device:

- **Android Apps:**
 1. Open **Settings**.
 2. Go to **Apps** or **Apps & Notifications**.
 3. Select the app you want to clear (e.g., eAccounts, Canvas, etc.).
 4. Tap **Storage & Cache**.
 5. Tap **Clear Cache** and/or **Clear Storage/Data** as needed.
- **Apple (iOS) Apps:**
 1. Open **Settings**.
 2. Go to **General** → **iPhone Storage**.
 3. Select the app you want to clear.

4. Tap **Offload App** to remove temporary data or **Delete App** and reinstall if needed.

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

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