

State of Tennessee



*A Bright Idea for State Government*

## **How to Clear Cache and Cookies:**

**Microsoft Edge  
Google Chrome  
Firefox  
Internet Explorer**

**State of Tennessee  
Edison**

**March 7, 2022**

## Why you should clear your *Cache*?

A website is composed of thousands of files and pieces of data stored on a webserver. When you access webpages like Edison, many of these files and pieces of data are stored on your computer in a cache allowing for easier access the next time you visit.

Websites like Edison are constantly being updated, as a result, the files stored on your computer slowly become outdated. By clearing this cache, your computer will download the latest files the next time you visit Edison.

**IMPORTANT SHORTCUT/NOTE:** For all browsers, the keyboard shortcut to bring up the delete browsing data and clear cookies/cache panel is **CTRL + SHIFT + DELETE**.

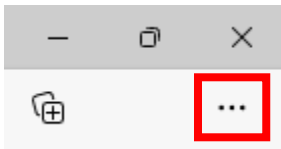
If you hold these three keys (**CTRL + SHIFT + DELETE**) down at the same time, this will bring up the window needed to check all options to clear your browsing data. All you will need to do is make sure **ALL OPTIONS** are checked and that any time range options presented say **All Time**. Also make sure to close your browser after you finish deleting your browsing history and cookies/cache in order to fully complete the process.

**Continue on to see full steps to clear cache and cookies for Microsoft Edge, Google Chrome, Firefox, and Internet Explorer**

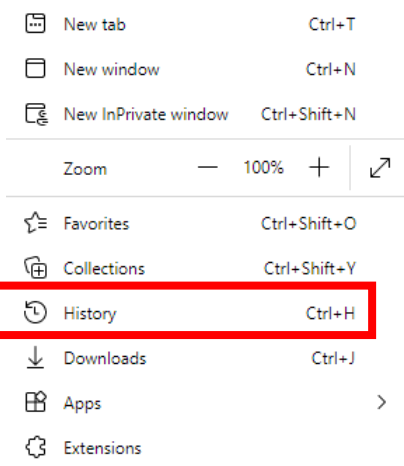
# How to Clear your Internet Browser's Cache and Cookies Microsoft Edge

**(Continue past these steps to clear cache and cookies for Google Chrome, Firefox, and Internet Explorer)**

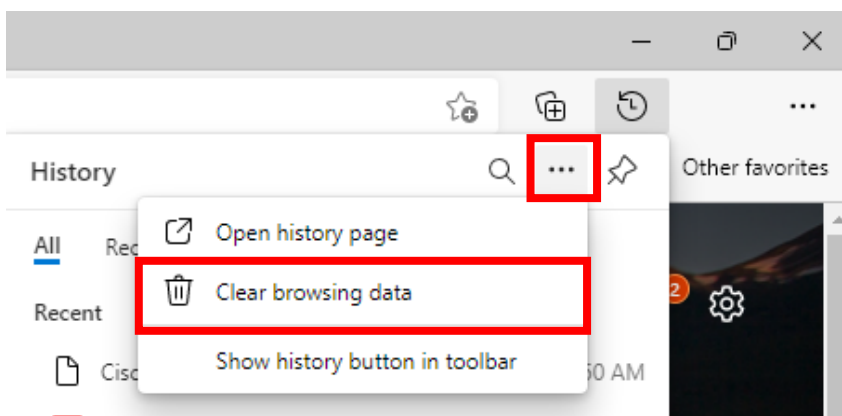
1. Click the **Settings and more** icon in the top right.



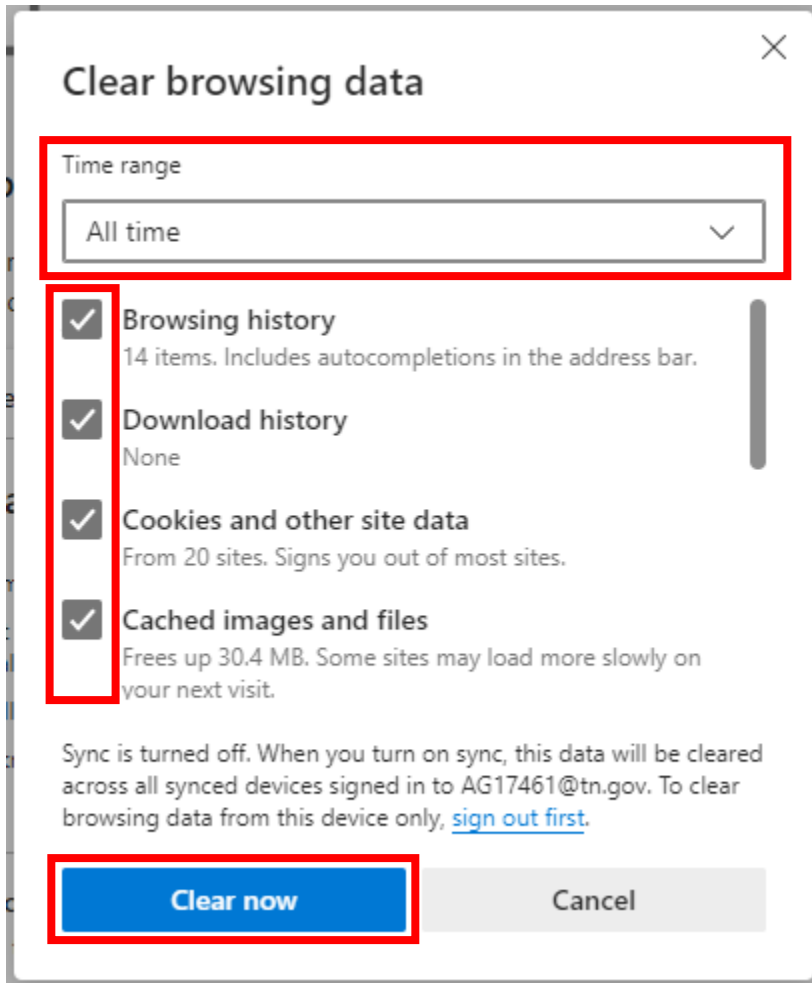
2. Click the **History** option from the drop-down menu



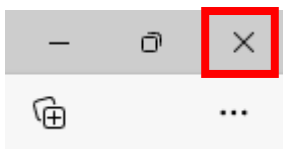
3. Click the **More options** button in the top of the next window that displays and then select **Clear Browsing Data**.



4. The drop down beside **Time range** needs to say **All time**. If the Time range option does not auto default to All time, then simple click the drop down and select All time..
5. Make sure ALL OPTIONS are checked including **Browsing history, Download history, Cookies and other site data, Cached images and files, Passwords, Autofill form data (includes forms and cards), Site permissions, All data from the previous version of Microsoft Edge, and Media Foundation data.**



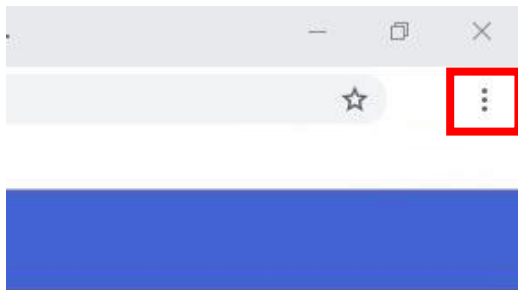
6. Click **Clear now**.
7. Once you have clicked **Clear now** close the browser by clicking the **X** in the top right of the screen and this will complete the process.



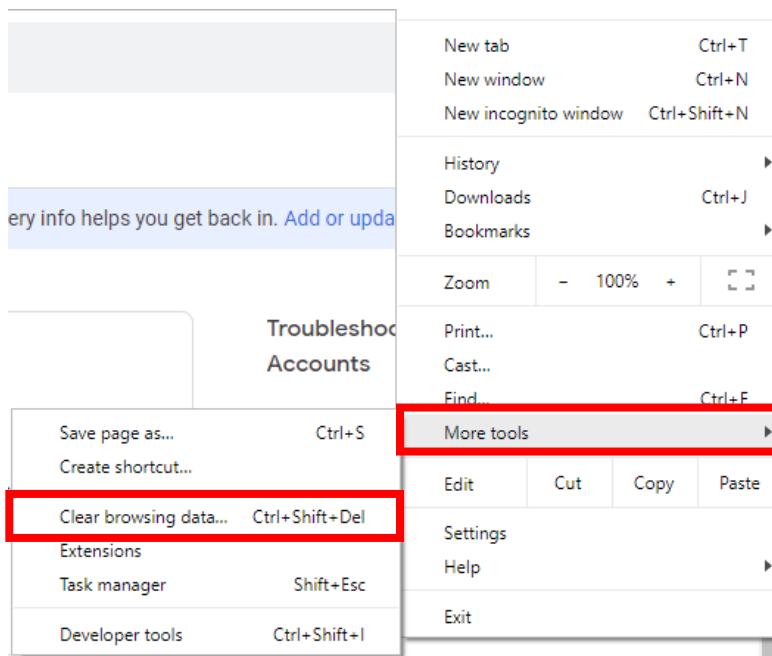
# How to Clear your Internet Browser's Cache and Cookies Google Chrome

**(Continue past these steps to clear cache and cookies for Firefox and Internet Explorer)**

1. Click the **Customize and control Google Chrome** icon in the top right.

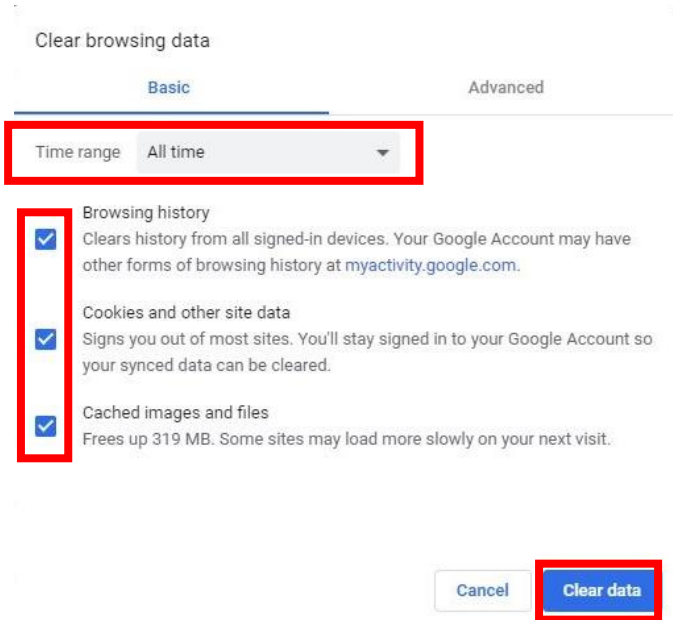


2. Click **More tools** and then **Clear Browsing Data...**

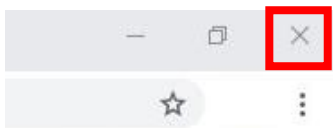


3. At the top of the menu, select **All time** as the **Time range**.

4. Make sure there is a check mark beside **ALL OPTIONS** including: **Browsing history, Download History, Cookies and other site data, Cached images and files, Passwords and other sign-in data, Autofill form data, Site Settings, Hosted app data**. Once all options are checked, click **Clear data**.



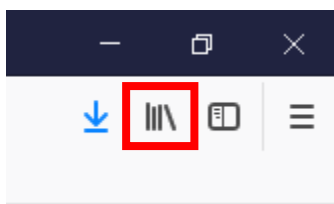
5. Once you have clicked **Clear data** close the browser by clicking the **X** in the top right of the screen and this will complete the process.



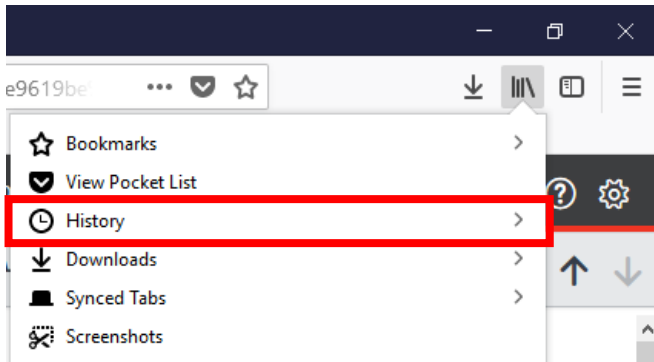
## How to Clear your Internet Browser's Cache and Cookies Firefox

**(Continue past these steps to clear cache and cookies for Internet Explorer)**

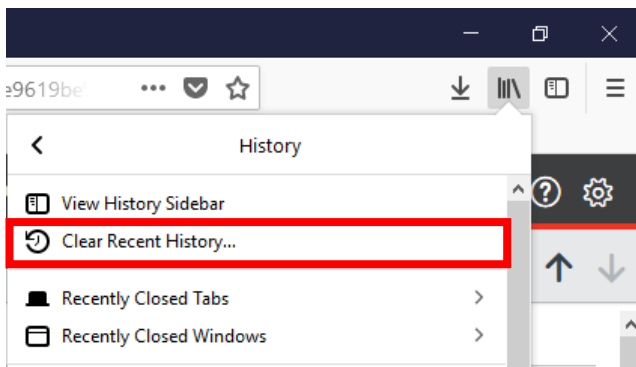
1. Select the **View history, bookmarks, and more** icon from the Firefox toolbar.



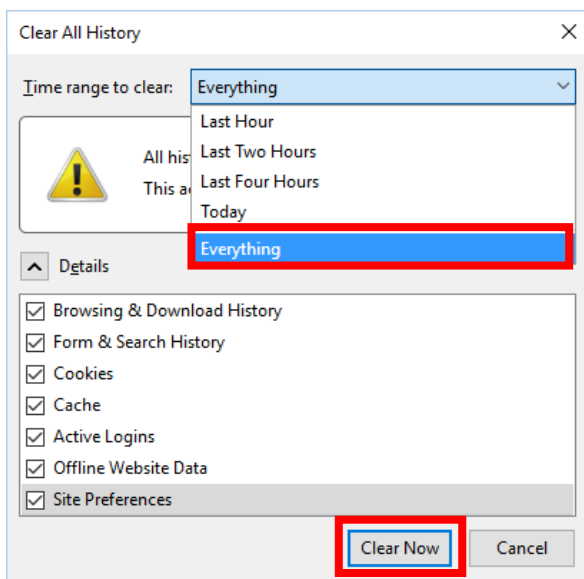
2. Select the **History** option from the menu.



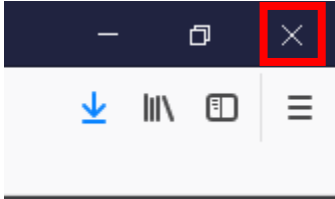
3. Select the **Clear Recent History...** option.



4. Make sure the drop down beside **Time range to clear** says **Everything**. The boxes next to **Browsing & Download History**, **Form & Search History**, **Cookies**, **Cache**, **Active Logins**, **Offline Website Data**, and **Site Preferences** should all have checks. Then press the **Clear Now** button at the bottom of the menu.



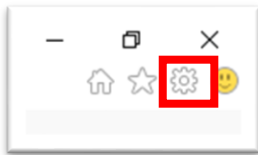
5. Once you click Clear Now, the Clear Recent History box should disappear, and your history has been deleted in Firefox. You will need to close all open browser windows before continuing by clicking the X in the top right corner of the page.



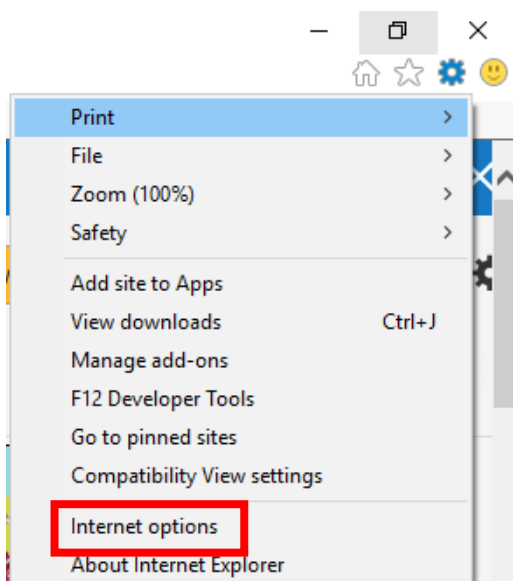
## How to Clear your Internet Browser's Cache and Cookies

### Internet Explorer 11

1. Select **Tools** from the Internet Explorer toolbar.

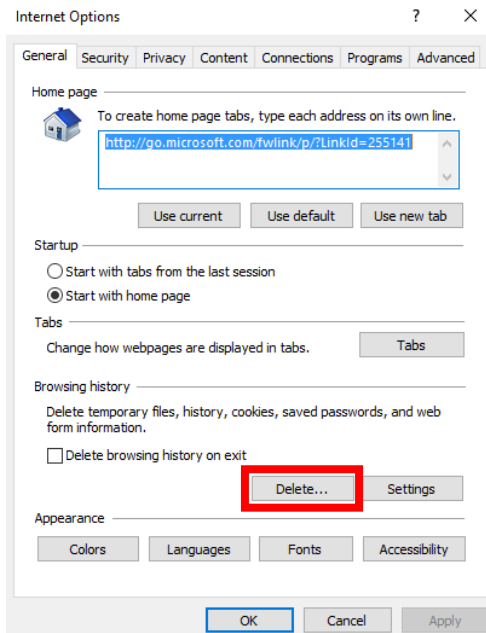


2. Select **Internet options** from the menu in the top right corner of the browser.

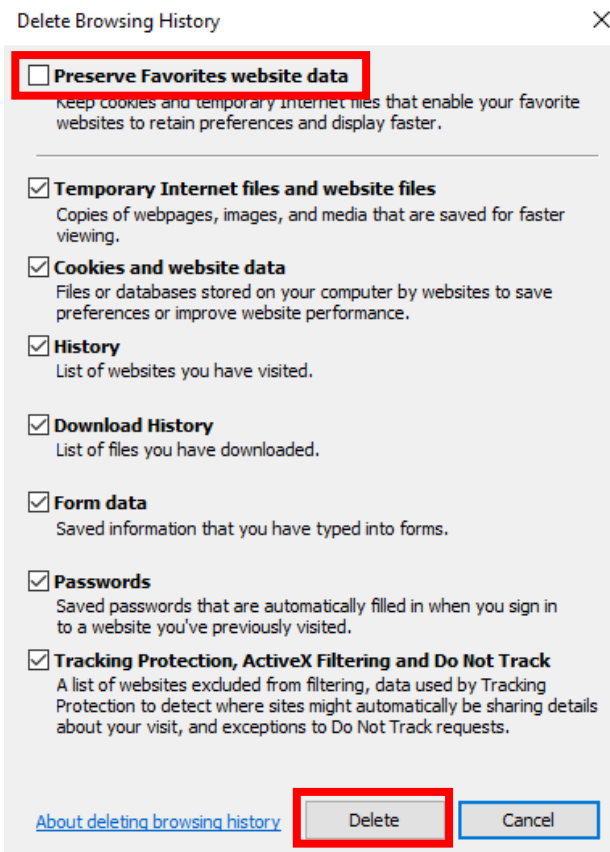




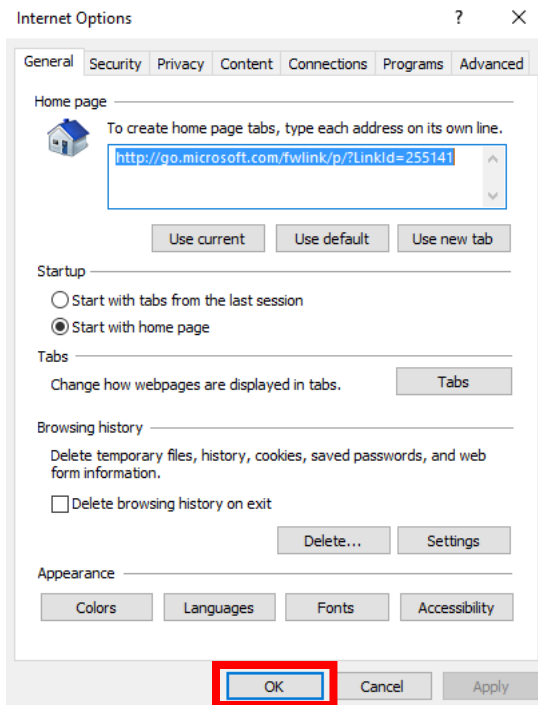
3. Select the **Delete** button.



4. Make sure the box next to **Preserve Favorites website data** is not checked. This should be the only box WITHOUT a checkmark. The boxes next to **Temporary Internet files and website files**, **Cookies and website data**, **History**, **Download History**, **Form data**, **Passwords**, and **Tracking Protection, ActiveX Filtering and Do Not Track** should all have checks. Then press the **Delete** button at the bottom of the menu.



5. Press **OK**.



6. Once this has completed, close all open browser windows before continuing by clicking the X in the top right corner of the page.

