

How to Clear Cookies and Cache in Your Browser

Microsoft Edge

1. Open a new Edge browser.
2. Click on the three dots in the upper right-hand corner.
3. Click on History.
4. Click on the three dots on the right side of the History section (hover to see 'More Options').
5. Click on 'Open history page'.
6. Select the 'Clear browsing data' button.
7. In the 'Clear browsing data' box, select 'All time' in the time range box.
8. Check the boxes for: browsing history, download history, cookies and other site data, cached images and files.
9. Click 'Clear now'
10. Exit out of the browser entirely.
11. Open a new Edge browser and access your learning platform again.

Google Chrome

1. Open a new Google Chrome browser window.
2. Click the three dots in the upper right-hand corner.
3. Hover over 'History', then click 'History' again from the submenu.
4. On the left side, click 'Clear browsing data'.
5. In the pop-up box, set 'Time range' to 'All time'.
6. Check the boxes for: browsing history, download history, cookies and other site data, cached images and files.
7. Click 'Clear data.'
8. Close all Chrome windows completely.
9. Reopen Chrome and access your learning platform again.

Safari (Mac)

1. Open a new Safari browser window.
2. In the top menu bar, click 'Safari'.
3. Select 'Settings' (or 'Preferences' on older versions).
4. Go to the 'Privacy' tab.
5. Click the 'Manage Website Data...' button.
6. In the pop-up window, click 'Remove All'.
7. Confirm by clicking 'Remove Now'.
8. Close the Settings window.
9. Quit Safari completely (use Command + Q or click Safari > Quit Safari).
10. Reopen Safari and return to your learning platform.