

# IT How to Guides

## Clear cache and cookies and reset browser

When websites display strangely, buttons aren't working, or you notice other glitches, you can try clearing your web browser's cache and cookies before you try a different web browser.

Clearing cache and cookies will delete some browser settings, like remembered username fields.

Click on your browser to jump to the relevant instructions:



Google Chrome



Mozilla Firefox



Apple Safari




Internet Explorer

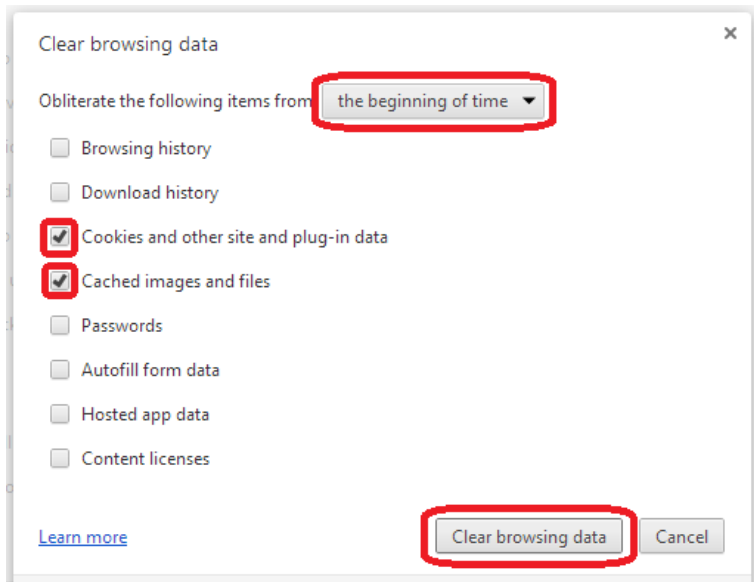
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## Google Chrome


To clear the cache and cookies in Chrome:

1. Click the Chrome menu  on the toolbar and select **More Tools**.
2. Select **Clear browsing data...**
3. In the dialog box that appears, select the checkboxes 'Cookies and other site and plug-in data' and 'Cached images and files'. Use the drop-down menu at the top to select '**beginning of time**'. (Both these settings are shown below.)
4. Click **Clear browsing data**.

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To reset the Chrome browser:

1. Click the Chrome menu  on the toolbar.
2. Select Settings, and click 'Show advanced settings...'
3. Find the 'Reset browser settings' section and click 'Reset browser settings'.



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## Mozilla Firefox

To clear the cache and cookies in Firefox:

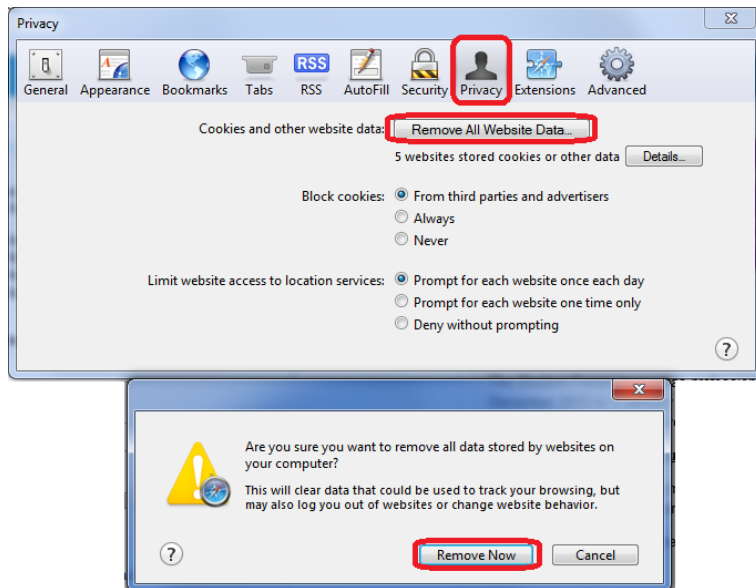
1. At the top of the Firefox window click on the Firefox button (or the menu icon ) and go to **Options**.
2. Select the '**Privacy**' panel.
3. In the 'History' section, click '**remove individual cookies**'
4. Finally, click the button '**Remove All Cookies**'

To reset Firefox:

1. At the top of the Firefox window click on the Firefox menu icon  and then click on the Question Mark icon .
2. Click '**Troubleshooting Information**'.
3. In the box 'Reset Firefox to its default state', click the button 'Reset Firefox...'
4. A box will ask you to confirm that you want to reset Firefox. Click 'Reset Firefox'.

## Apple Safari

In Safari, go to **Preferences** and then go to **Privacy**. Click **Remove All Website Data...** and then click **Remove Now**.



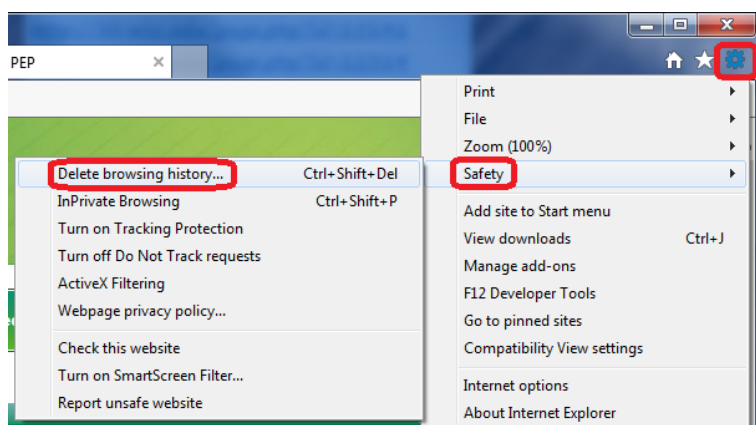
To reset Safari:

1. Open Safari, and click on 'Safari' in the menu at the top of your screen.
2. In the drop-down menu, click 'Reset Safari'.
3. In the warning dialog, click the button 'Reset'.
4. Safari will restart automatically.

## Internet Explorer 9, 10 or 11

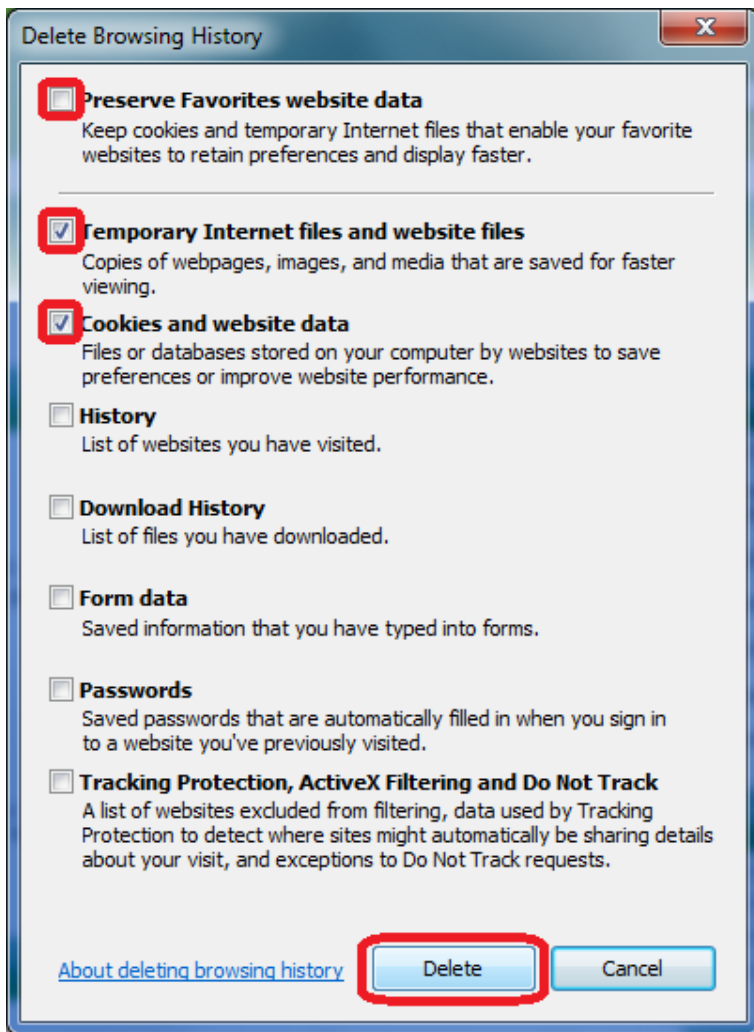
(For instructions on previous versions, scroll down.)

1. Click the **Gear icon > Safety > Delete browsing history...**

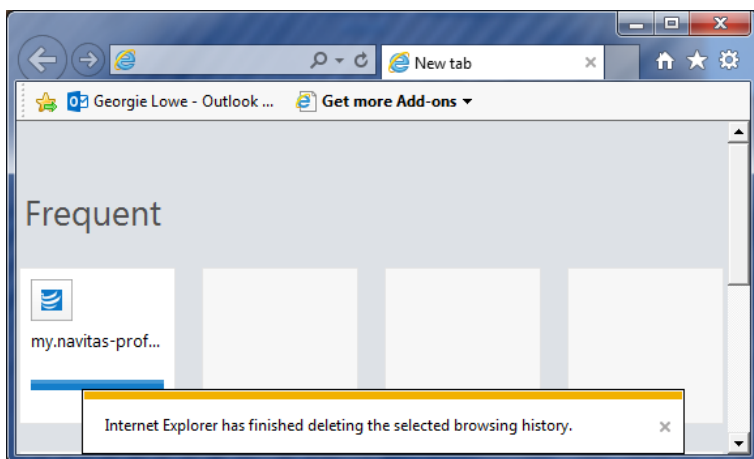


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2. Make sure to check both **Temporary Internet Files** and **Cookies**. Make sure to uncheck **Preserve Favorites website data** and then click **Delete**.



3. You will see a confirmation from Internet Explorer once it has finished clearing your cache and cookies.



## Internet Explorer 8

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1. Select **Tools > Internet Options**.
2. Click on the **General** tab.
3. Under 'Browsing History', click the **Delete...** button.
4. Check both **Temporary Internet Files** and **Cookies**. Make sure to uncheck **Preserve Favorites and website data**. Then click **Delete**.

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## Need help?

If you need further assistance, please contact the IT Help Desk via [helpdesk@my.navitas-professional.edu.au](mailto:helpdesk@my.navitas-professional.edu.au) or on (02) 9964 6322.

The IT Help Desk hours of operation are 8am to 7pm, Monday to Friday.

Unique solution ID: #1032

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Last update: 2015-06-15 03:17