

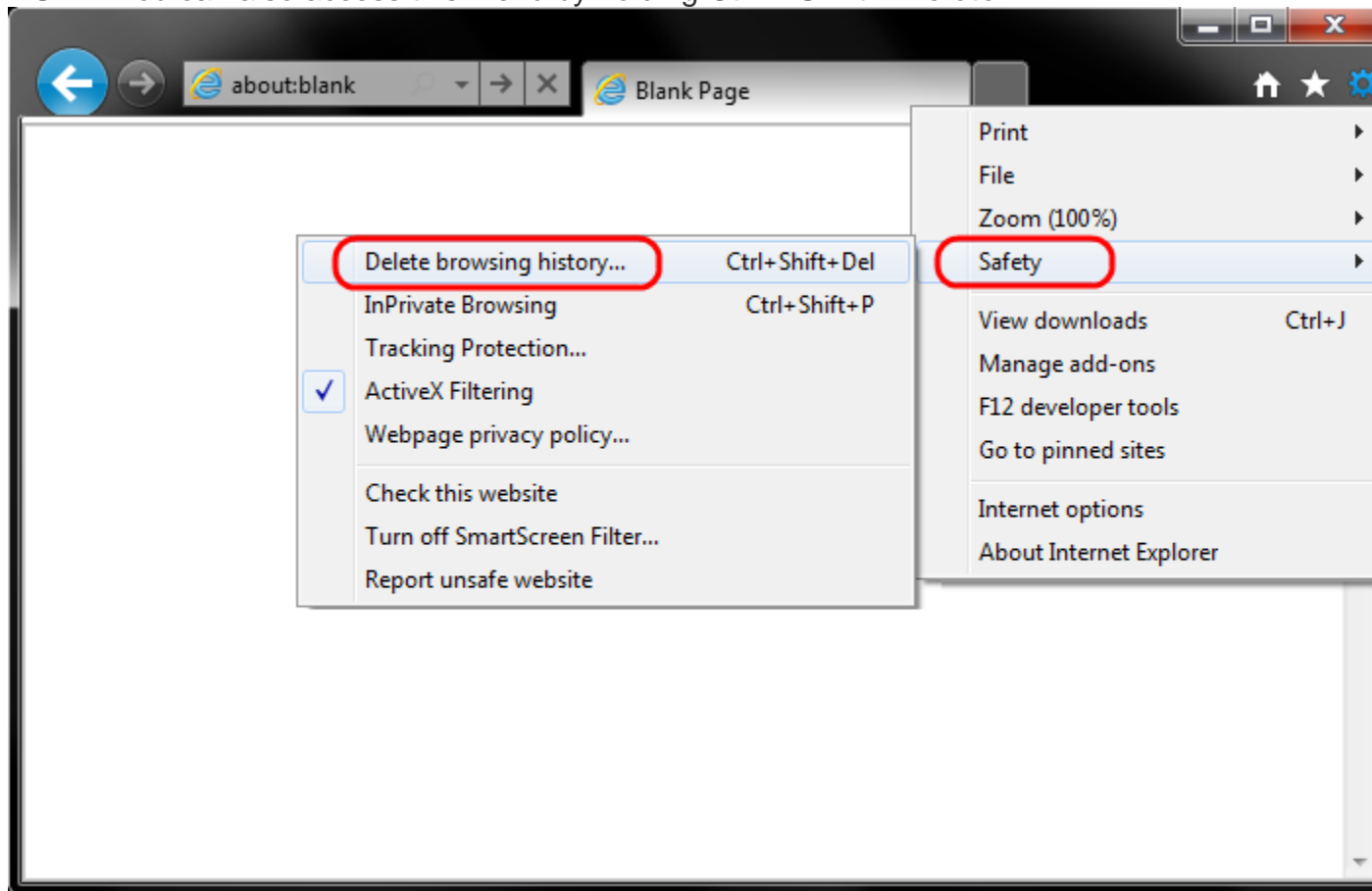
Procedures for deleting cookies and clearing temporary internet files

Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookies

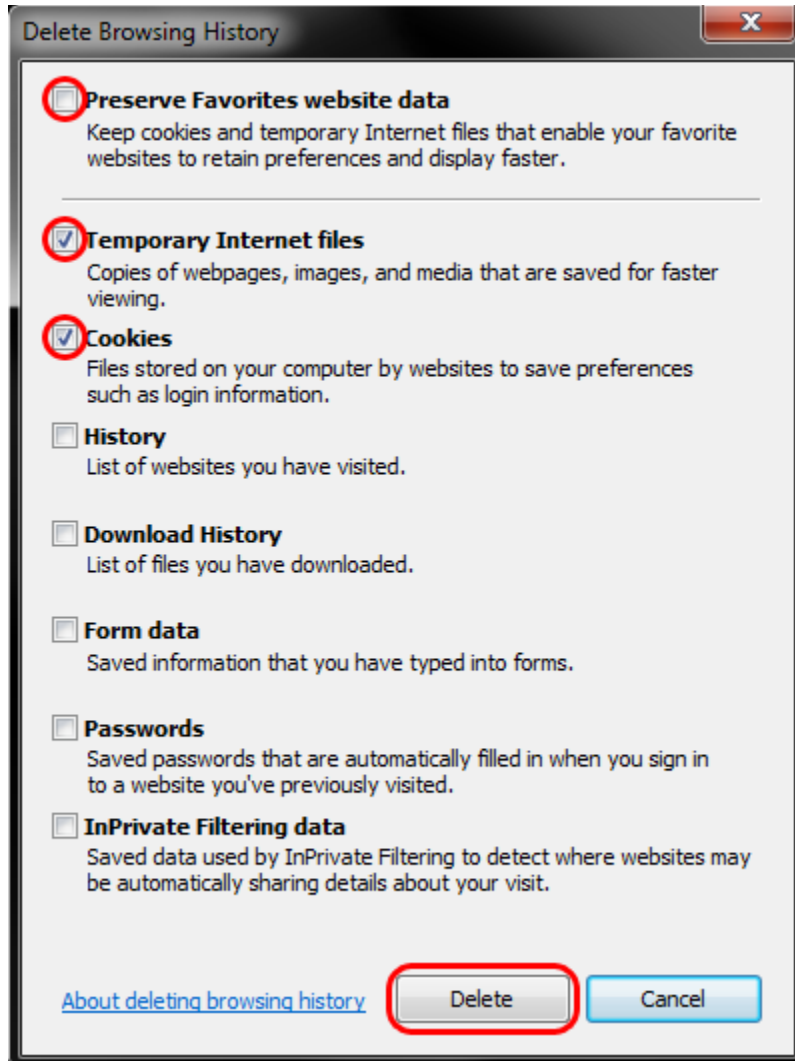
This document explains how to clear the cache and cookies in Internet Explorer 9, 10 and 11.

1. Select **Tools (via the Gear Icon) > Safety > Delete browsing history...**

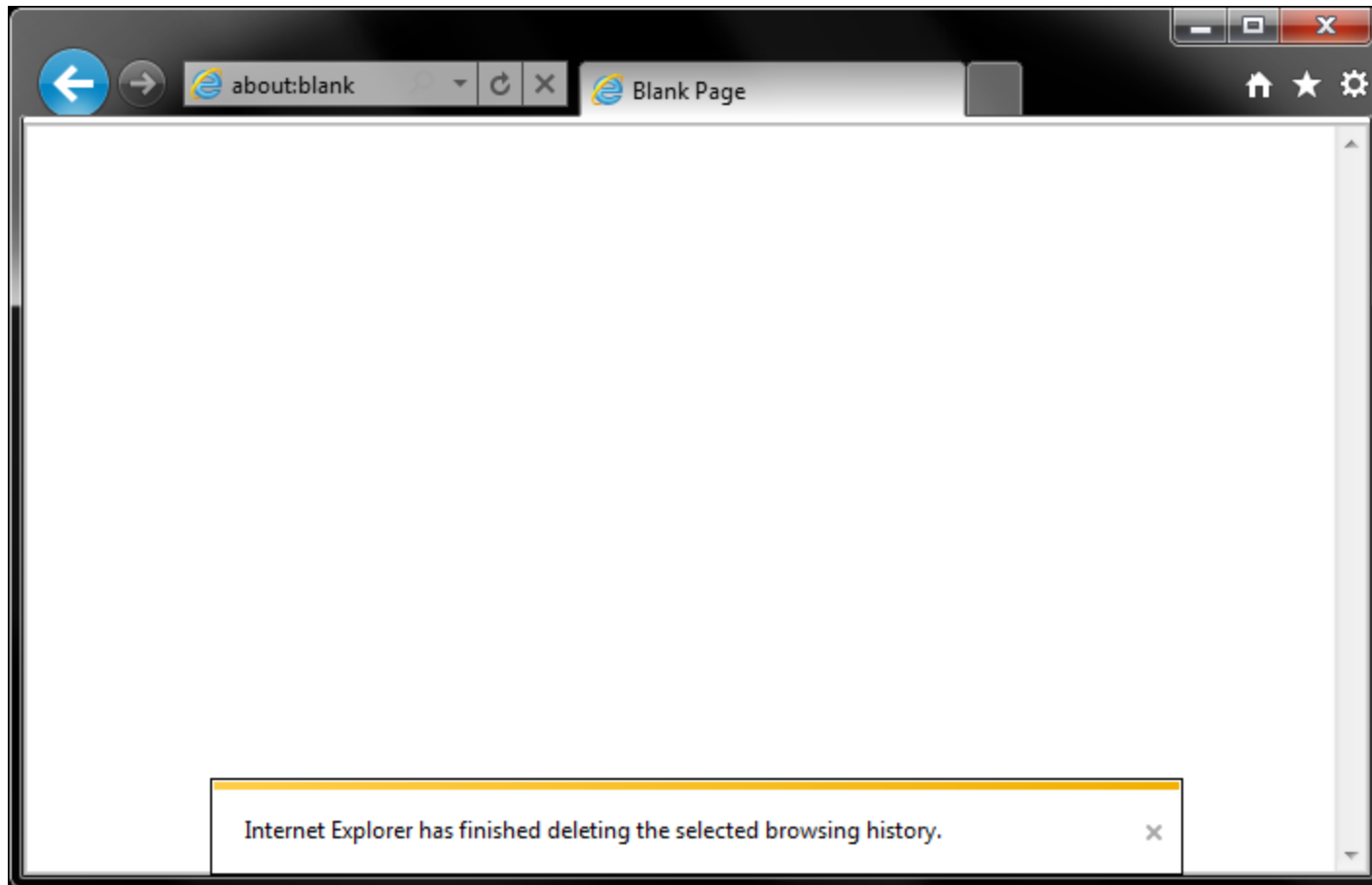
NOTE: You can also access this menu by holding **Ctrl + Shift + Delete**.



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



3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.



Procedures to delete cookies and temporary internet files in Safari

Find Help (FAQs) / ... / Desktop Troubleshooting

How do I delete cookies, cache, and temporary Internet files from my web browser?

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Tell Me

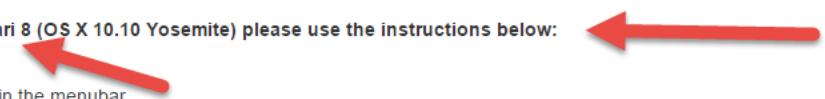
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Please select your browser from the list below:

- ~~Internet Explorer 9 & 10~~
- Safari
 - Open Safari
 - Click on **Safari** in the menubar
 - Click on **Reset Safari**
 - Make sure that Remove All Website Data is checked
 - Click on **Reset**

If you are using Safari 8 (OS X 10.10 Yosemite) please use the instructions below:

- Open Safari
- Click on **Safari** in the menubar
- Select **Preferences**
- Click the **Privacy** Tab
- Select **Remove All Website Data...**
- Click **Remove Now**



Procedures to delete cookies and temporary internet files in Chrome

Google Chrome:

- Open Google Chrome
- Click **Tools**
- Select **Options**
- Click the **Under the Hood** tab
- Click **Clear Browsing Data**
- Select the **Empty the Cache** check box
- Select the **Clear Browsing History** check box
- Select the **Delete Cookies** check box
- Click the **Clear Browsing Data** button