

# Clearing Your Cookies and Cache

## Desktop browsers

### **Mozilla Firefox (version 40 & later):**

1. Once your browser is open click on "≡" located at the top right of the browser then click "**History**" and select "**Clear Recent History**".
2. Remove checks from everything except "**Cache**" and "**Cookies**" which should be left checked.
3. Click "**Details**" and choose "**Everything**" in the "**Time Range to clean**" dropdown.
4. Click the "**Clear Now**" button.
5. Close and re-open your browser before returning to eForms.

### **Internet Explorer 11:**

1. Click the "**Gear/Tools**" drop-down at the top-right of your browser.
2. Click "**Safety**" > "**Delete browsing history.**"
3. Deselect the option "**Preserve Favorites website data**"
4. Select "**Temporary internet files and website files**" and "**Cookies and website data**" then click "**Delete**"
5. Close and re-open your browser before returning to eForms.

### **Google Chrome:**

1. Click the menu icon "≡" on the right end of the browser toolbar.
2. Select "**More Tools**" > "**Clear browsing data**"
3. Select the options for "**Cached images and files**" and "**Cookies**"
4. Use the menu at the top to select "**the beginning of time**"
5. Click "**Clear browsing data**"
6. Close and re-open your browser before returning to eForms.

### **Safari 7 and later (Mac):**

1. Click on the "**Safari menu**" then "**Preferences**"
2. Navigate to "**Privacy**"
3. Click "**Remove All Website Data**" under Cookies and other website data.

### **Safari 6 (Mac):**

1. First you need to enable the "**Develop Menu**" in Safari. To do so, click on the "**Safari menu**" then "**Preferences**".
2. Select the "**Advanced**" option and enable "**Show develop menu in menu bar**".
3. The "**Develop**" drop down will now appear in the menu bar. Select "**Develop**" then "**Empty Caches**"

# Mobile browsers

## Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser. However, you should be able to clear your cache and data from your application management settings menu:

1. Go to “**settings**” and choose “**Apps**” or “**Application Manager**”.
2. Swipe to the “**All**” tab.
3. In the list of installed apps, find and tap your web browser. Tap “**Clear Data**” and then “**Clear Cache**”.
4. Exit/quit all browser windows and re-open the browser before returning to eForms

## Chrome for Android

1. Touch “**Chrome Menu**” then touch “**Settings**”.
2. Touch “**(Advanced) Privacy**”.
3. Touch “**Clear browsing data**”.
4. Exit/quit all browser windows and re-open the browser before returning to eForms.

## Safari (Apple iOS)

1. Exit/quit all browser windows
2. Open your “**Settings app**”.
3. Tap “**Safari**” on the left hand menu.
4. Tap “**Clear History and Website Data**” and confirm the message that pops up.