This document is a guide to assist you in clearing the cache, deleting cookies, and enabling pop-ups in your web browser. Included below are steps for the four main browsers: Firefox, IE, Chrome, and Safari. Please note that the steps may differ slightly based on your browser version, for example IE 9 vs. IE 11.
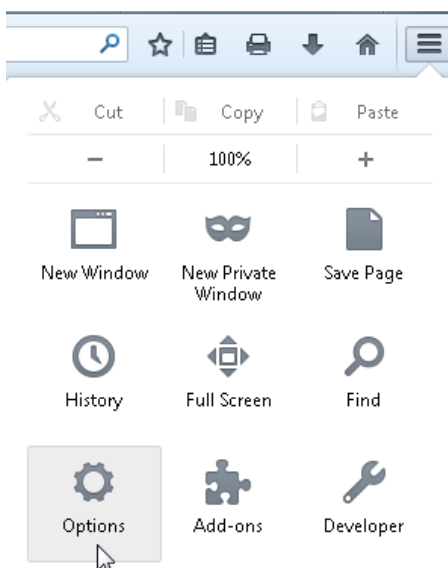
Firefox

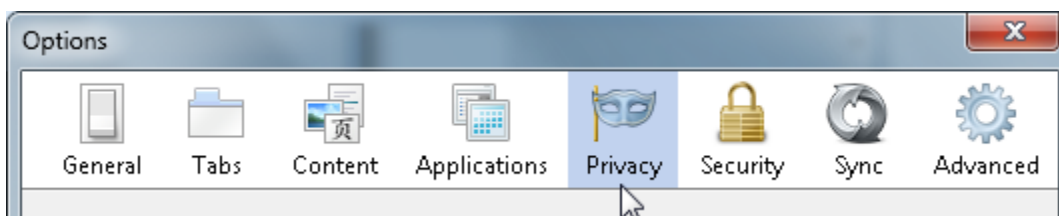To clear the cache and delete cookies in Firefox:
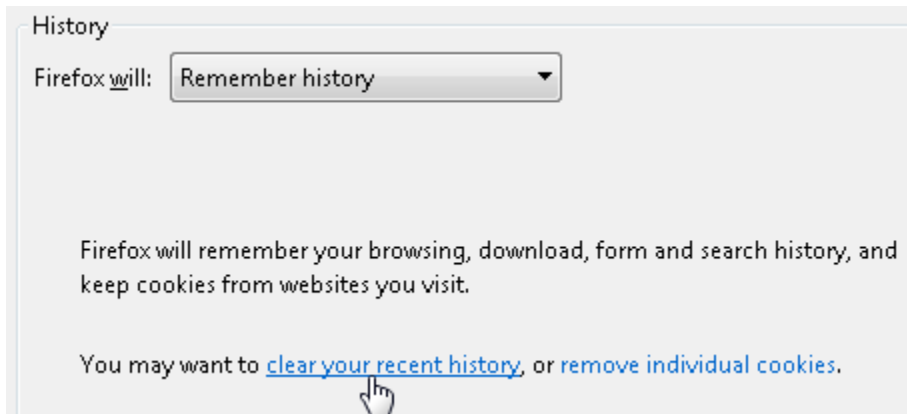
1. Click the Firefox **menu** button.
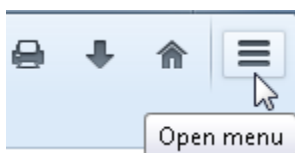
2. Select **Options**. The Options window opens.
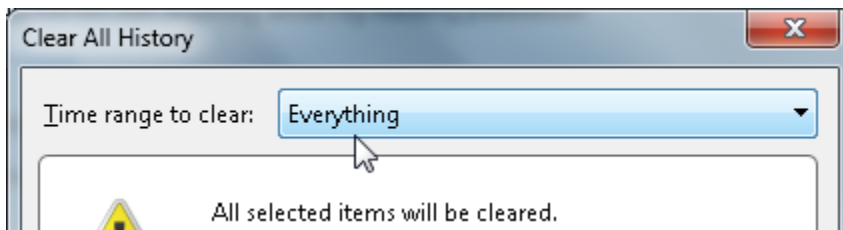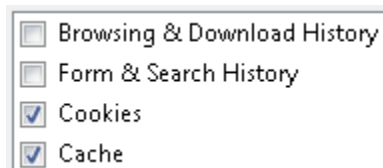

3. Select the **Privacy** panel.

4. In the History area, click the **clear your recent history** link. The Clear All History window opens.

5. Set the Time range to clear: to **Everything**.

6. In the list at the bottom of the window, uncheck everything except for **Cookies** and **Cache**.

Note: If you wish to clear other kinds of stored data, feel free to check the appropriate boxes. They will be cleared with the cookies and cache in the next step.

Tip: Don't see anything to check? Click the button next to Details.

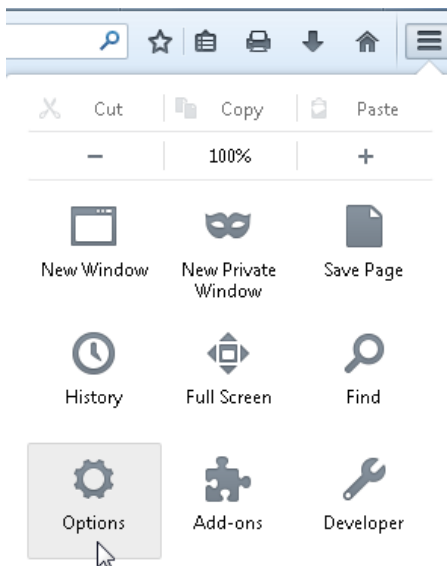7. Click **Clear Now** [Clear Now]. When the Clear All History window disappears, all of the files saved (cached) and cookies from your Internet browsing activities in Firefox will have been removed.
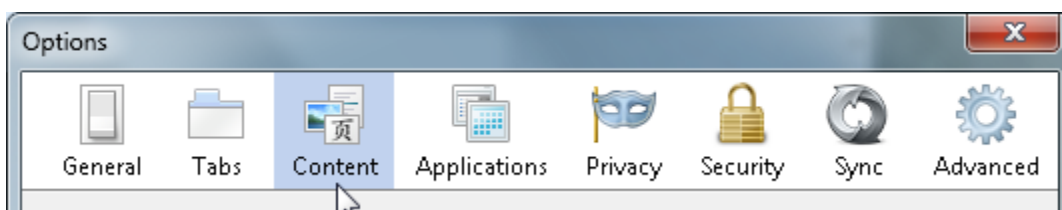
To enable pop-ups in Firefox:

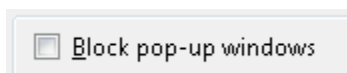1. Click the Firefox **menu** button.
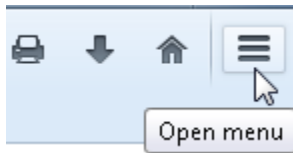
2. Select **Options**. The Options window opens.

3. Click the **Content** panel.

4. Clear (uncheck) the **Block pop-up windows** check box.

5. Click **OK**.
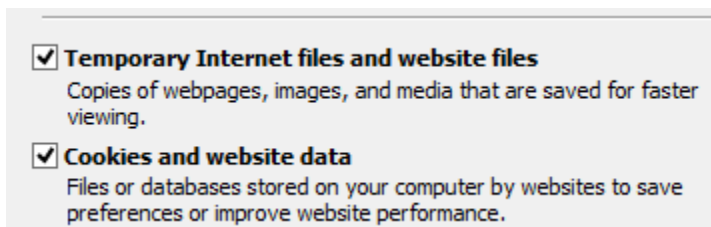
Internet Explorer (IE)

To clear the cache and cookies in Internet Explorer (IE):

1. On the far right-hand side of the browser, click the gear (Tools) icon ⚙.

2. Select **Safety > Delete browsing history...**. The Delete Browsing History window opens.

Safety	▶	Delete browsing history...

    Note: If you have the Menu bar enabled, select Tools > Delete browsing history....

3. In the Delete Browsing History window, uncheck all options except the ones labeled **Temporary Internet files and website files** and **Cookies and website data**.

    ☑ **Temporary Internet files and website files**
    Copies of webpages, images, and media that are saved for faster viewing.
    ☑ **Cookies and website data**
    Files or databases stored on your computer by websites to save preferences or improve website performance.

4. Click **Delete** [Delete]. The Delete Browsing History window will disappear and you may notice your mouse icon appear busy. As soon as your cursor returns to normal, or you notice the "finished deleting" message at the bottom of the screen, your temporary Internet files will be deleted.

To enable pop-ups in Internet Explorer (IE):

1. On the far right-hand side of the browser, click the gear (Tools) icon ⚙.

2. Select **Internet Options**. The Internet Options window opens.
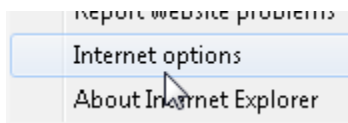
3. Click the **Privacy** tab.
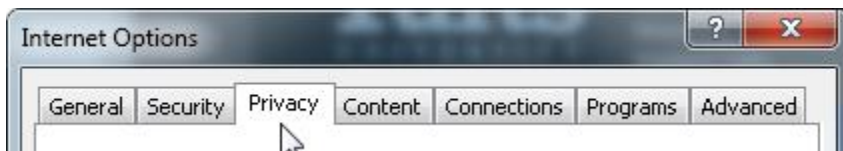
4. In the Pop-up Blocker section, clear (uncheck) the **Turn on Pop-up Blocker** check box.

5. Click **OK**.

Chrome
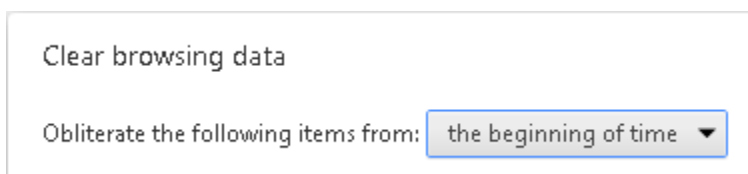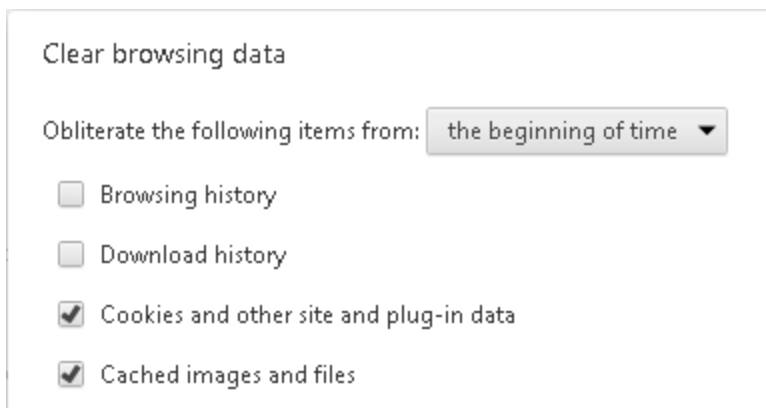
To clear the cache and cookies in Chrome:

1. On the right end of the browser toolbar, click the **Chrome menu** ☰ .

2. Select **Tools > Clear browsing data…**.The Clear browsing data window opens.

Tools	▶	Create application shortcuts…	
History	Ctrl+H	Extensions	
Downloads	Ctrl+J	Task manager	Shift+Esc
		Clear browsing data…	Ctrl+Shift+Del
Signed in as braggs99@gmail.com…			

3. Use the menu at the top to select the amount of data that you want to delete. Select **the beginning of time** to delete everything.

Clear browsing data

Obliterate the following items from: the beginning of time ▼

4. Select the checkboxes for **Cookies and other site and plug-in data** and **Cached images and files**.

Clear browsing data

Obliterate the following items from: the beginning of time ▼

☐ Browsing history

☐ Download history
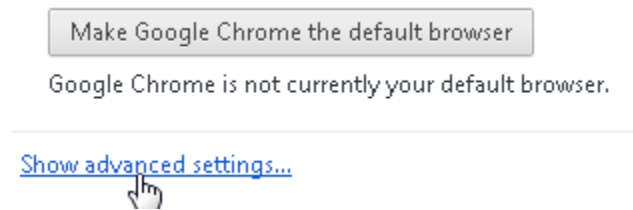
☑ Cookies and other site and plug-in data

☑ Cached images and files

5. At the base of the window, click **Clear browsing data**. Clear browsing data
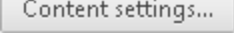
To enable pop-ups in Chrome:

1. On the right end of the browser toolbar, click the **Chrome menu** ☰ .

2. Select **Settings**. The Settings tab opens.

   Settings
   About Google Chrome
   Help
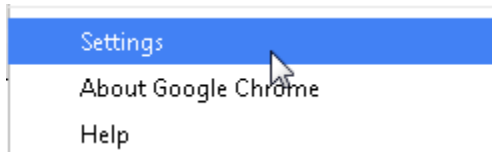
3. At the base of the window, click **Show advanced settings...**

   Make Google Chrome the default browser

   Google Chrome is not currently your default browser.

   Show advanced settings...

4. In the Privacy section, click **Content settings** Content settings... .

5. Scroll down, and in the Pop-ups section, select **Allow all sites to show pop-ups**.

   Pop-ups

   ⦿ Allow all sites to show pop-ups
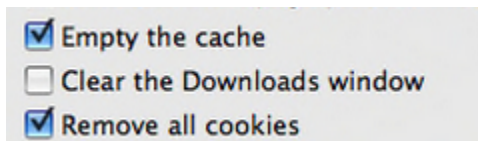   ○ Do not allow any site to show pop-ups (recommended)

6. Click **Done**.

Safari

To clear the cache and cookies in Safari:

1. Click **Safari > Reset Safari…**.The Reset Safari window opens.

2. Check **Empty the cache** and **Remove all cookies**.

   For some earlier Safari versions, select **Clear history and Remove all website data**.

3. Click **Reset**.

To enable pop-ups in Safari 5:

1. Click the **Safari** menu**.**

2. Make sure that **Block Pop-Up Windows** is cleared (unchecked).

To enable pop-ups in Safari 6 or 7:

1. Click the **Safari** menu.

2. Select **Preferences**.

3. Click the **Security** tab.

4. Make sure that the **Block pop-up windows** option is cleared (unchecked).