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**.

   - **Browsing & Download History**
   - **Form & Search History**
   - **Cookies**
   - **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**. 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.

   ![Delete Browsing History Window]

   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.

   ![Checkbox Options]

4. Click 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.

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.

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

5. At the base of the window, click **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.

3. At the base of the window, click **Show advanced settings...**

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

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

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.

3. Click Reset.

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