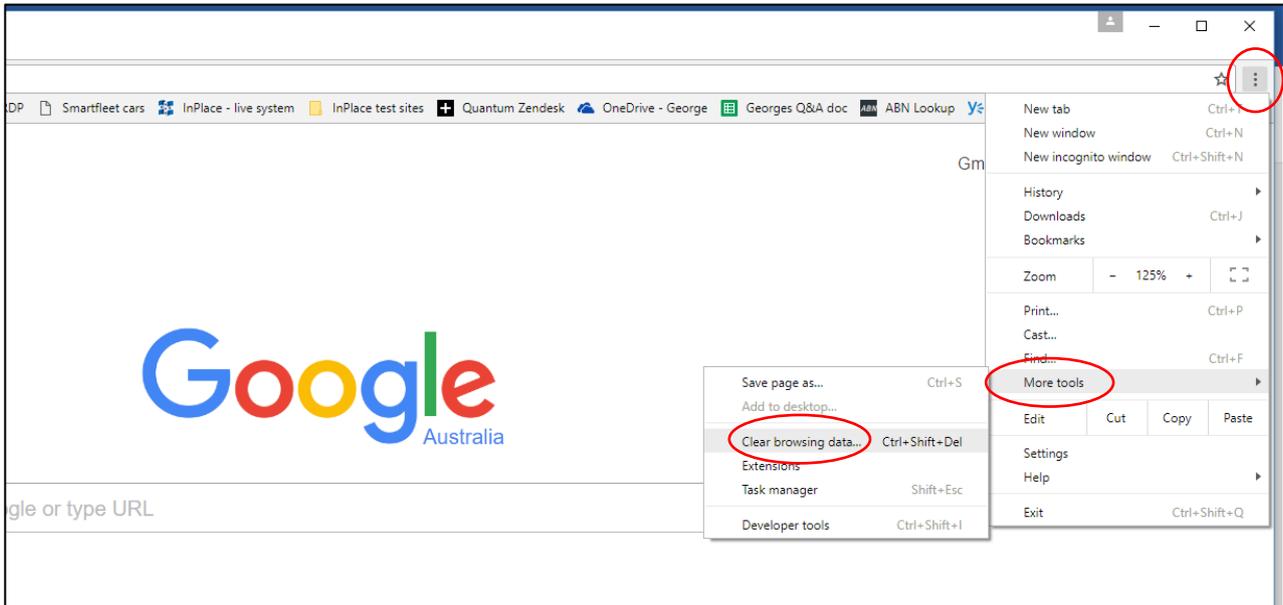
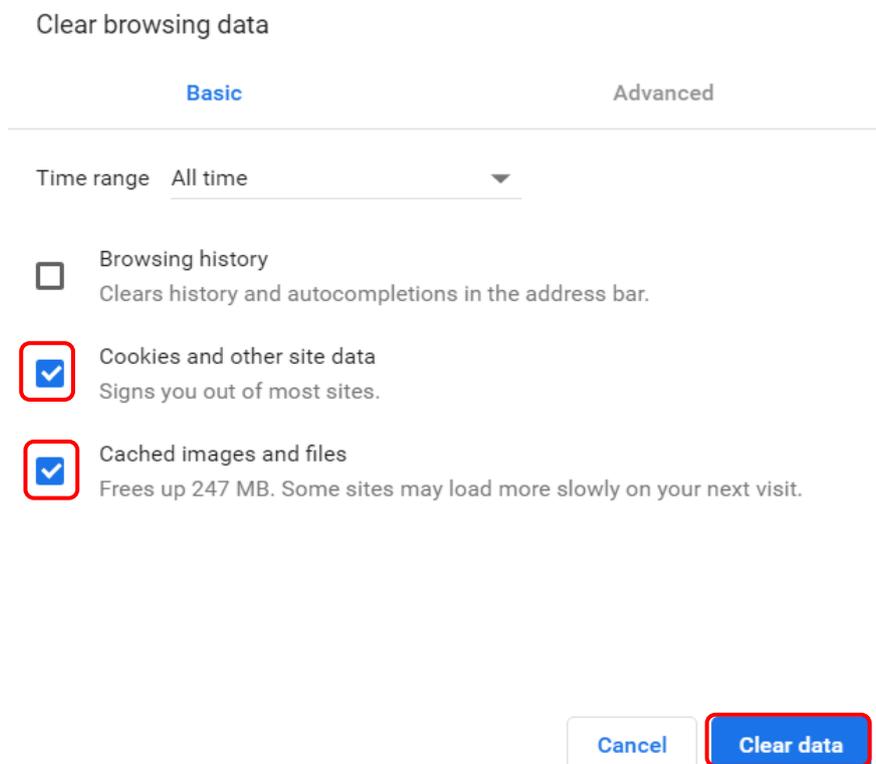


# Google Chrome

1. On your computer, open Chrome.
2. On your browser toolbar, click the **3 dots** for the customize menu, then click **More Tools** and **Clear Browsing Data**. (shown in the picture below)



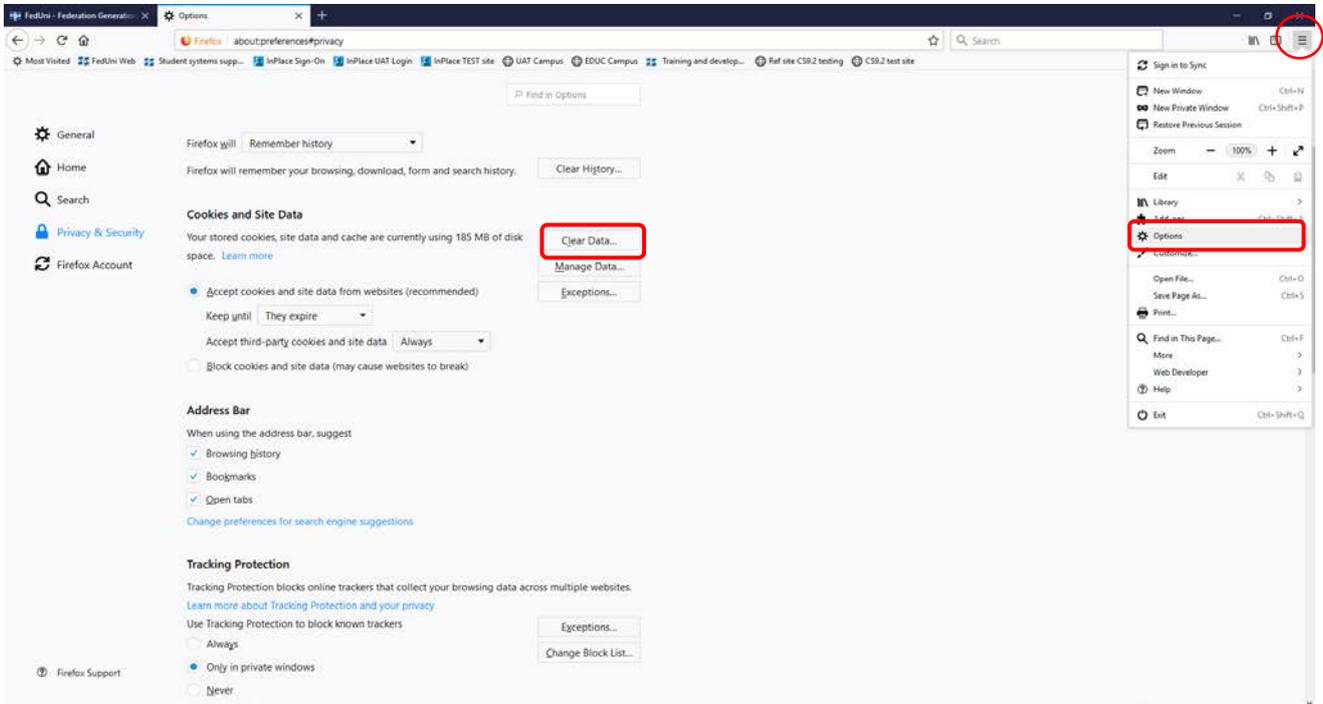
3. Use the menu at the top to select the amount of data that you want to delete. Choose **beginning of time** to delete everything.
4. In the "Clear browsing data" box, click the checkboxes for **Cookies and other site data** and **Cached images and files**. Untick all others.
5. Click **Clear data**.



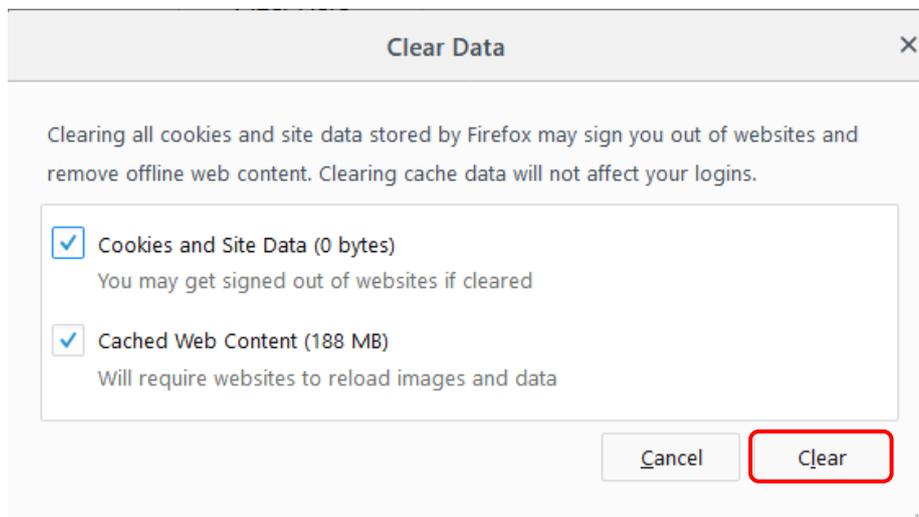
In Chrome, you could also try using an incognito window to open InPlace – this is also found in the menu where you located the 'More Tools' option. Click on 'New Incognito Window'.

# Firefox

1. Click the menu button  in the top right corner and select **Options**
2. Click on the **Privacy & Security** tab
3. Under the **Cookies and Site Data** heading click on **Clear Data**



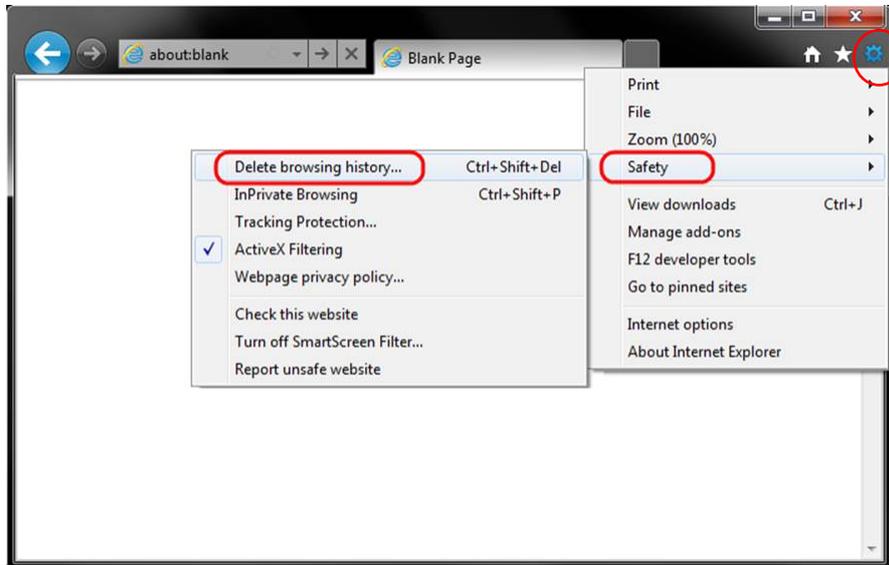
4. Ensure the Cookies and Cache tick boxes are selected and click **Clear**



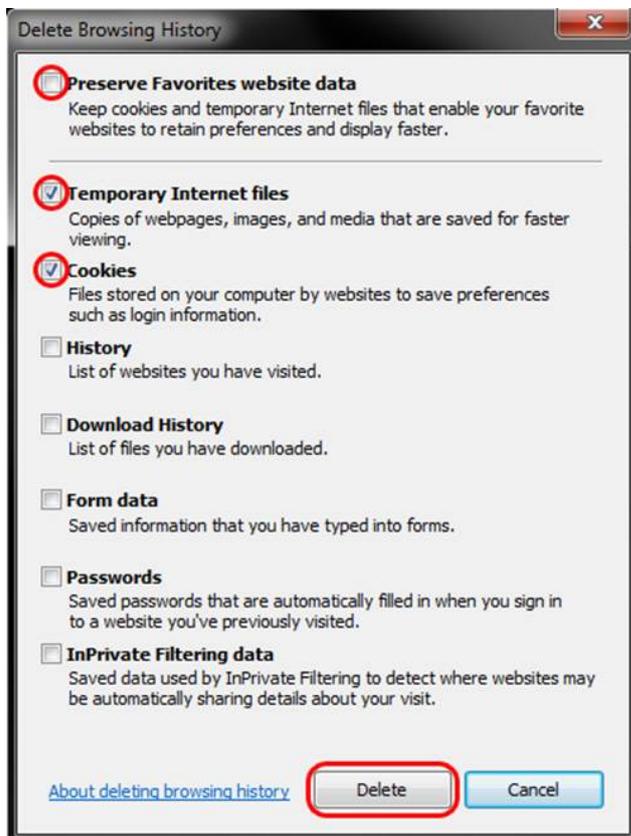
# Internet Explorer - Clearing Cache and Cookies

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...**



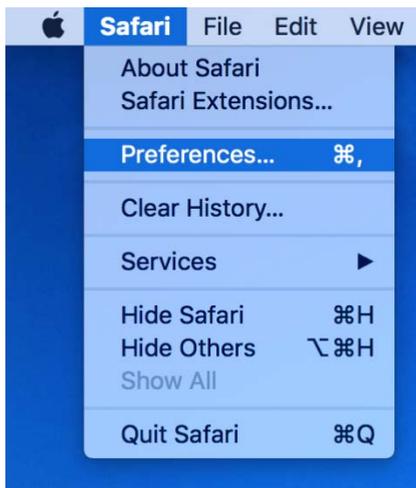
2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.



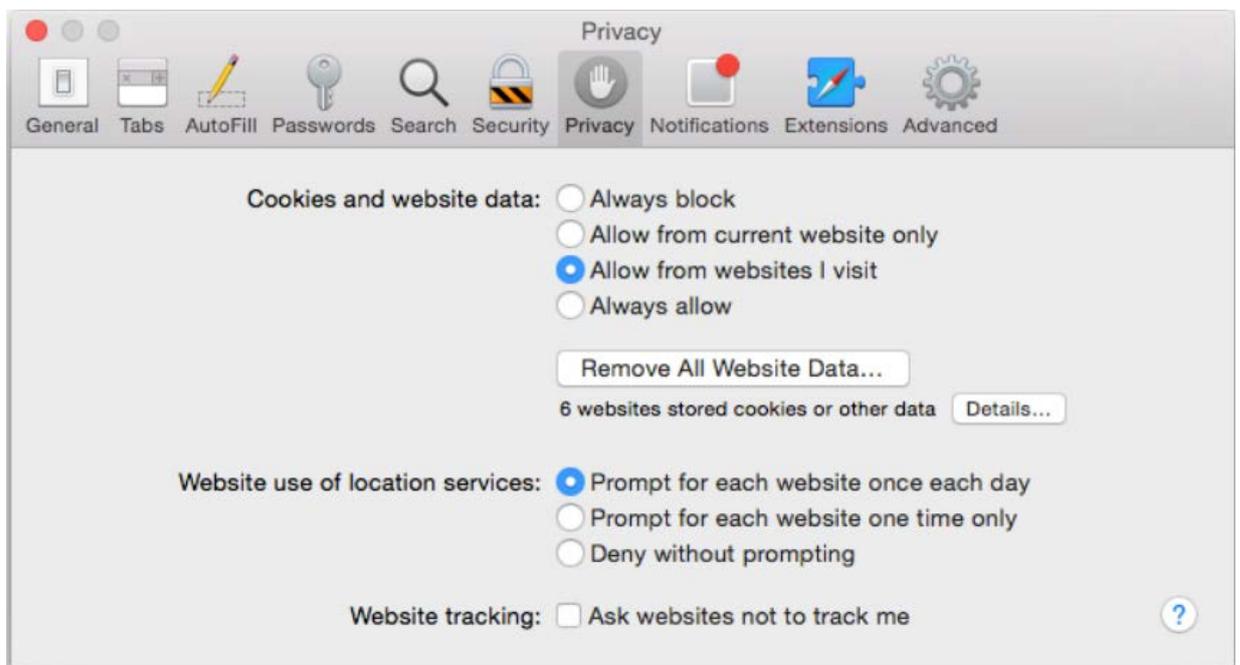
3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

# Safari 8.0 - 10.0 (Mac) - Clearing Cache and Cookies

1. Click **Safari** in the upper left hand side of your screen. In the menu that appears, click **Preferences**.



2. In the window that appears, click the **Privacy** tab. Click the button **Remove All Website Data...**



3. Click **Remove Now** in the pop up window that appears.

