## Google Chrome

1. On your computer, open Chrome.
2. On your browser toolbar, click the $\mathbf{3}$ 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.
Clear browsing data
Basic Advanced
Time range All time Clears history and autocompletions in the address bar.
Cookies and other site data
Signs you out of most sites.
Cached images and files
Frees up 247 MB. Some sites may load more slowly on your next visit.

## Cancel 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 $\equiv$ 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
Clear Data
Clearing all cookies and site data stored by Firefox may sign you out of websites and
remove offline web content. Clearing cache data will not affect your logins.
$\boxed{\checkmark}$ Cookies and Site Data (0 bytes)
You may get signed out of websites if cleared
$\checkmark$ Cached Web Content (188 MB)
Will require websites to reload images and data

## 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.

