

How to Clear Browser Cache and History

On this page:

- [Before you begin](#)
 - [Troubleshooting alternative](#)
- [Mobile browsers](#)
 - [Android](#)
 - [Chrome for Android](#)
 - [Safari for iOS](#)
 - [Chrome for iOS](#)
- [Desktop browsers](#)
 - [Chrome](#)
 - [Firefox](#)
 - [Microsoft Edge](#)
 - [Internet Explorer 11](#)
 - [Opera](#)
 - [Safari 8 and later \(macOS\)](#)

Before you begin

Your internet browser's cache stores elements of the webpages you visit on your computer or mobile device so that those pages will load more quickly as you navigate back and forth among pages.

Sometimes when content is updated on a webpage the browser may display the cached content for that page instead. Refreshing (or Reloading) the page may fix the problem, but clearing the stored data in your cache may be necessary.

Depending on your browser, you may be able to select what to clear based on the kind of data and how recently it was saved.

- **Browsing history:** the list of sites and pages you've viewed; when cleared you won't be able to back up through your recent pages
- **Download history:** files you've specifically downloaded, like images, documents, installation files
- **Cookies and other site data:** information recorded by the website to track your activity and apparent interests, usually for marketing purposes
- **Cached images and files:** the content downloaded to display the webpages you've visited
- **Saved passwords and other sign-in data:** the option to save passwords with login IDs must be turned on; clearing erases the saved data, but does not turn off the option
- **Autofill form data:** information suggested for related fields on forms, like address and phone number when you type in your name or email address
- **Site settings:** information about how websites interact with other applications and devices on your system
- **Hosted application data:** your preferences specified on the site, shopping cart contents, etc.

For more details about browser cache, cookies, and history, see:

- [Web cache](#)
- [HTTP cookie](#)
- [Web browsing history](#)

[Back to top](#)

Notes

If the instructions below don't exactly match what you see

- you may need to update your web browser to the latest version
- the **Click for detailed instructions** links below go the developers' sites.

Troubleshooting alternative

If you aren't yet prepared to lose the browser content listed above, you can use a private browsing window in your preferred browser as a temporary solution, since there is no browser content or history saved in a private session.

- [Private Browsing](#) (Firefox)
- [Browse in private with Incognito mode](#) (Chrome desktop and Android)
- [Browse InPrivate in Microsoft Edge](#)
- [Browse privately](#) (Safari)
- [Turn Private Browsing on or off on your iPhone, iPad, or iPod touch](#)

[Back to top](#)

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, but 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.

[Back to top](#)

Chrome for Android

1. Tap Chrome menu > Settings.
2. Tap (Advanced) Privacy.
3. From the "Time Range" drop-down menu, select All Time.
4. Check Cookies and Site data and Cached Images and Files.
5. Tap Clear data.
6. Exit/quit all browser windows and re-open the browser.

[Back to top](#)

Safari for iOS

1. Open your Settings app.
2. Tap Safari.
3. Tap Clear History and Website Data and confirm.
4. Exit/quit all browser windows and re-open the browser.

[Back to top](#)

Chrome for iOS

1. Tap Chrome menu > Settings.
2. Tap Privacy.
3. Tap Clear Browsing Data.
4. Choose the data type you want to clear.
5. Tap Clear Browsing Data.
6. Exit/quit all browser windows and re-open the browser.

[Back to top](#)

Desktop browsers

Chrome

1. In the browser bar, enter: <chrome://settings/clearBrowserData>
2. At the top of the "Clear browsing data" window, click Advanced.
3. Select the following:
 - Browsing history
 - Download history
 - Cookies and other site data
 - Cached images and files

From the "Time range" drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select All time.

4. Click CLEAR DATA.
5. Exit/quit all browser windows and re-open the browser.

[Click for detailed instructions](#)

[Back to top](#)

Firefox

1. From the History menu, select Clear Recent History. If the menu bar is hidden, press **Alt** to make it visible.
2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
3. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
4. Click Clear Now.
5. Exit/quit all browser windows and open the browser again.

[Click for detailed instructions](#)

[Back to top](#)

Microsoft Edge

1. In the top right, click the Hub icon (looks like star with three horizontal lines).
2. Click the History icon (looks like a clock), and then select Clear all history.
3. Select Browsing history, then Cookies and saved website data, and then Cached data and files. Click Clear.
4. After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

[Click for detailed instructions](#)

[Back to top](#)

Internet Explorer 11

Note: On January 12, 2016, [Microsoft ended support for Internet Explorer versions prior to version 11](#) . If your current system does not support Internet Explorer 11 you should probably upgrade your operating system. If you experience difficulty with Internet Explorer, make sure compatibility mode is turned off.

If the menu bar is hidden, press **Alt** to make it visible.

1. Select Tools > Safety > Delete browsing history....
2. Deselect Preserve Favorites website data, and select:
 - Temporary Internet files or Temporary Internet files and website files
 - Cookies or Cookies and website data
 - History
3. Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

[Click for detailed instructions](#)

[Back to top](#)

Opera

1. From the Opera menu, select Settings, then Privacy & Security, and then Clear browsing data....
2. In the dialog box that opens, from the "Obliterate the following items from:" drop-down menu, select The beginning of time.
3. Select the following:
 - Browsing history
 - Download history
 - Cookies and other site data
 - Cached images and files
4. Click Clear browsing data.
5. Exit/quit all browser windows and re-open the browser.

[Click for detailed instructions](#)

[Back to top](#)

Safari 8 and later

1. From the Safari menu, select Clear History... or Clear History and Website Data....
2. Select the desired time range, and then click Clear History.
3. Go to Safari > Quit Safari or press **Command-Q** to exit the browser completely.

[Click for detailed instructions](#)

[Back to top](#)

Source: Content based on a page from the Knowledge Base of the University of Indiana TS Support Center. Used with permission.

NOTE: Appalachian State University is not responsible for content on other sites outside the appstate.edu domain.

Related Articles

- [Amazon FAQs](#)
- [Email Tagging](#)
- [FAQ articles](#)
- [FileShare](#)
- [Google FAQs & Resources](#)
- [How to Delegate \(share\) the Inbox of an App State Email Account.](#)
- [How to Install Office 365](#)

- [How to Map a Drive/uStor folder \(M:\) for Windows 10](#)
- [How to Map a uStor Folder on macOS](#)
- [How to Set Default Apps in Windows 10](#)
- [How to Sync the Login Keychain Password on Mac After a Password Change](#)
- [How to Update my Appstate Password](#)
- [I can't see my grades in AsULearn.](#)
- [I cannot log into University Computers](#)
- [Navigating AsULearn](#)
- [New Phone-How to Reactivate Duo Mobile](#)
- [Print Zone FAQs](#)
- [Register a Computer on App State's Network with an Ethernet \(Wired\) Connection](#)
- [Register a Gaming System and/or Smart TV on App State's Network](#)
- [Retirees - Transferring Personal Gmail Data](#)
- [Smart Classroom Tech FAQ](#)
- [VoIP Phone FAQs](#)
- [Wireless Connection Guide](#)
- [Wireless FAQ](#)
- [YoMart FAQs](#)

[Search Knowledge Base](#)

[Submit a Service Request](#)

We value your feedback! Click [HERE](#) to suggest updates to an existing article, request a new article, or submit an idea.