



## Clearing Cache & Cookies Manual

To ensure compatibility with UCF portals, please use one of the supported browsers and the subsequent browser versions listed below

 <a href="#">Safari</a> v.14.....	Pg. 3
 <a href="#">Chrome</a> v.89.....	Pg. 5
 <a href="#">Firefox</a> 87 RR, 78.9 ESR .....	Pg. 7
 <a href="#">Edge</a> v 89.....	Pg. 9
 <a href="#">Internet Explorer</a> v 11.....	Pg. 11

(UCF IT Support Center, 2023)

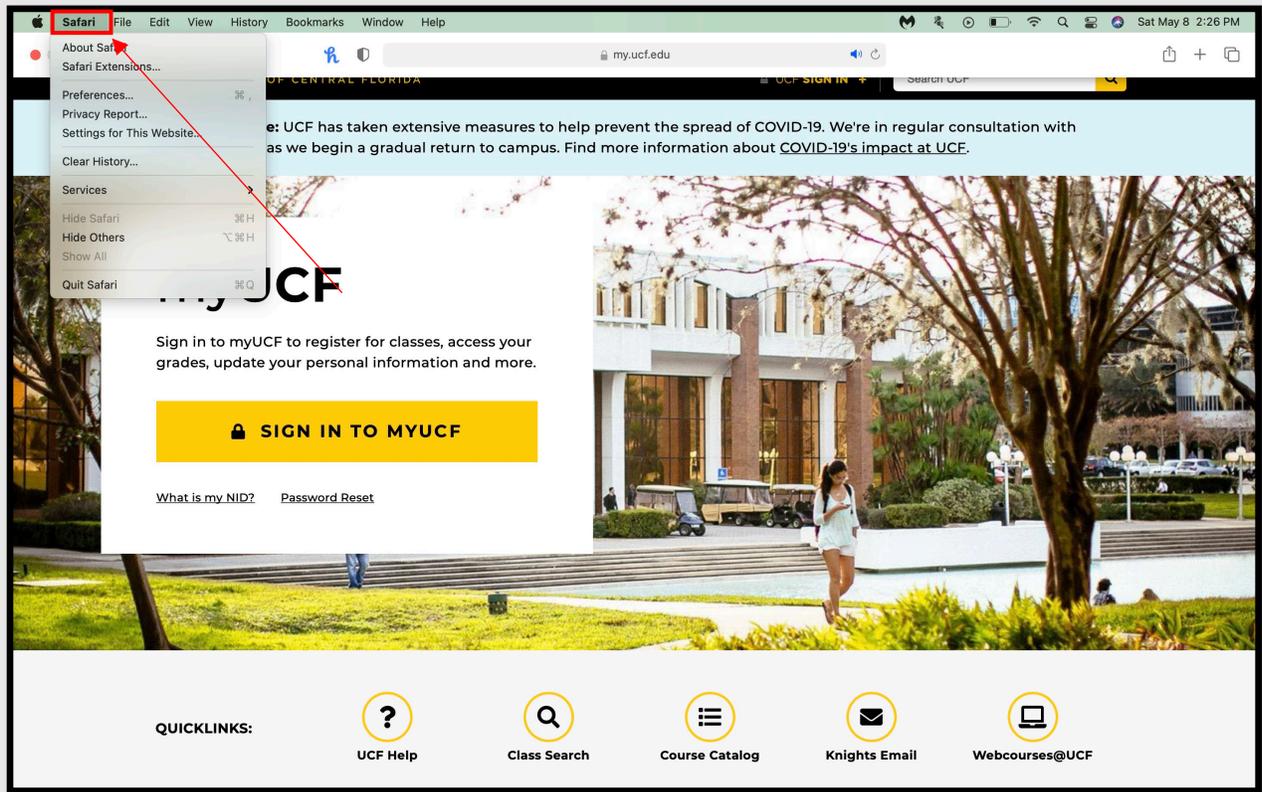
## Explaining Cache & Cookies

Cache is data left on your device after visiting a website or app and accumulates as you surf the web. It is used to store resources used within the browser to decrease the website or app loading time when you visit it again. Cookies are very similar to cache in how they work except they are used to trace user preferences for a website or app.

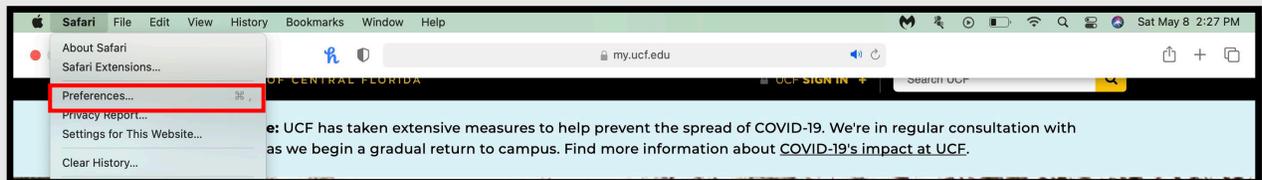
When encountering browser issues, it is recommended to clear your cache and cookies to reset before visiting a website or app.

# Safari

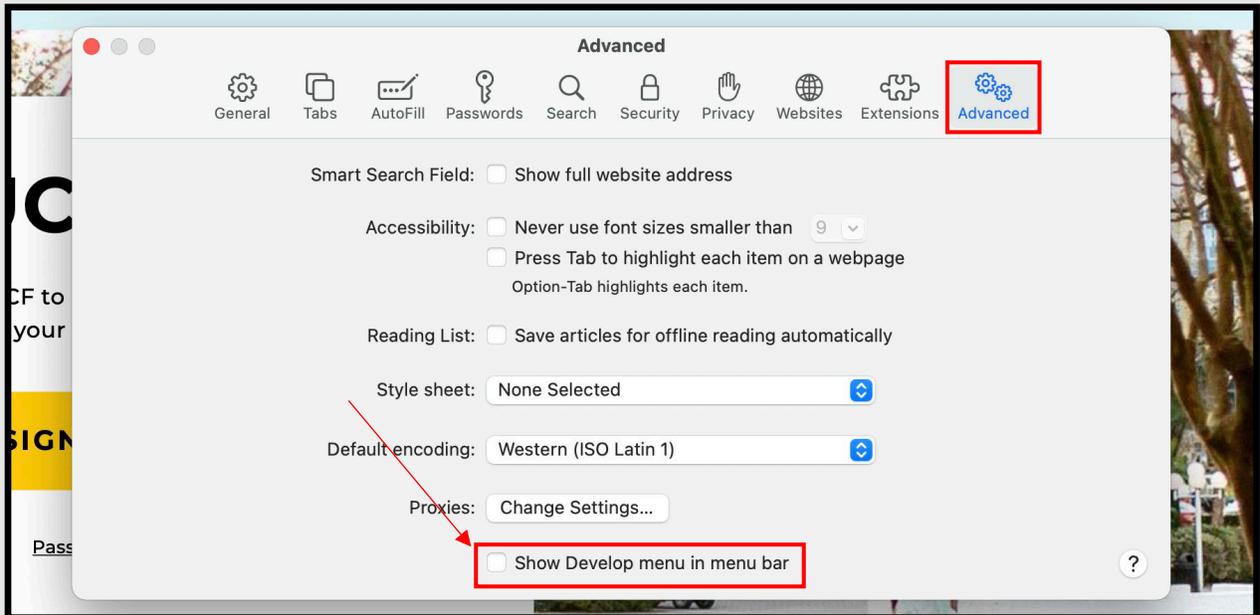
1. Open Safari and select the **Safari** button on the top left of the page to open the drop-down menu.



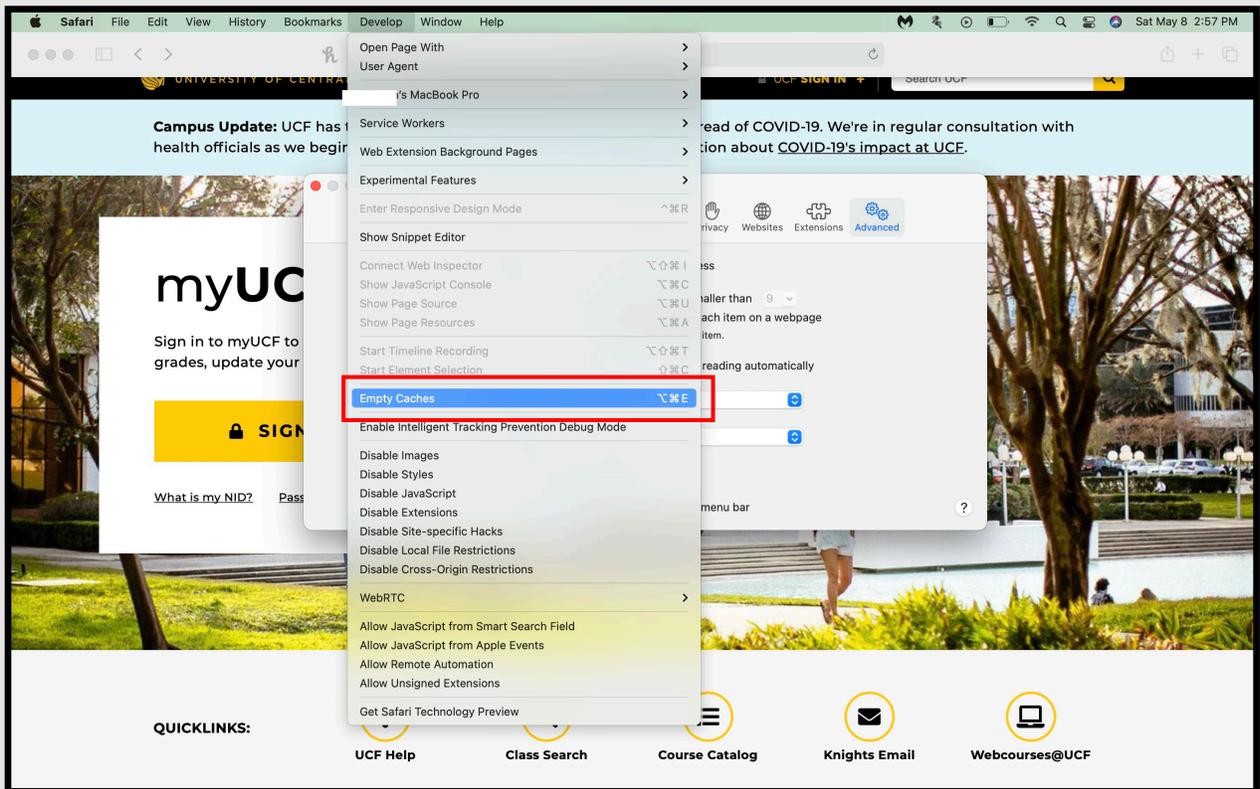
2. Select **Preferences**



3. A new menu will open. Select the **Advanced** tab on the right and select the “Show Develop menu in the menu bar” checkbox.

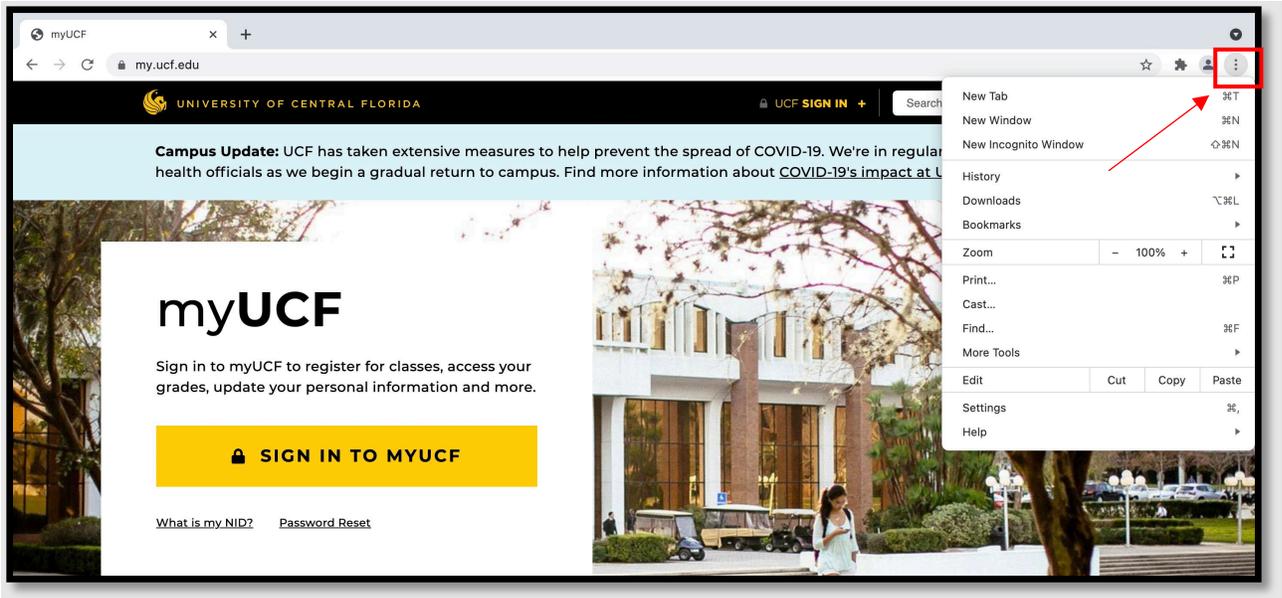


4. Now select the **Develop** tab to display the drop-down menu and select **Empty Cache**

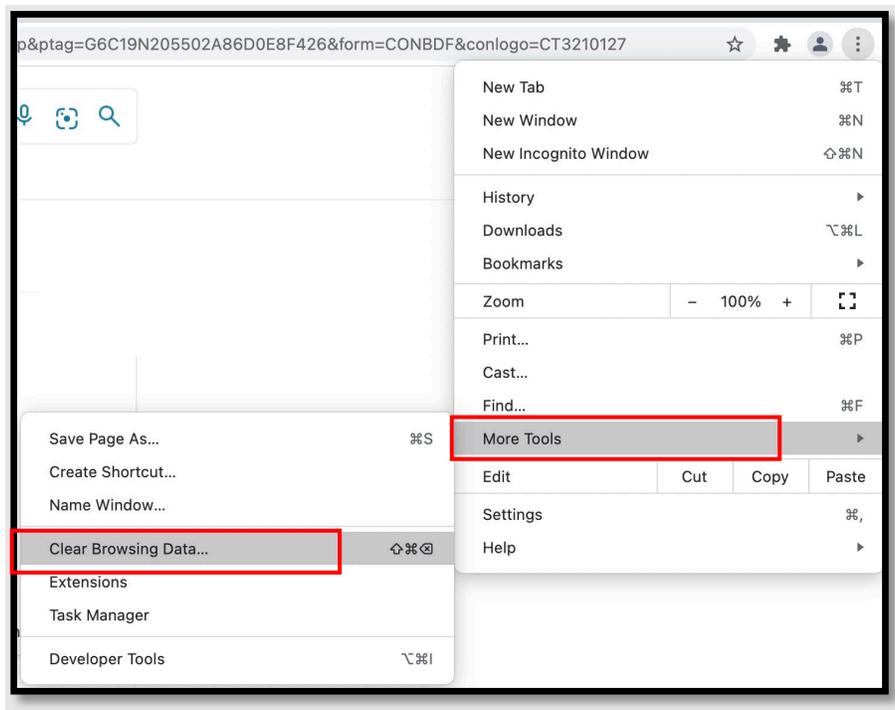


# Chrome

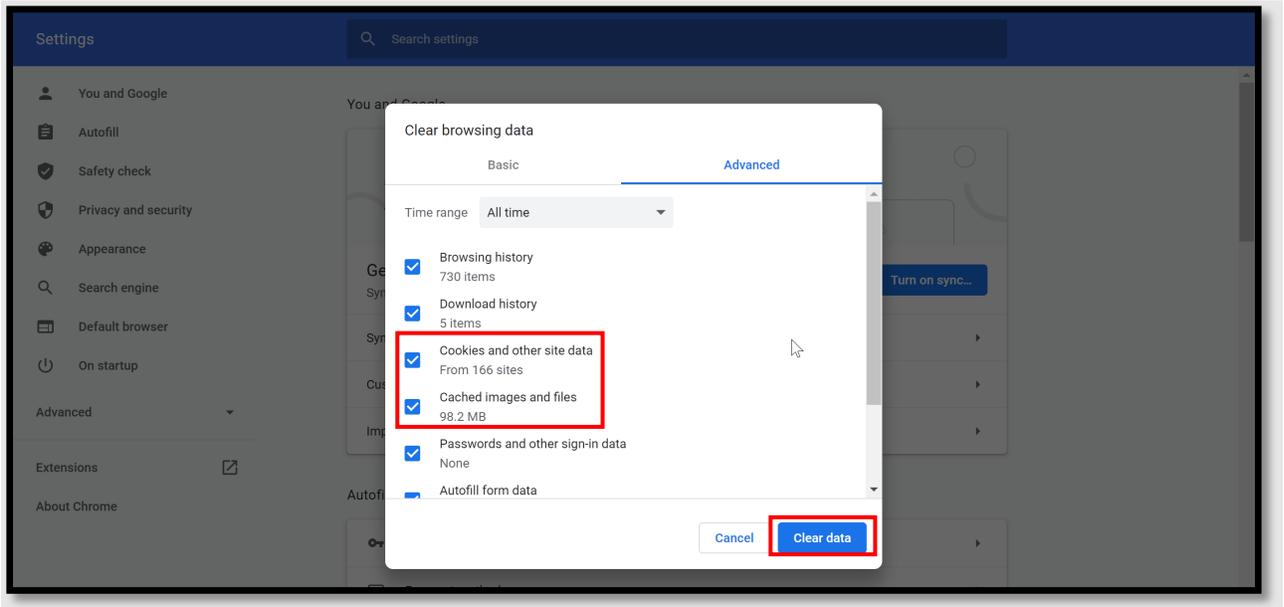
1. Open Google Chrome and select the three dots at the top right next to the URL.



2. From the drop-down, hover your mouse over **More Tools** and then select **Clear Browsing Data**.

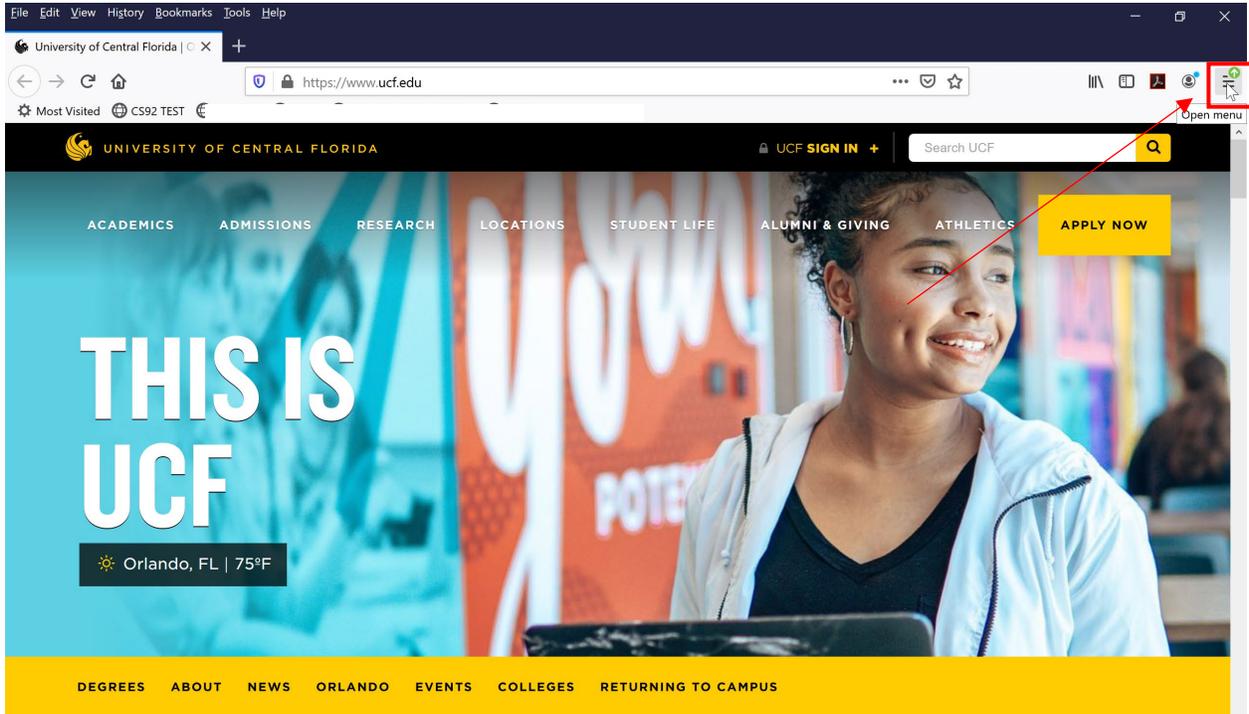


3. Select the checkboxes next to “Cookies and other site data” and “Cached images and files” along with any other items you would like to clear. When all are selected, press the **Clear data** button.

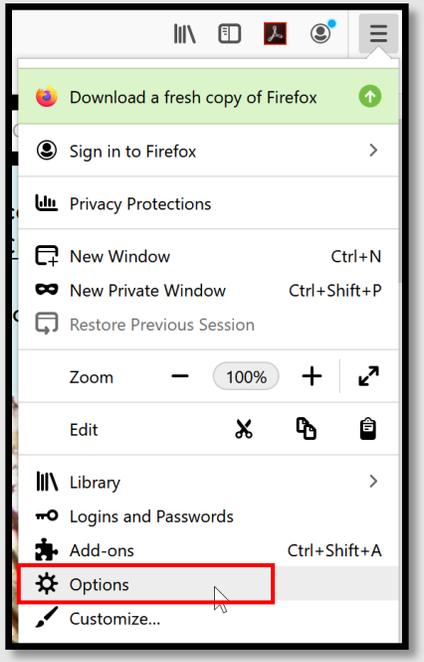


# Firefox

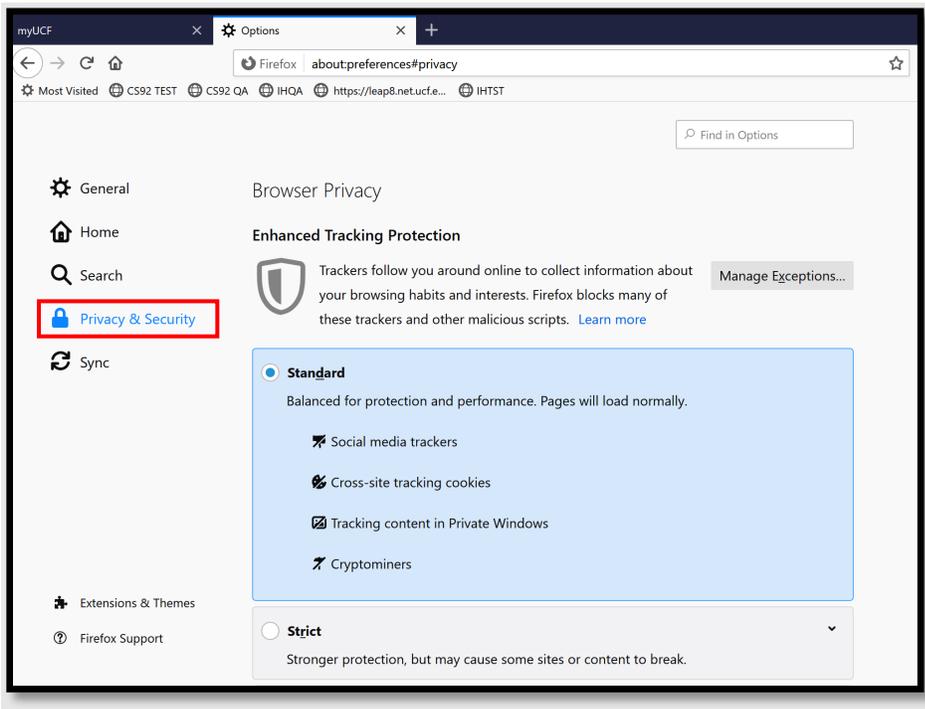
1. After opening Firefox, click on the upper right corner which looks like three horizontal lines, to open the menu.



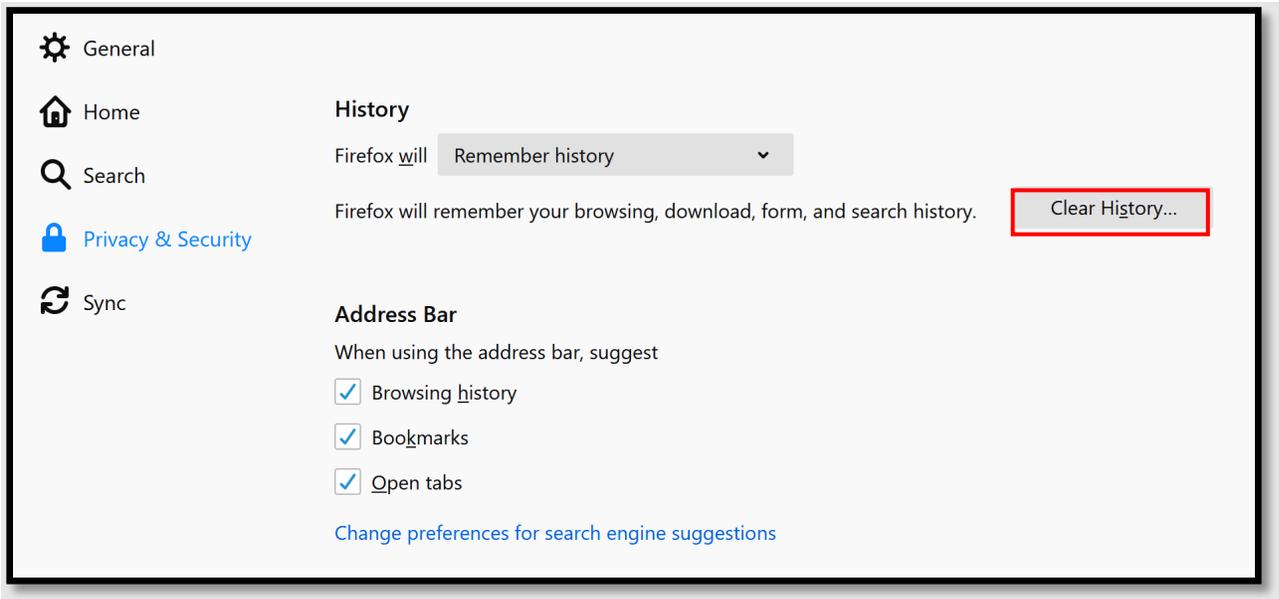
2. From the menu dropdown, then select **Options**



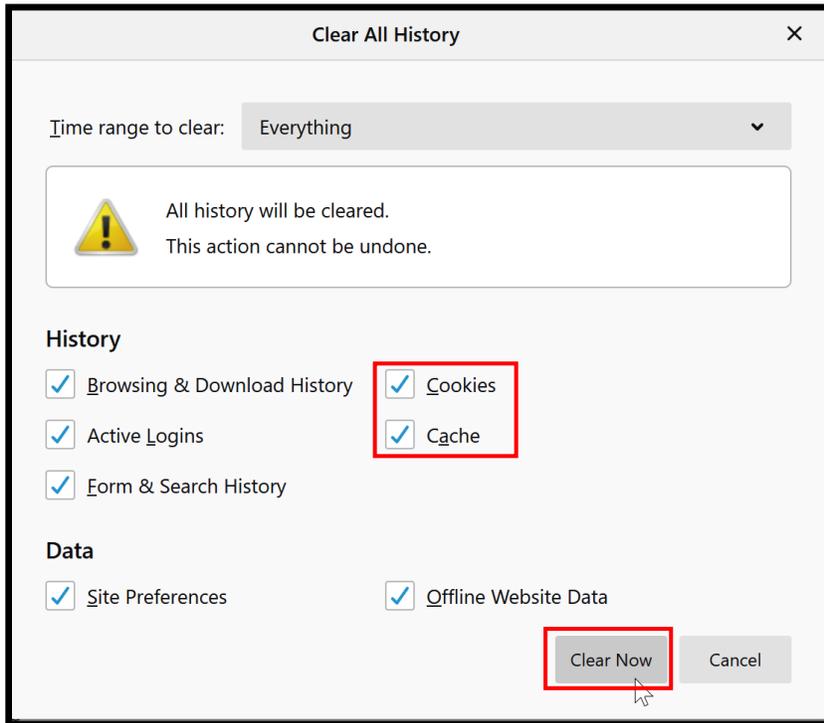
3. On the left side panel, select **Privacy & Security**.



4. Scroll down until you see **History** and select **Clear History**.

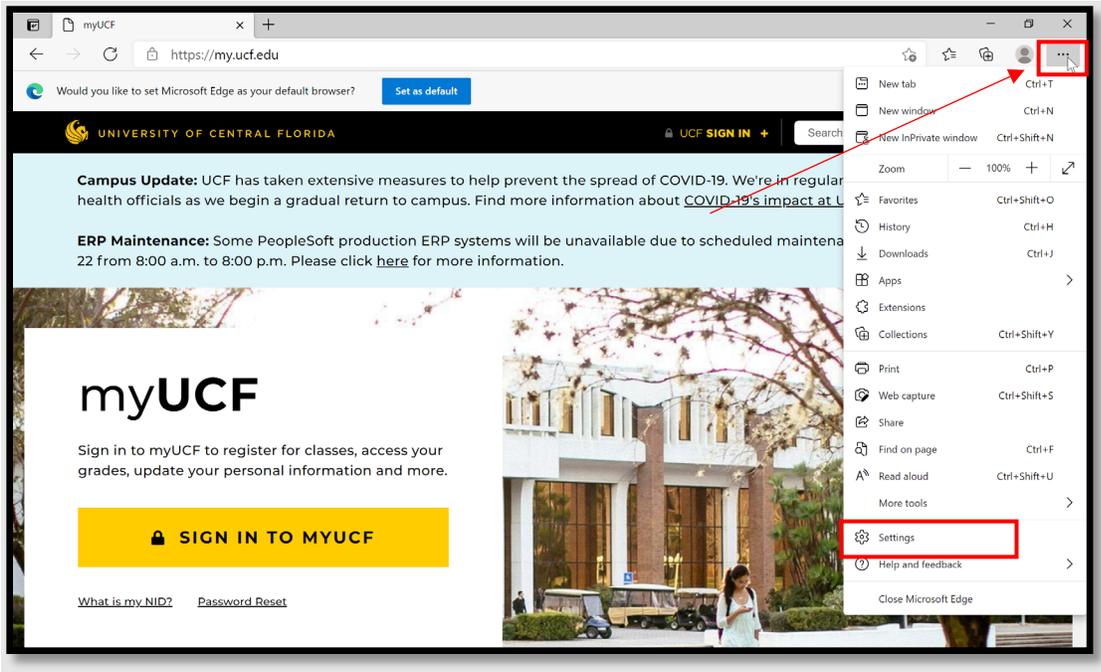


5. A new window will appear. Ensure the radio buttons next to “Cookies” & “Cache” are checked. When all the checkboxes desired are selected, click **Clear Now**.

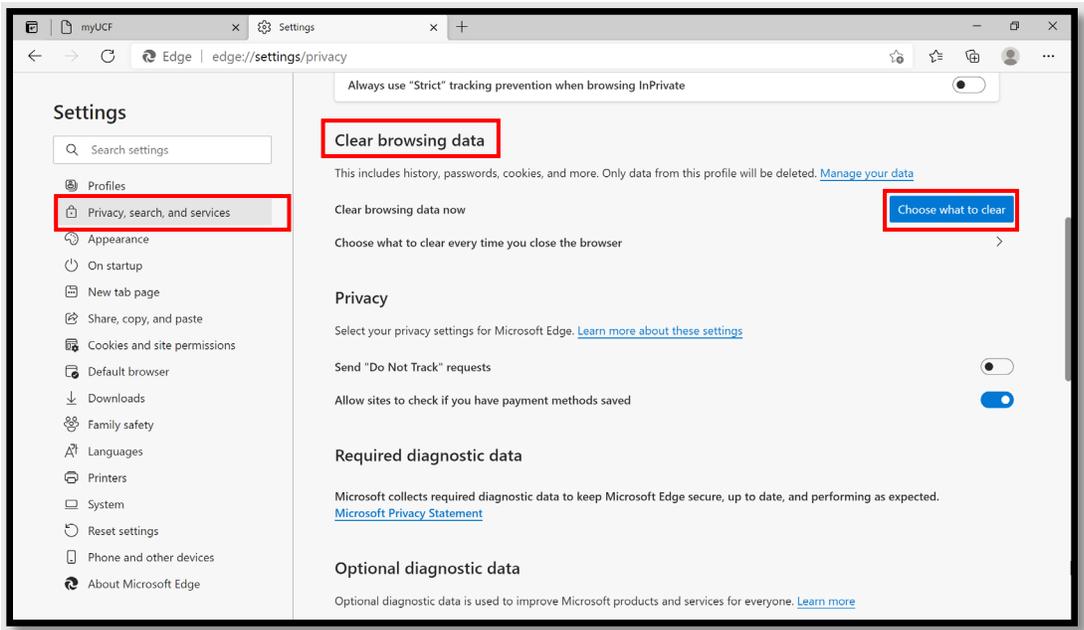


# Edge

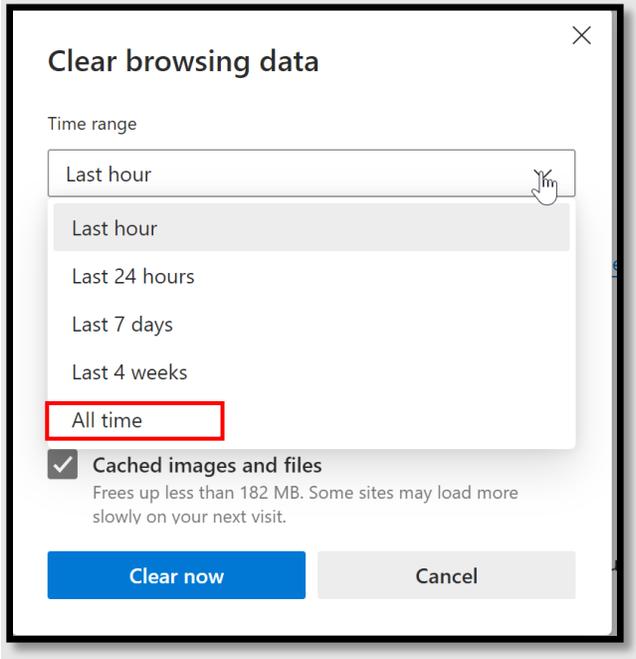
1. After opening Microsoft Edge, select the Menu which is the three dots on the top right of the browser and then select **Settings**.



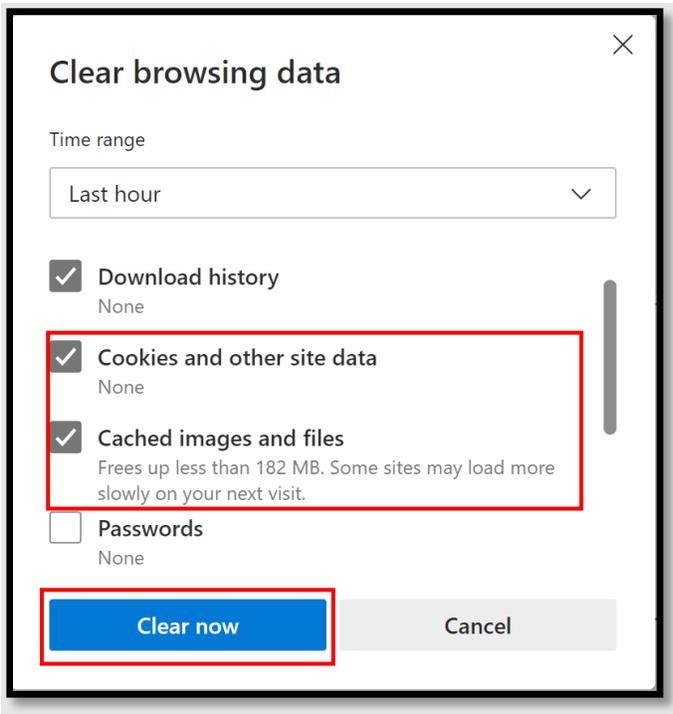
2. After the Settings tab opens, select the **Privacy, search, and services** tab on the left-hand side of the window. Then scroll down to **Clear browsing data** and select the blue button **Choose what to clear**.



3. A new window will appear. Select the downward facing carrot to expand the **Time range** and change the time range from “Last hour” to “All time.”

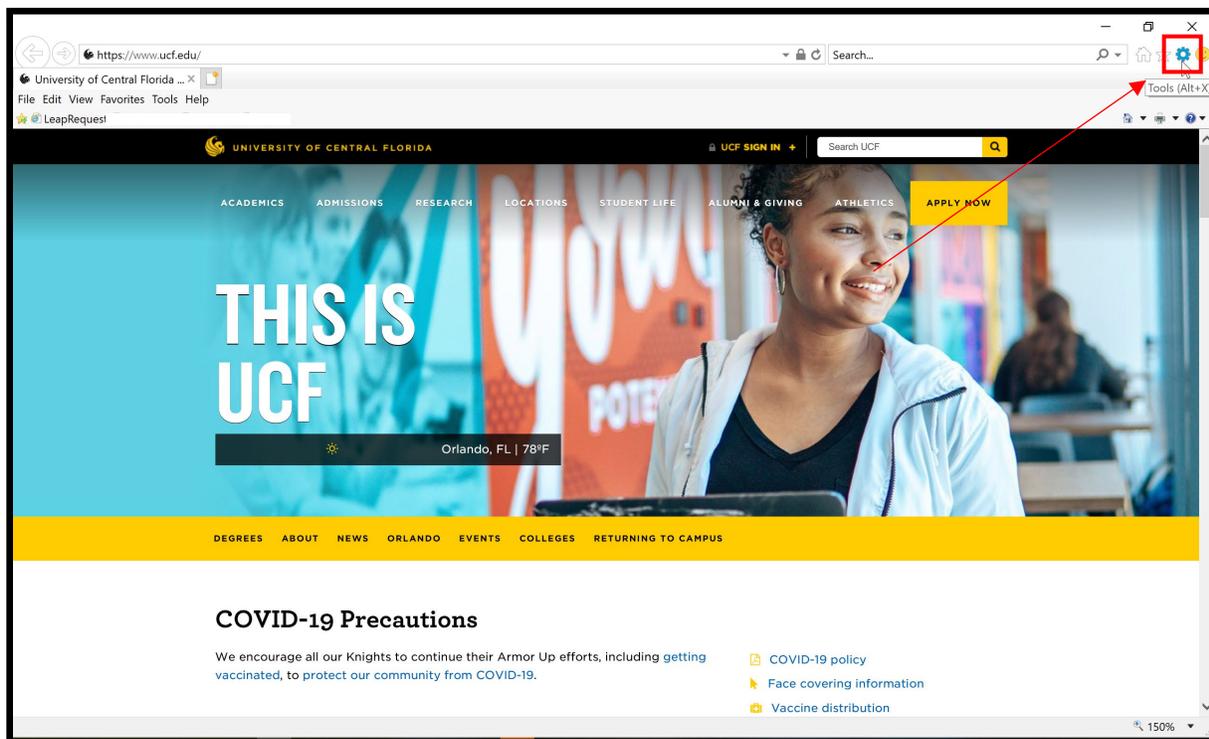


4. Then select all the radio buttons you please, ensuring that the “Cookies and other site data” and “Cached images and files” buttons are selected as well. Once all the buttons are selected press **Clear now**.

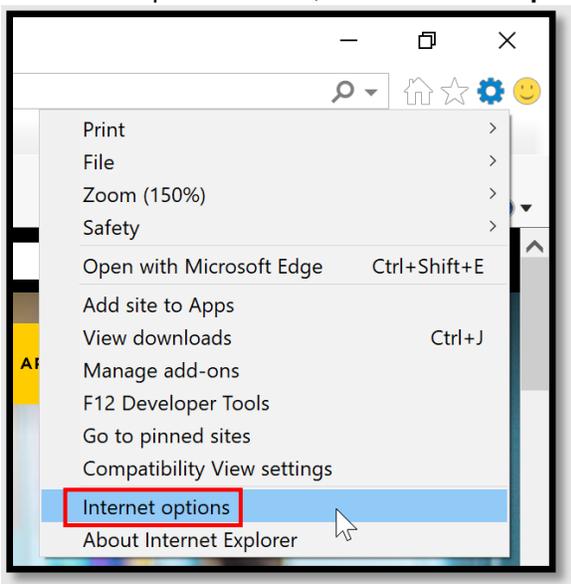


# Internet Explorer

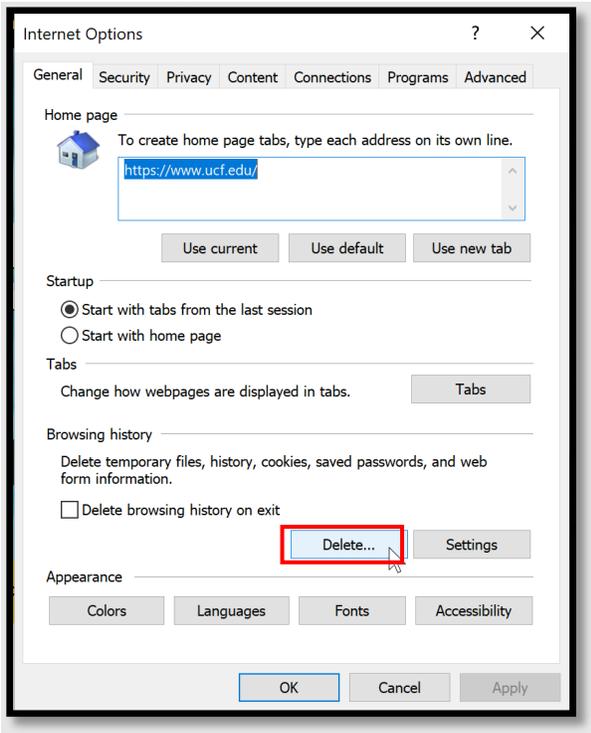
1. Open Internet Explorer and navigate to the “Tools” option by selecting the gear icon on the top right of the browser.



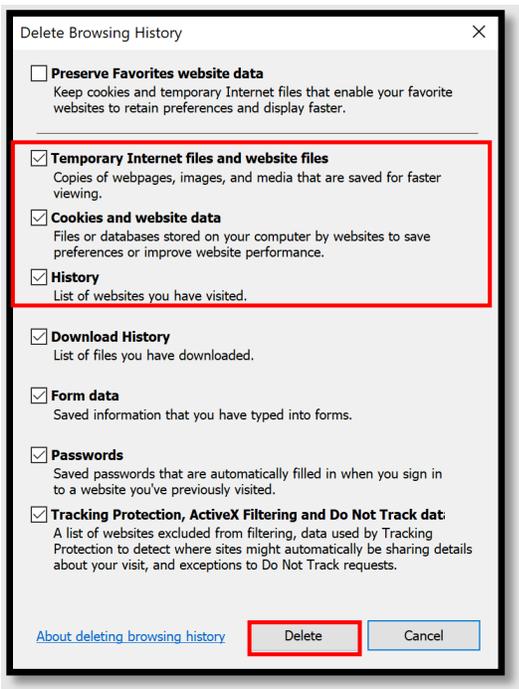
2. From the drop-down menu, select **Internet Options**.



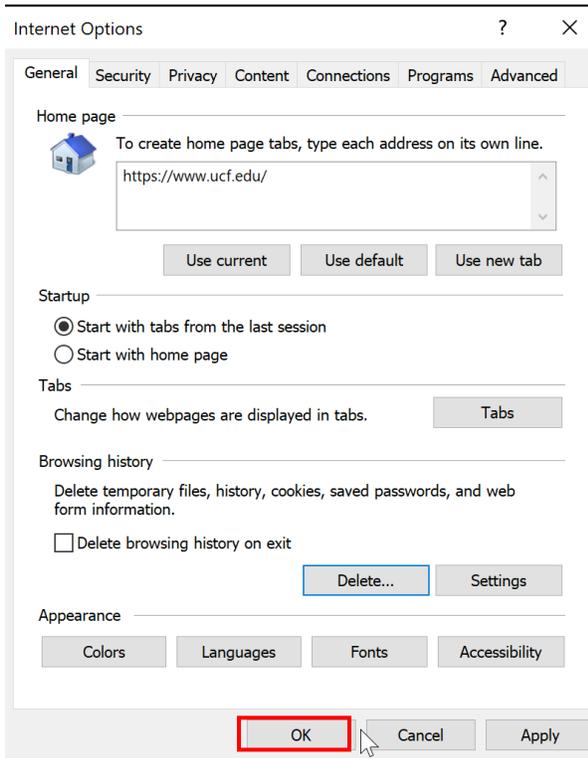
3. A window will appear. From the default “General” tab, select **Delete** underneath **Browsing history**.



4. Select all the necessary check boxes. The default settings that should be checked should include **Temporary Internet files and website files**, **Cookies and website data**, and **History**.



5. You will be taken back to the Internet Options page. Select **OK** to finalize your selection.



## References

MKS075. (2019, June 6). *Difference between Cache and Cookies*. Retrieved from GeeksforGeeks: <https://www.geeksforgeeks.org/difference-between-cache-and-cookies/#:~:text=The%20main%20difference%20between%20Cache,to%20trace%20the%20user%20preferences.>

UCF IT Support Center. (2023, Aug). Retrieved from [https://ucf.service-now.com/ucfit?id=kb\\_article&sys\\_id=116626e94f3ad3c4402497dd0210c720](https://ucf.service-now.com/ucfit?id=kb_article&sys_id=116626e94f3ad3c4402497dd0210c720)