



Clearing Browser Cache and Cookies

PC or Mac

Why clear the browser cache and cookies?

Each time you access a file through your web browser, the browser caches (i.e., stores) it. You should periodically clear the cache to allow your browser to function more efficiently.

Scantron users: The browser cache should always be cleared and cookies deleted between Scantron tests.

Clearing the browser cache and cookies on your PC

Internet Explorer 8 or 9

Please note that errors may appear for users of Internet Explorer 9 with Scantron.

1. From the **Safety** menu in the upper right, click **Tools**, then **Delete Browsing History...**
2. Select **Temporary Internet files, Cookies, and History**.
3. Click **Delete**.
4. **Close** all open browser windows.
5. **Open** a new browser window.

Mozilla-Firefox for Windows

1. From the **Tools** menu, select **Clear Private Data** (or it may say **Clear Recent History**).
2. Select the items you want to delete (e.g., Browsing History, Cache, Cookies). Click **Clear Private Data Now** (or **Clear Now**).
3. **Close** all open Mozilla-Firefox browser windows.
4. **Open** a new Mozilla-Firefox browser window.

Clearing the browser cache and cookies on your Mac

Safari

1. From the **Safari** menu, select **Reset Safari**
2. From the menu, select the items you want to reset, and then click **Reset**.

Firefox for Mac

1. From the **History** menu (or **Tools** menu, depending on your version), select **Clear Recent History**.
2. From the **Time range to clear**: drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Click the down arrow next to "Details" to choose which elements to clear. Select Cache and Cookies. Click **Clear Now**.