

If web pages are displaying improperly, or if you are unable to sign in to a web page with your credentials, clearing your web browser cache and cookies may resolve the issue.

See the appropriate section below for the web browser you are using.

### Chrome

#### Desktop

Follow these instructions on a desktop computer:

1. Click the three vertical dots at the top-right and select **More Tools**.
2. Click **Clear browsing data...**
3. For **Time range** choose **All time**.
4. Check **Cookies and other site data**.
5. Check **Cached images and files**.
6. Click **Clear data**.

#### Chrome for Android

Follow these instructions on a mobile device:

1. Select the three vertical dots at the top-right and select **Settings**.
2. Select **Privacy and security**.
3. Select **Clear browsing data**.
4. For **Time range**, select **All time**.
5. Check **Cookies and site data**.
6. Check **Cached images and files**.
7. Select **Clear data**.
8. Select the back arrow to exit *Privacy and security*.
9. Select the back arrow to exit *Settings*.

### Edge

1. Click the three horizontal dots at the top-right and click **Settings**.
2. Click **Privacy, search, and services**.
3. Under *Clear browsing data* click **Choose what to clear**.
4. For **Time range**, select **All Time**.
5. Check **Cookies and other site data** and **Cached images and files**.
6. Click **Clear now**.
7. Close all Edge windows.

### Firefox

1. Click the three horizontal lines at the top-right, and choose **Settings**.
2. Select the **Privacy & Security** panel and go to the **Cookies and Site Data** section.
3. Click the **Clear Data** button. The **Clear Data** dialog appears.
4. Check both boxes.
  - **Cookies and Site Data** (to remove login status and site preferences).
  - **Cached Web Content** (to remove stored images, scripts and other cached content).
5. Click **Clear**.

### Internet Explorer

1. Click **Tools** on the menu bar.
2. Click **Internet Options**.
3. On the **General** tab, under *Browsing History*, click **Delete**.
4. Uncheck **Preserve Favorites website data**.
5. Check only **Temporary Internet Files** and **Cookies**.
6. Click **Delete**.
7. Close all Internet Explorer windows.

### iOS

Use these instructions for Safari on an iPhone, iPad, or iPod Touch.

1. From the **Home** screen select **Settings**.
2. Select **Safari**.
3. Select **Clear Cookies and Data**.
4. Select **Clear**.

### Safari

Use these instructions for Safari on a Mac.

1. Click **Safari / Preferences...** on the menu bar.
2. Click the **Privacy** tab.
3. Click **Remove all Website Data...**
4. Click **Remove Now**.
5. Click **Safari / Quit Safari** on the menu bar.