

# Clear Cache Cookies Local Browse

## To clear the cache and cookies in Windows Internet Explorer 8, 9, 10 or 11:

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session and click on the **Gear** icon in the top right.
3. Click **Safety > Delete Browsing History**.
4. In the **Delete Browsing History** window, select:
  1. **Preserve Favorites website data**
  2. **Temporary Internet Files**
  3. **Cookies and website data**
  4. **ActiveX Filtering and Tracking Protection data**
5. Click the **Delete** button.
6. In the Delete Browsing History confirmation window, click **Yes**, and then click **Done** after the files are deleted.
7. Click **OK**.
8. Close the browser and retry. If the problem persists, contact Technical Support for further investigation.

## To clear the cache and cookies in Windows Internet Explorer 7:

1. Close all Internet Explorer windows.
2. Open a new Internet Explorer session, and then click **Tools > Browsing History > Delete**.
3. In the **Delete Browsing History** window, select:
  1. **Preserve Favorites website data**
  2. **Temporary Internet Files**
  3. **Cookies and website data**
4. Click the **Delete** button.
5. In the Delete Browsing History confirmation window, click **Yes**, and then click **Done** after the files are deleted.
6. Click **OK**.
7. Close the browser and retry. If the problem persists, contact Technical Support for further investigation.

## To clear the cache and cookies in Safari 5:

1. Close all Safari windows.
2. Open a new Safari session and click **Safari > Reset Safari**.
3. Clear the check boxes for all items except **Empty the cache** and **Remove all cookies** (these remain selected).
4. Click **Reset**.

5. Click **Remove All**, and then click **Done**.

#### **To clear the cache and cookies in Firefox:**

1. Open Firefox.
2. If you do not see the **Menu Bar**, right click above the browser tab and check it to make it visible.
3. Click **Tools > Options**.
4. Click the **Advanced** tab.
5. Click **Network**.
6. Under **Cached Page Content**, click the **Clear Now** button.
7. Under **Offline Web Content and User Data**, click the **Clear Now** button.
8. Click **OK**.

#### **To clear the cache and cookies in Chrome:**

1. Click the Chrome menu on the browser toolbar.
2. Select **Tools**.
3. Select **Clear browsing data**.
4. In the window that appears, in the **Obliterate the following items from** list, select **the beginning of time** to delete everything.
5. Select the check boxes for:
  1. **Cookies and other site and plug-in data**
  2. **Cached images and files**
  3. **Hosted app data**
6. Click **Clear browsing data**.

In Windows, sometimes there is still temporary file residue that remains even after deleting the cache. An additional action is to use the **Disk Cleanup** utility to remove temporary Internet files.

#### **To remove Temporary Internet Files using Disk Cleanup (Windows):**

1. Close Internet Explorer fully.
2. Click the **Start** button.
3. Click **All Programs**.
4. Click **Accessories**.
5. Click **System Tools**.
6. Click **Disk Cleanup**.
7. Select the drive you want to clean up (typically C) and click **OK**.

8. Select **Temporary Internet Files** only, and click **OK**.
9. Ensure that the Temporary Internet Files appear with 0 size and close.
10. Launch Internet Explorer and retry. If problems persist, contact Pearson Technical Support.

If the problem still exists (Windows only), it is possible that your antivirus software has locked some of the files as infected.