

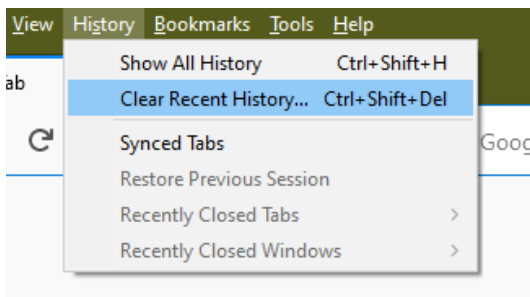
Clear Web Browser History (Windows)

Getting Started

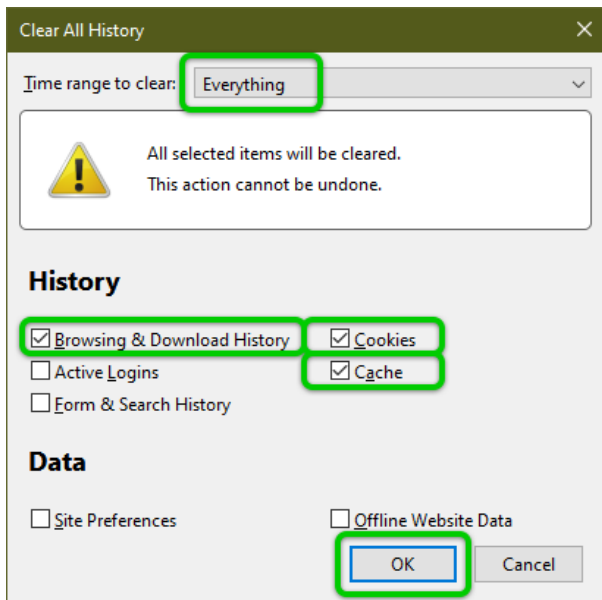
Some web browser problems may be fixed by clearing the history (web cache) and restarting the browser. This guide shows the process for clearing history for Firefox, Chrome, and Edge on a Windows computer.

FIREFOX

1. From the menu bar at the top of the Firefox window, click “History” and then “Clear Recent History...”:



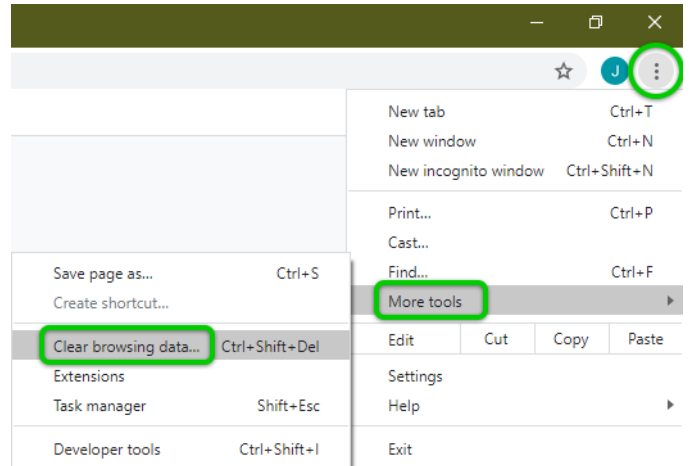
A new window appears:



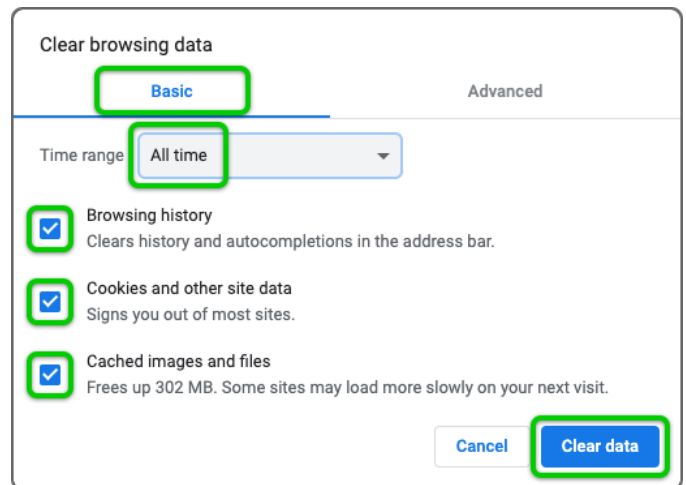
2. Click the drop-down box and from the list that appears click “Everything”.
3. Check the boxes for “Browsing & Download History”, “Cookies”, and “Cache”.
4. Click the “OK” button. The “Clear All History” window will disappear when the process is complete.
5. Completely quit Firefox—click the “X” icon at the top right corner of the Firefox window.

CHROME

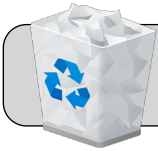
1. Click the icon with three dots at the top right corner of the Chrome window. From the menu that appears, click “More tools” and then “Clear browsing data...”:



A new window appears:



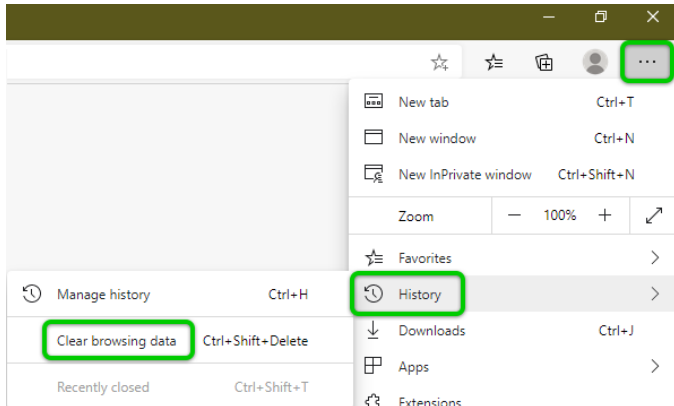
2. Click the “Basic” tab.
3. Click the drop-down box and from the list that appears click “All time”.
4. Check the boxes for “Browsing history”, “Cookies and other site data”, and “Cached images and files”.
5. Click the “Clear data” button. The “Clear browsing data” window will disappear when the process is complete.
6. Completely quit Chrome—click the “X” icon at the top right corner of the Chrome window.



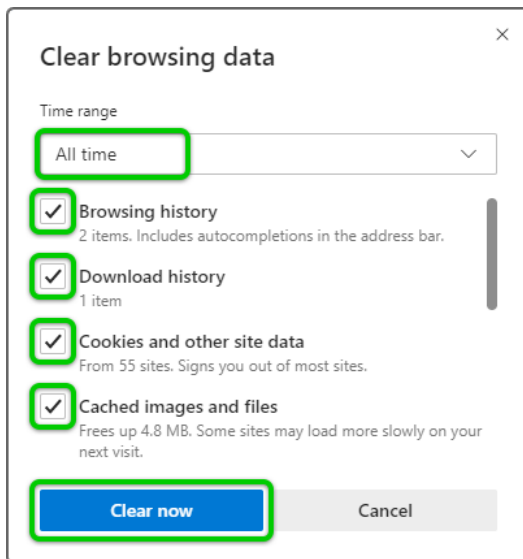
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EDGE

1. Click the icon with three dots at the top right corner of the Edge window. From the menu that appears, click “History” and then “Clear browsing data”:



A new window appears:



2. Click the drop-down box and from the list that appears click “All time”.
3. Check the boxes for “Browsing history”, “Download History”, “Cookies and other site data”, and “Cached images and files”.
4. Click the “Clear now” button. The “Clear browsing data” window will disappear when the process is complete.
5. Completely quit Edge—click the “X” icon at the top right corner of the Edge window.

UPDATE WEB BROWSERS

Some web browser problems may be fixed by updating to the latest version.

1. Update Firefox
 - A. From the menu bar at the top of the Firefox window, click “Help” and then “About Firefox”.
 - B. Firefox should automatically start updating (if an update is available). If it does not, click the “Update to (new version number)” button.
 - C. When the update is complete, completely quit Firefox and then re-launch.
2. Update Chrome
 - A. Click the three dots icon at the top right corner of the Chrome window.
 - B. From the menu that appears, click “Help” and then “About Google Chrome”.
 - C. Chrome should automatically start updating (if an update is available). If it does not, click the “Check for Updates” button.
 - D. When the update is complete, completely quit Chrome and then re-launch.
3. Update Edge
 - A. Click the three dots icon at the top right corner of the Edge window.
 - B. From the menu that appears, click “Help and feedback” and then “About Microsoft Edge”.
 - C. Edge should automatically start updating (if an update is available). If it does not, click the “Check for Updates” button.
 - D. When the update is complete, completely quit Edge and then re-launch.