Clearing Your Browser's Cache & Deleting Cookies

Often the Answer to Why EIS is Behaving Strangely

After refreshes and updates, it is often necessary to clear your browser's cache and delete any cookies that may be residing in your system. This will remove any remnants of the previous pages that may have changed in that update or refresh.

Your cache is a temporary storage location for web page items that your browser uses so it does not have to re-load everything. Cookies help the web server by keeping track of who you are and your preferences. It all makes your experience faster and more personalized, but it can often cause problems when there have been updates that have changed those files that your browser stored.

The following is a list of supported browsers (click the link for the browser of your choice to jump to that section):

- [Microsoft Edge 25 and above](#)
- [Internet Explorer 11](#)
- [Firefox 38 and above](#)
- [Google Chrome 43 and above](#)
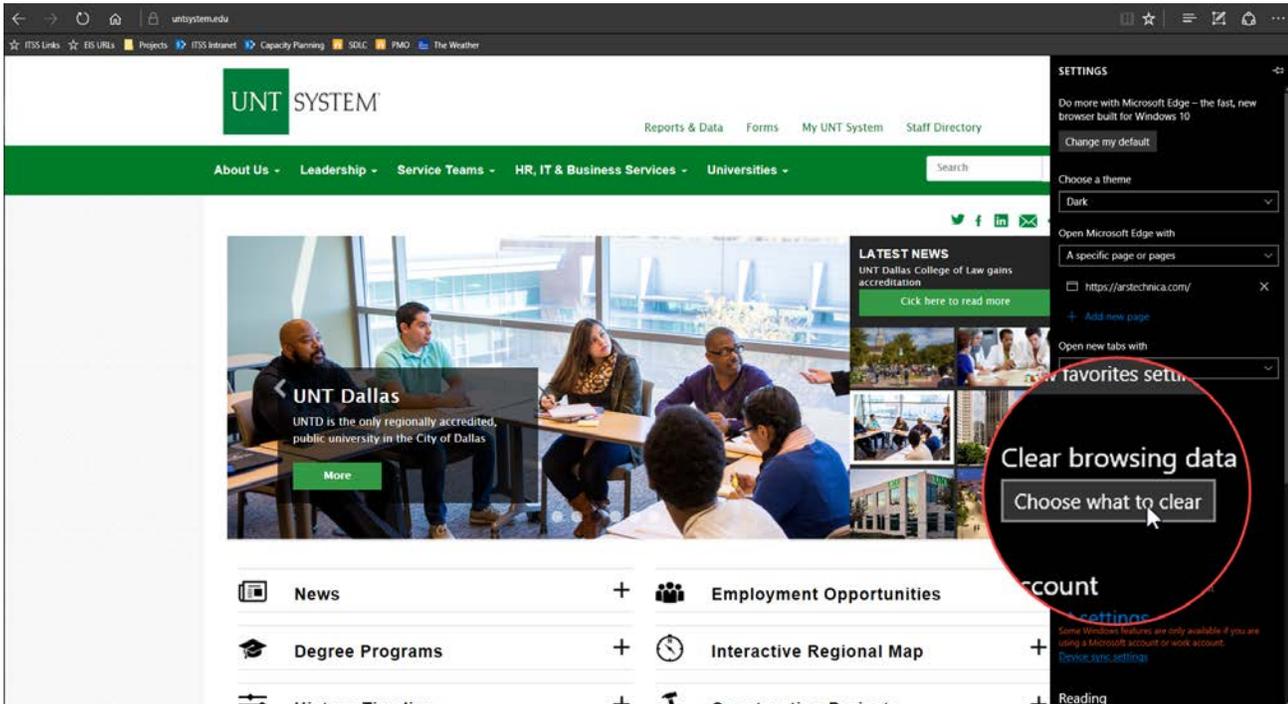- [Safari 8 and above](#)

The following is a guide on how to clear your cache and delete your cookies when using the various supported browsers for EIS.
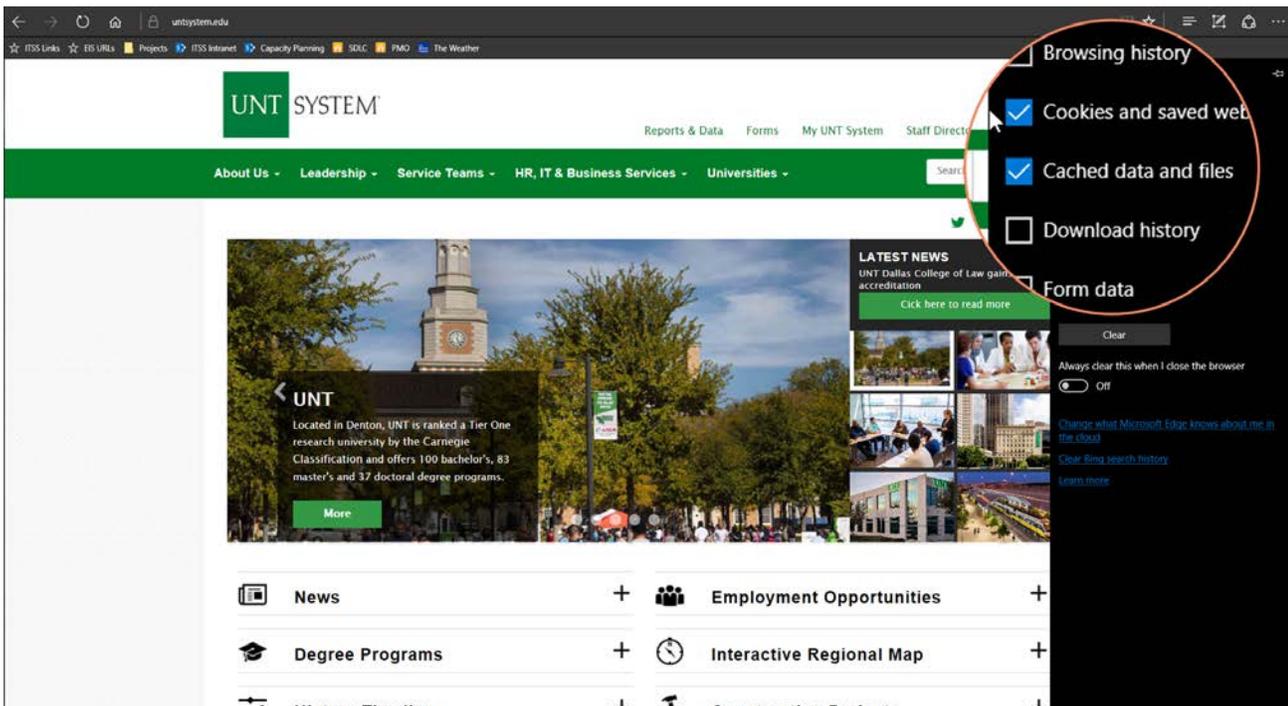
Microsoft Edge

- Click on the three (3) dots in the upper right-hand corner of your browser.
- Click on "Settings"
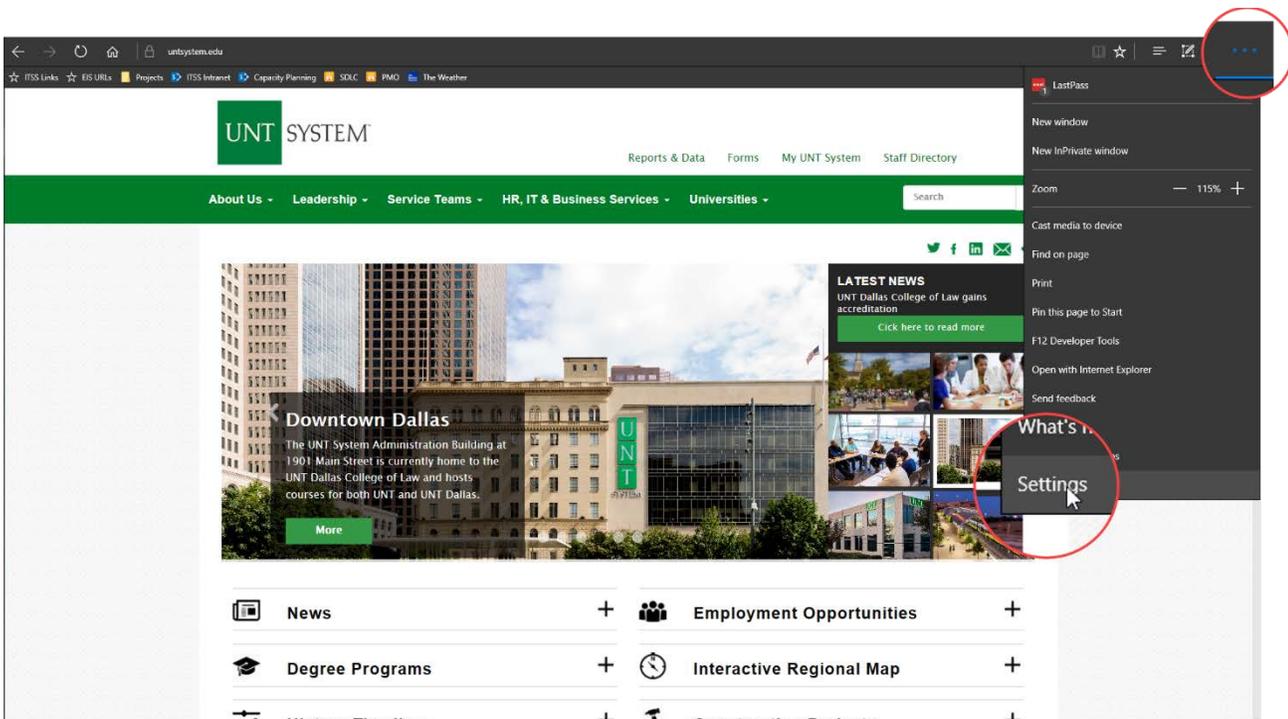
- Click on "Choose what to clear" under **Clear browsing data**

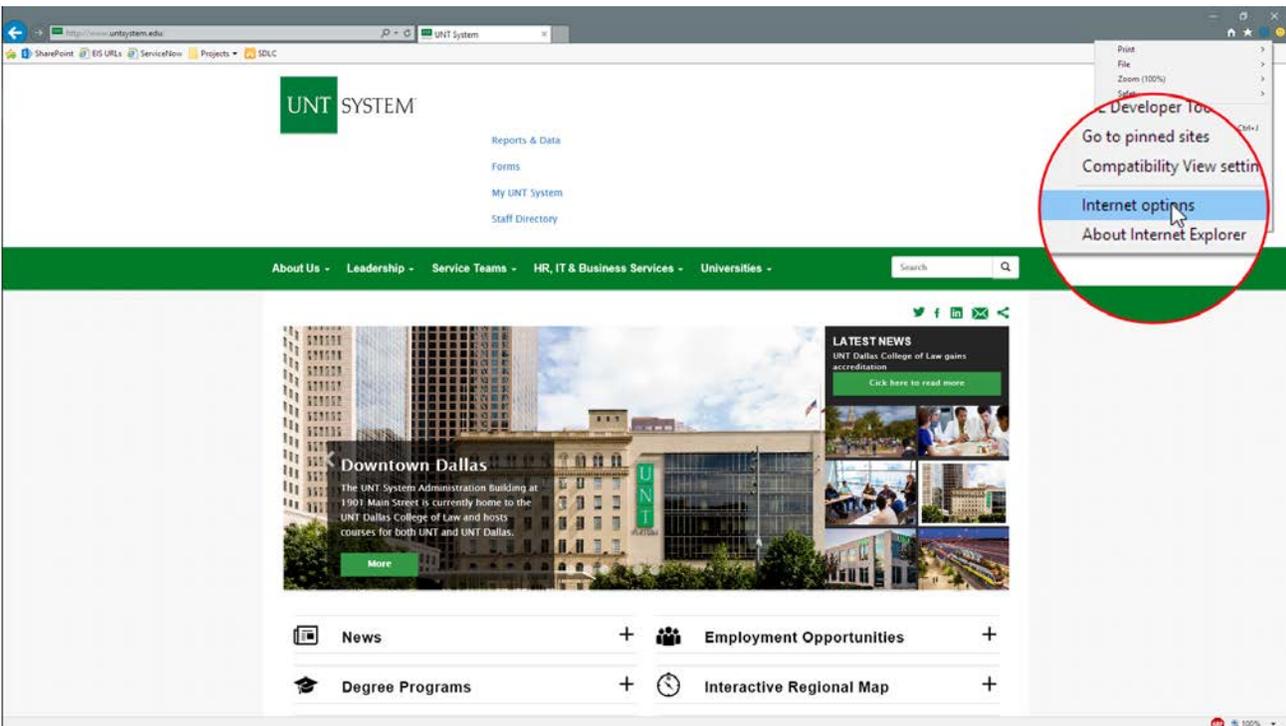- Check the boxes for "Cookies and saved website data" and "Cached data and files."

- Click Clear
- If you would like to do this every time you close your browser, you can click the slider that says "Always clear this when I close the browser" underneath the "Clear" button.
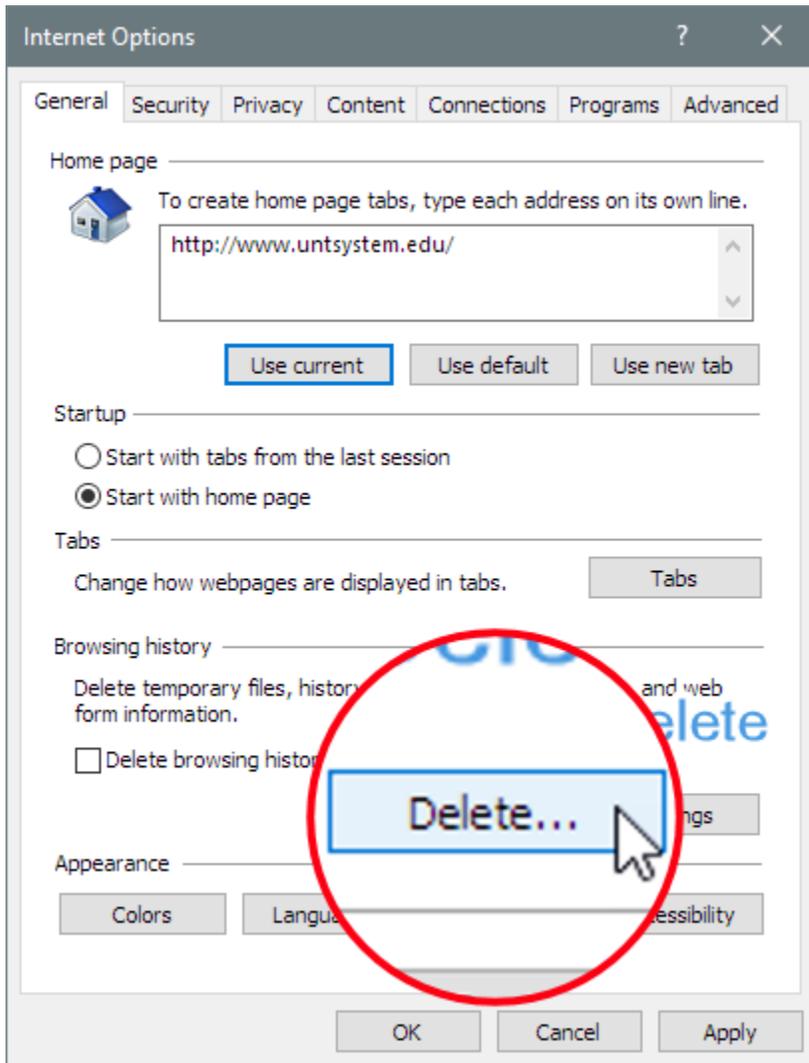
Internet Explorer 11

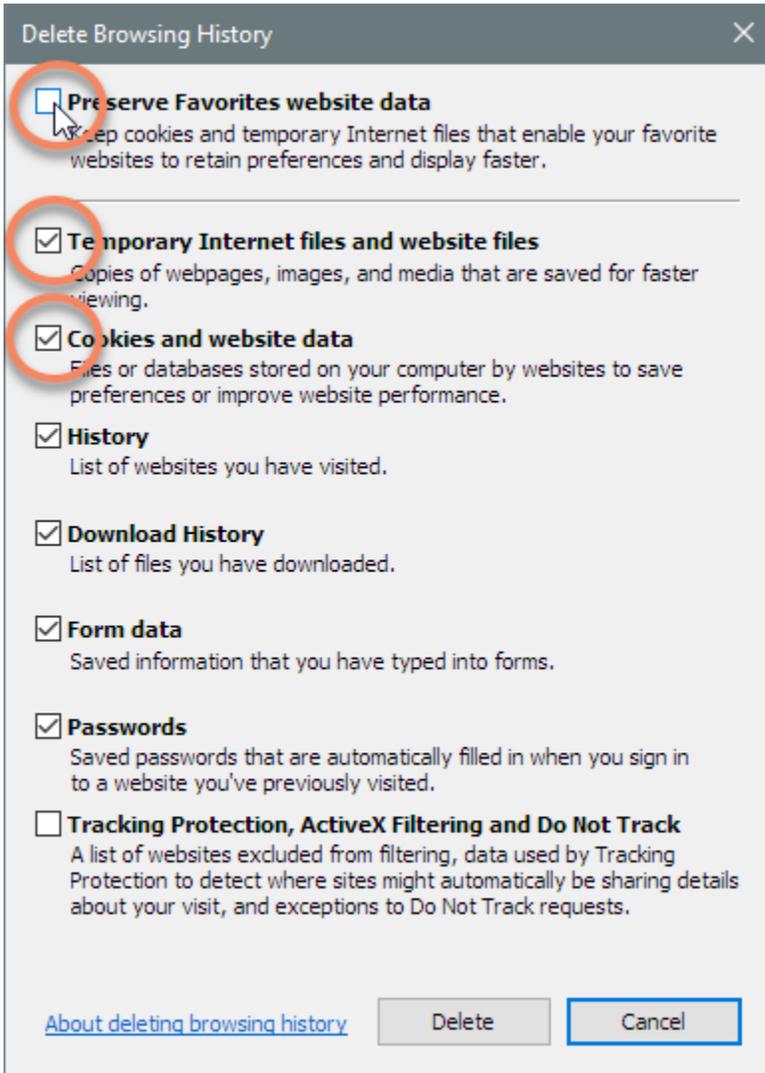- Click the gear/cog icon in the top right corner
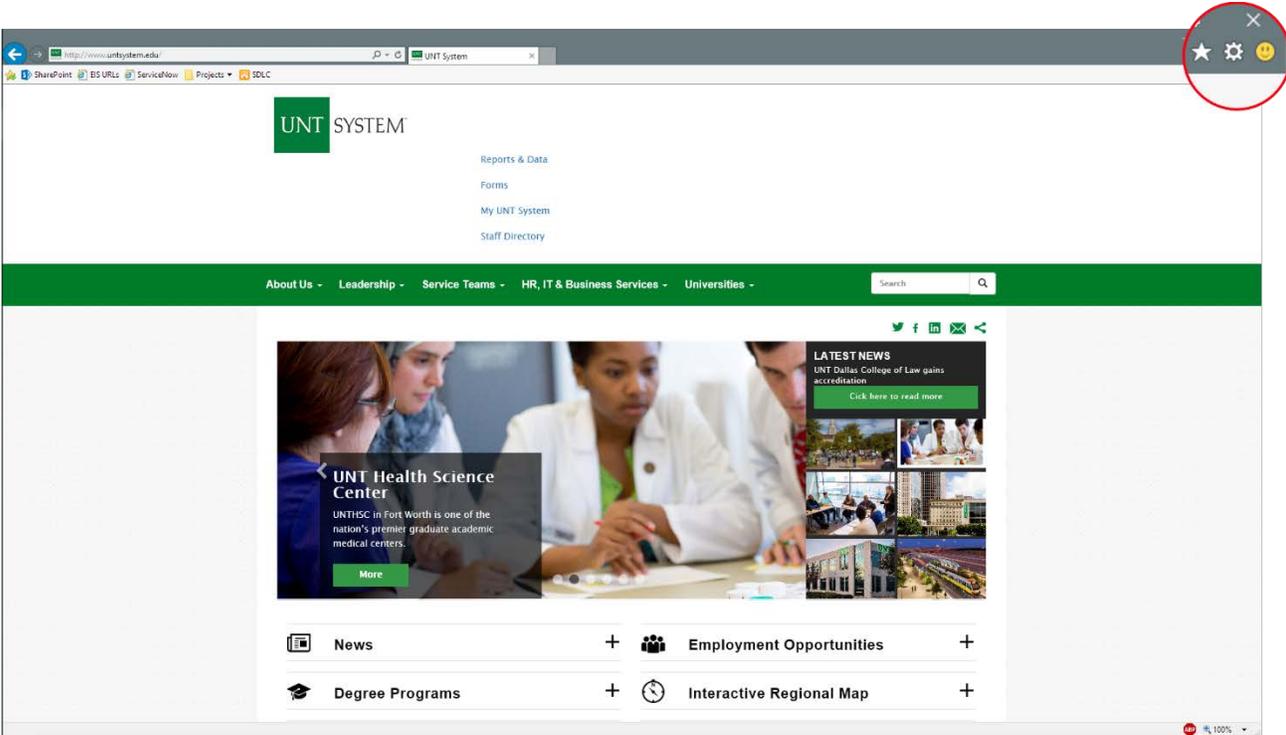
- Click "Internet options" in the menu
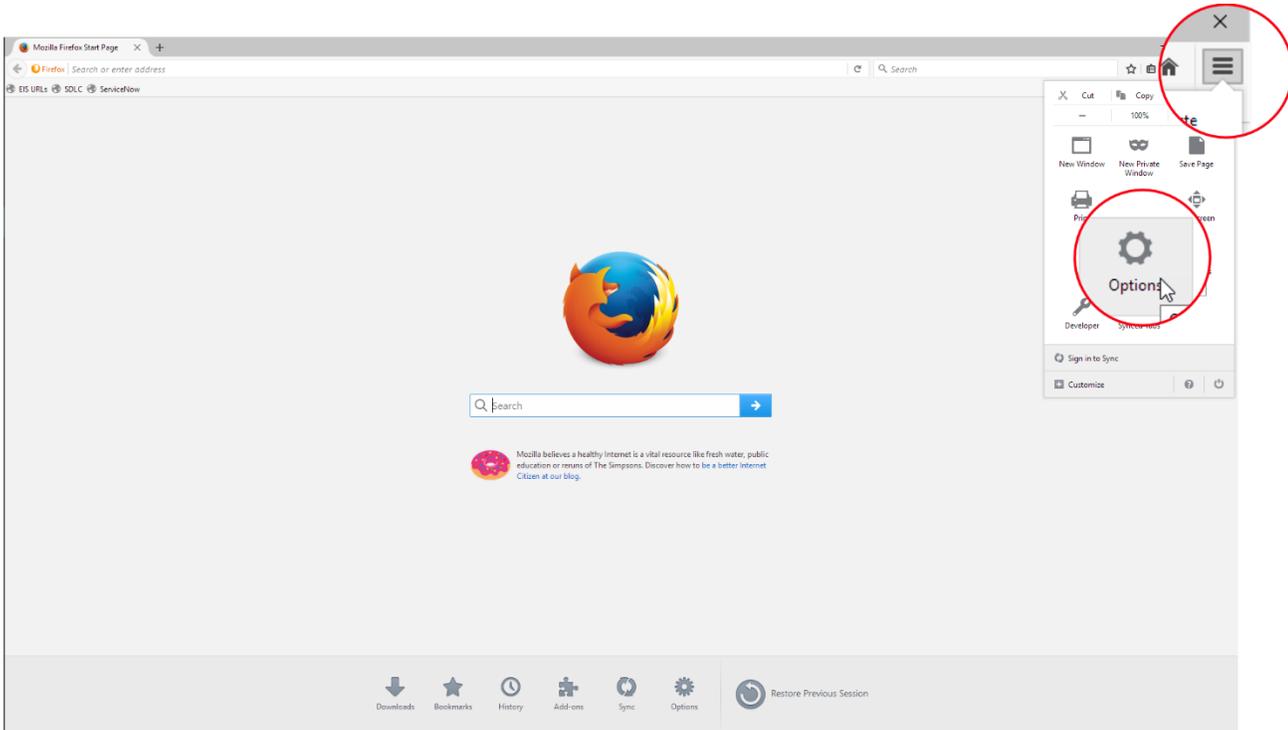
- Click the "Delete…" button in the popup menu

- Make sure "Preserve Favorites website data" is not checked
- Check "Temporary Internet files and website files"
- Check "Cookies and website data"
- Click on the "Delete" button at the bottom of the popup menu
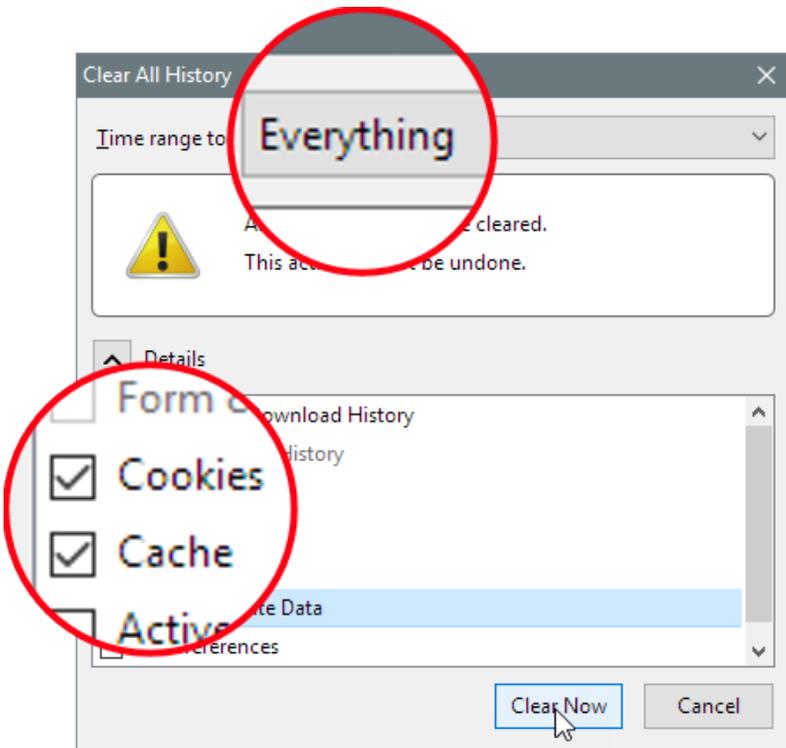
Firefox

- Click the 3-line stack icon in the top right – sometimes called the "Hamburger" icon
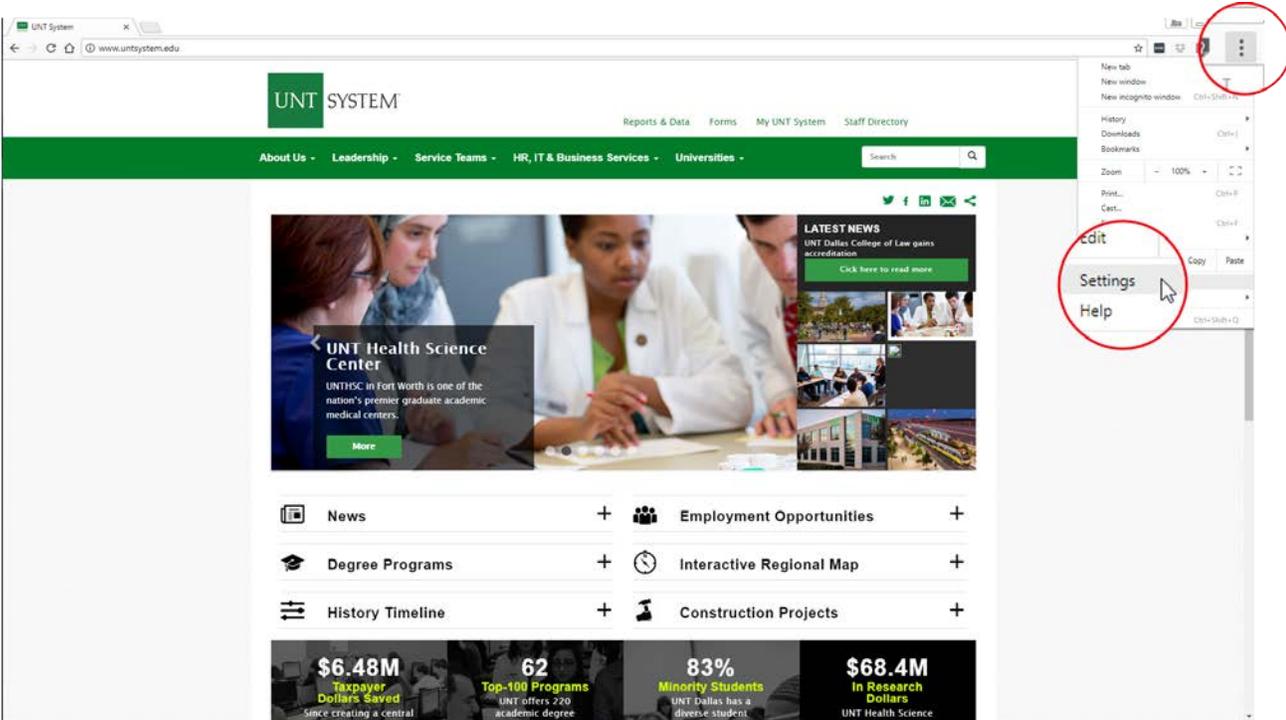- Click the "Options" icon

- In the popup menu, select "Everything" from the drop down menu at the top titled "Time range to clear"
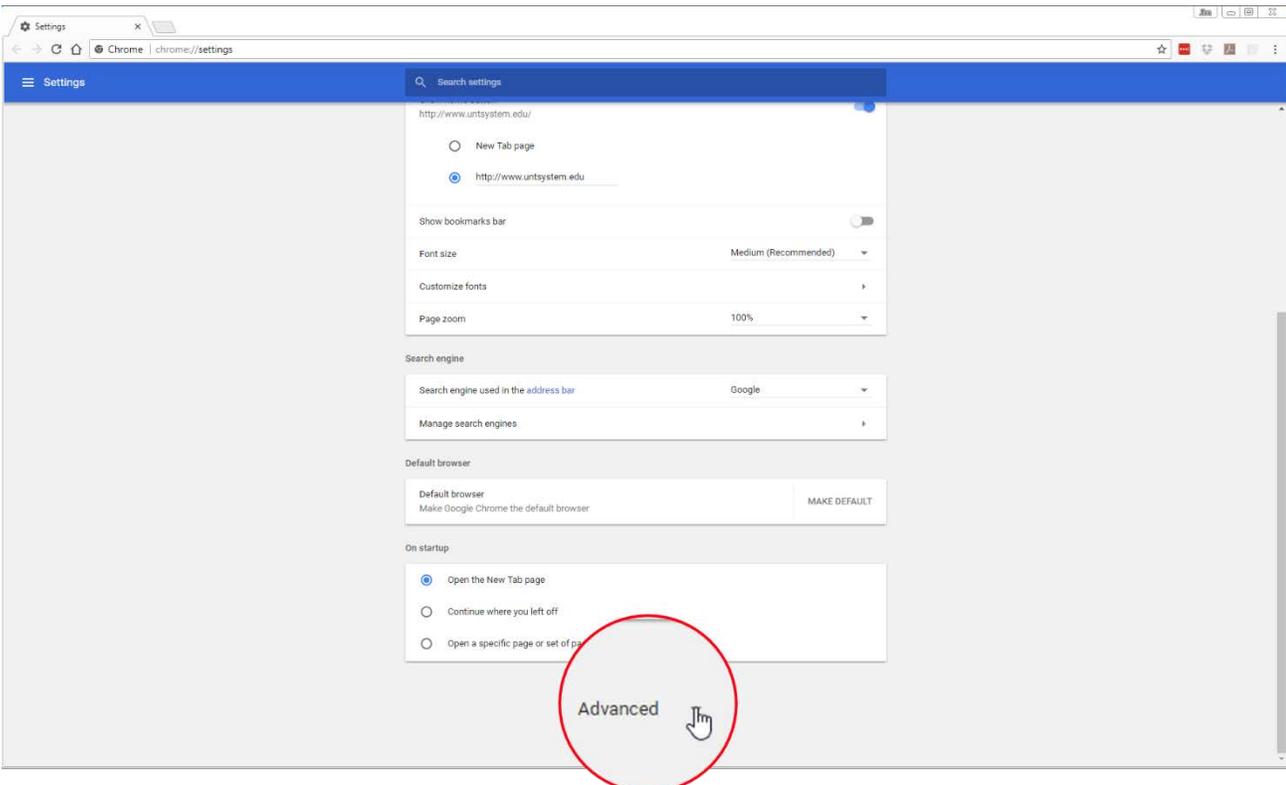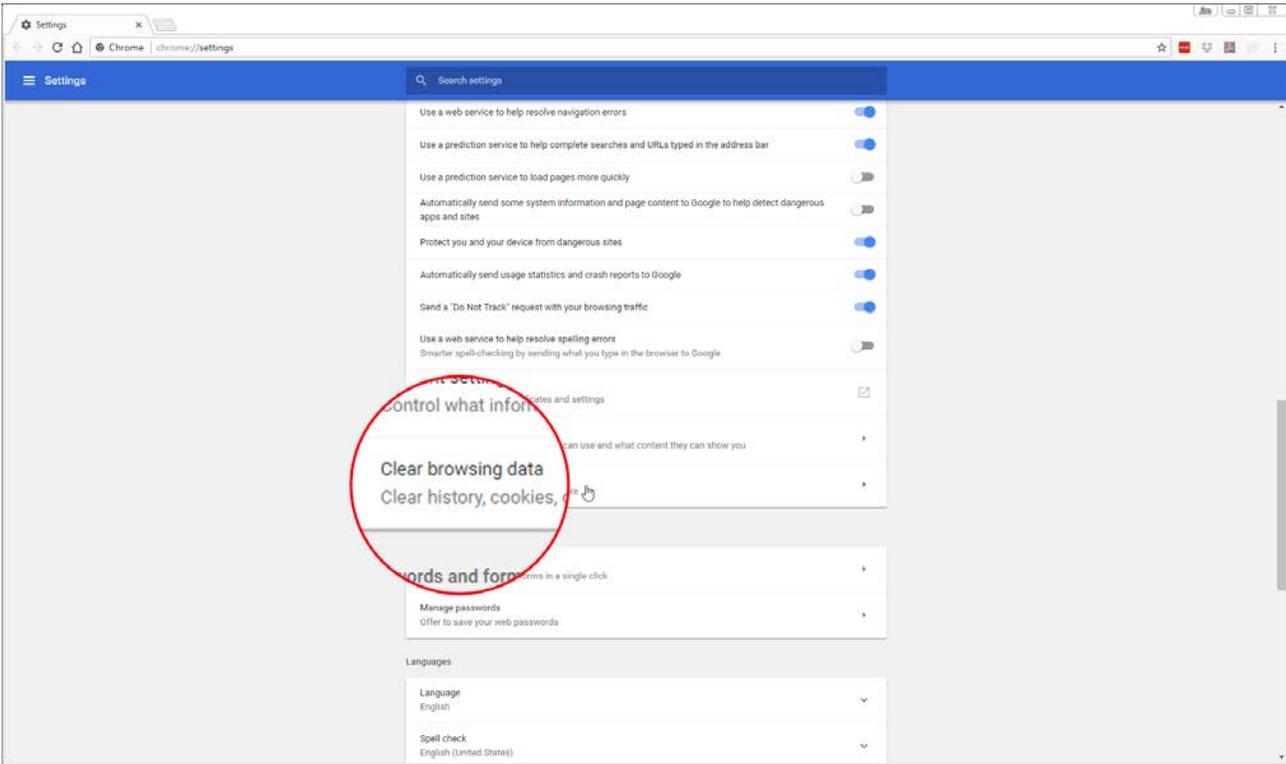- Click the "Clear Now" button.

Google Chrome

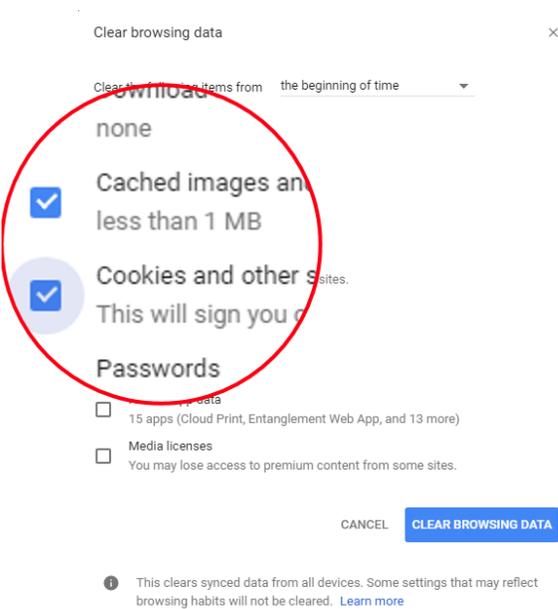- Select the 3 dots in the upper right corner and select "Settings."

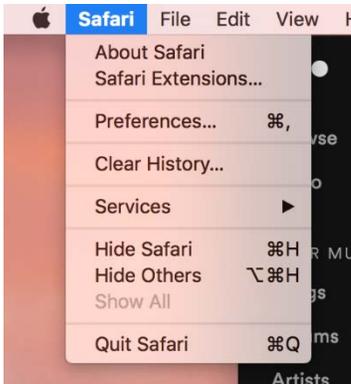- Scroll down and select "Advanced"

- Select "Clear browsing data"

- Make sure "Cached images…" and "Cookies and other…" are checked and select "CLEAR BROWSING DATA" at the bottom.
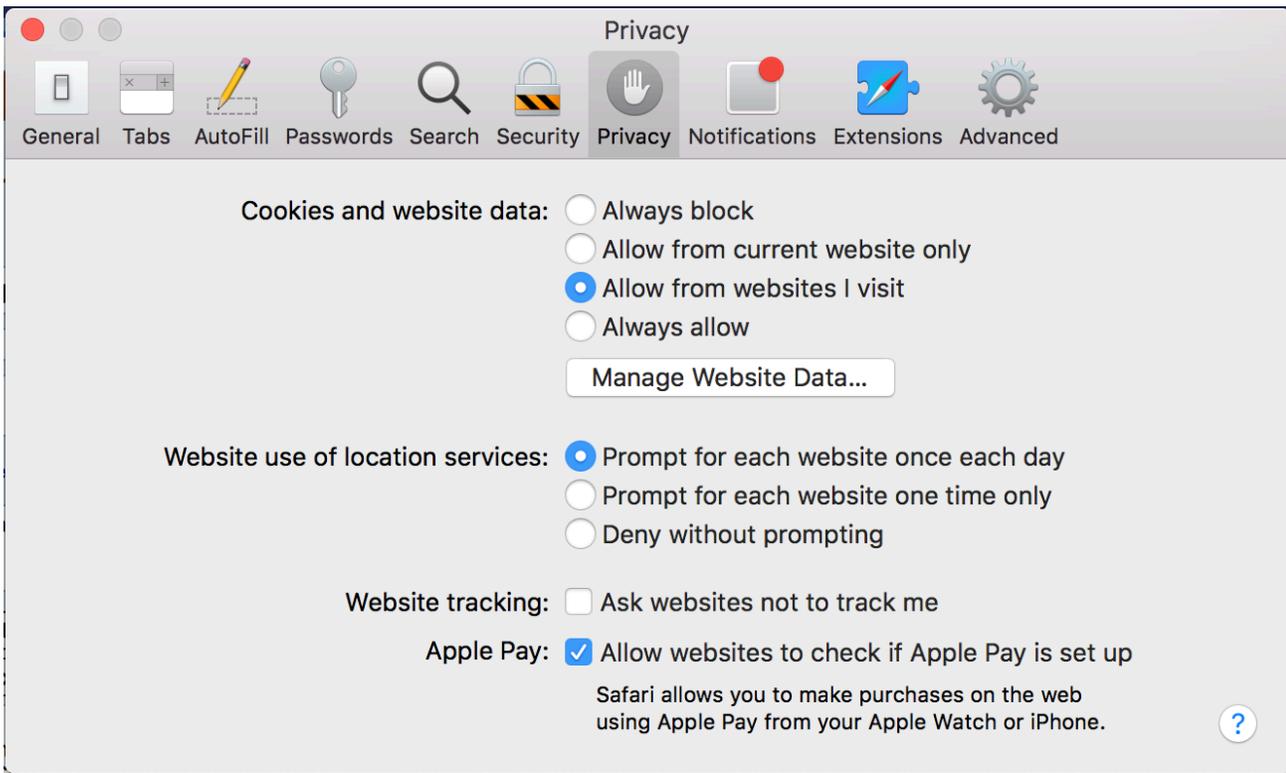
Safari

- Click on "Safari" in the upper left and then click on "Preferences"

- Select "Privacy" and then click "Manage Website Data…"

- Select "Remove All" from the next screen, and then in the small popup, select "Remove Now"