

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
- <u>Google Chrome 43 and above</u>
- <u>Safari 8 and above</u>

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.

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Google Chrome

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



• Scroll down and select "Advanced"

Settings ×		
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	Default browser Make Google Chrome the default browser	MAKE DEFAULT
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• Select "Clear browsing data"

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	Use a web service to help resolve navigation errors		
	Use a prediction service to help complete searches and URLs typed in the address bar		
	Use a prediction service to load pages more quickly		
	Automatically send some system information and page content to Google to help detect dangerous apps and sites		
	Protect you and your device from dangerous sites		
	Automatically send usage statistics and crash reports to Google		
	Send a 'Do Not Track' request with your browsing traffic		
	Use a web service to help resolve spalling errors Smarter speli-checking by sending what you type in the browser to Google	-	
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	Clear browsing data Clear history, cookies, g やち		
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• Make sure "Cached images..." and "Cookies and other..." are checked and select "CLEAR BROWSING DATA" at the bottom.





Safari

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



• Select "Privacy" and then click "Manage Website Data..."

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General Tabs AutoFill Passwords Search Security Privacy Notifications Extensions Advanced						
Cookies and website data: O Always block						
Allow from current website only						
 Allow from websites I visit 						
Always allow						
Manage Website Data						
Website use of location services: 📀 Prompt for each website once each day						
Prompt for each website one time only						
Deny without prompting						
Website tracking: Ask websites not to track me						
Apple Pay: 🗹 Allow websites to check if Apple Pay is set up						
Safari allows you to make purchases on the web						
using Apple Pay from your Apple Watch or iPhone.)					

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

