# Clear Browser Cache and Cookies

If you are experiencing strange behavior when building or previewing a survey, we have a clear link cache tool that usually helps. Another helpful option is to clear your browser's cache and cookies.

Here's how to accomplish this in each of the four major web browsers (Chrome, Firefox, Safari and Internet Explorer):

## Chrome

In the menu, click **Chrome > Clear Browsing Data**. A new window will show with the following options, check both the cookies and cached images options:

Clear browsing data	×
Obliterate the following items from: the past day	
Browsing history	
Download history	
Cookies and other site and plug-in data	
Cached images and files	
Passwords	
Autofill form data	
Hosted app data	
Content licenses	
Learn more Cancel Clear browsin	ig data

You'll probably be fine using the 'past day' time range but if that doesn't work, you can obliterate the data all the way back to the beginning of time!

Check out Chrome's documentation for more details.

## Chrome for Android

If you are using the Chrome browser on your Android mobile device here are the steps to clear your cache. Start by clicking the Menu icon in the URL bar on the right and select **Settings > Privacy**. Click the **Clear Browsing Data** button.



A new window will show with the following options, check both the **Clear the cache** and **Clear cookies**, **site data** options and click **Clear**.



## Firefox

In the menu, click **Firefox > Preferences > Privacy**. Click the **clear your recent history** link.

Privacy	
ieneral Tabs Content Applications Privacy Security Sync Advanced	
Tracking	
Tell sites that I do not want to be tracked	
○ Tell sites that I want to be tracked	
<ul> <li>Do not tell sites anything about my tracking preferences</li> </ul>	
Learn More	
History	
Firefox will: Remember history	
Firefox will remember your browsing, download, form and search history, and keep cookies from websites you visit.	
You may want to clear your recent history, or remove individual cookies.	
Location Bar	
When using the location bar, suggest: History and Bookmarks \$	
	D

Once the next window loads, you can select what pieces of data to clear and the time range.

O O Cle	ar Recent History
Time range to clear: To	oday 🔹
<ul> <li>Browsing &amp; Download</li> <li>Form &amp; Search History</li> <li>Cookies</li> <li>Cache</li> </ul>	
Active Logins     Offline Website Data	
Site Preferences	Cancel Clear Now

### Check out Mozilla's documentation for more details.

### Firefox for Android

If you are using the Firefox browser on your Android mobile device here are the steps to clear your cache. Start by clicking the Menu icon to the right of the URL bar.



Select **Settings > Privacy**. Under **Clear Private Data** click **Clear now**. A new window will show with the following options, check **Cookies & active logins, Cache** and **Offline website data** and click **Clear data**.



## Safari

In the menu, click Safari > Reset Safari...

Safari	File	Edit	View
About	Safari	i	
Safari	Exten	sions	•
Prefere	ences.		ж,
Private	Brow	sing	
Reset S	Safari.		
Service	25		•
Hide S	afari		жн
Hide C	thers	7	ЖН
Show A	411		
Quit Sa	afari		жQ

You can then deselect all the options but **Remove all website data**.

	Reset Safari
ò	Are you sure you want to reset Safari? Select the items you want to reset, and then click Reset. You can't undo this operation.
	<ul> <li>Clear history</li> <li>Reset Top Sites</li> <li>Reset all location warnings</li> <li>Reset all website notification warnings</li> <li>Remove all website data</li> <li>Clear the Downloads window</li> <li>Close all Safari windows</li> </ul>
?	Cancel Reset

### Safari for iOS

If you are using the Safari browser on an iOS service here are the steps to clear your cache. From your device's home screen click **Settings > Safari.** Click **Clear History and Website Data**.



Then click **Clear History and Data** again to confirm.



## Internet Explorer

In the menu, click **Tools > Delete browsing history**. Select the following options for the best results:

Delete Browsing History
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Cookes and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
History List of websites you have visited.
Download History List of files you have downloaded.
Form data Saved information that you have typed in Sorms.
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
ActiveX Filtering and Tracking Protection data A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.
About deleting browsing history Delete Cancel

## Internet Browser for Android

Click the menu icon in the right of the URL Bar and go to **Settings > Privacy > Delete Private Data**. Select to clear the **Cache** and **Cookies and site data** and click **Delete**.



## Hard Refresh Your Browser

#### **Chrome on Windows:**

Quick hard refresh can be done by using the following short cut keys

- Hold down Ctrl and click the Reload button.
- Or, Hold down Ctrl and press F5.

#### **Chrome on Mac:**

- Hold <sup>1</sup> Shift and click the Reload button.
- Or, hold down  $\mathfrak{K}$  Cmd and  $\hat{\iota}$  Shift key and then press R.

#### Mozilla Firefox on Windows:

- Hold the Ctrl key and press the F5 key.
- Or, hold down Ctrl and  $\hat{\mathbb{1}}$  Shift and then press R.

#### Mozilla Firefox on Mac:

- Hold down the  $\hat{\mathbb{1}}$  Shift and click the Reload button.
- Or, hold down X Cmd and 1 Shift and then press R.

#### Safari:

• Hold down option + X Cmd + E

### Internet Explorer:

- Hold the Ctrl key and press the F5 key.
- Or, hold the Ctrl key and click the Refresh button.

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