Clearing Your Browser Cache

Internet Explorer

1. In the Internet Explorer toolbar, select **Tools (the gear icon)** in the upper-right corner, then choose **Internet options**.



2. In the General tab, under Browsing History, click Delete.

Internet Options	<u> ? X</u>
General Security Privacy Content Connections Programs	Advanced
Home page To create home page tabs, type each address on its o http://www.columbia.edu/	wn line.
Use current Use default Use ne	ew tab
Startup	
 Start with tabs from the last session Start with here area 	
Start with home page	
Change how webpages are displayed in tabs.	bs
Browsing history	
Delete temporary files, history, cookies, saved passwords, and form information.	l web
Delete browsing history on exit	
Delete Sett	ings
Appearance	
Colors Languages Fonts Acces	sibility
OK Cancel	Apply

Contact CUIT Service Desk for further assistance: (212) 854-7474 or askcuit@columbia.edu

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Clearing Your Browser Cache

3. Check the boxes for **Temporary Internet files and websites files** and **Cookies and** website data. Click Delete.



4. <u>After clearing your cache, please close Internet Explorer and re-open it before you log in again.</u> If you are seeing illegible text on the screen of your browser, please see the last page of this document.



Clearing Your Browser Cache

Firefox

1. In the Firefox toolbar, select **Menu (three lines icon)** in the upper-right corner, then choose **Options.**

🕁 Columbia University in the City	× +		- 6 ×
↔ ♂ @ @	0 🖨 https://www.columbia.edu	🗢 🏠 🔍 Search	
		A-Z Index Email Faculty Students Staff Alumni O	C Sign in to Sync
	COLUMBIA UNIVERSITY IN THE CITY OF NEW YORK		New Window Ctrl+N New Private Window Ctrl+Shift+P Restore Previous Session
	Admissions Academics Research Campus Life	About	Zoom — 100% + 2 ³ Edit X D 🖬
			Library Add-ons Ctrl-Shift-A
			Customize

2. Navigate to the **Privacy & Security** section on the lefthand menu. Next to **Cookies and Site Data** section, click **Clear Data**.

General	Browser Privacy	
Q Search	Forms & Passwords	
Privacy & Security	<u>Remember logins and passwords for websites</u>	Exceptions
		Saved Logins
S Firefox Account		
	✓ Autofill addresses Learn more	Saved Addresses
	Use a master password Char	nge <u>M</u> aster Password
	History Firefox will Remember history Firefox will remember your browsing, download, form and search history.	Clear Hi <u>s</u> tory
	Cookies and Site Data	
	Your stored cookies, site data and cache are currently using 53.5 MB of disk	C <u>l</u> ear Data
	space. Learn more	<u>M</u> anage Data
	 Accept cookies and site data from websites (recommended) 	Exceptions
	Keep <u>u</u> ntil they expire •	
	Accept third-party cookies and site data Always	
	<u>B</u> lock cookies and site data (may cause websites to break)	

3. After clearing your cache, please close Firefox and re-open it before you log in again.

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Clearing Your Browser Cache

Chrome

1. Click on the Chrome menu (three dots) in the upper-right corner of the Chrome toolbar.



2. Select More tools, then choose Clear browsing data.

	New tab Ctrl+T New window Ctrl+N New incognito window Ctrl+Shift+N
	History Downloads Ctrl+J Bookmarks
_	Zoom - 100% + []
	Print Ctrl+P Cast
Save page as Ctrl+S	Find Ctrl+F More tools
Add to desktop	Edit Cut Copy Paste
Clear browsing data Ctrl Shift+Del Extensions Task manager Shift+Esc	Settings Help 🕨
Developer tools Ctrl+Shift+I	Exit Ctrl+Shift+Q



4

Clearing Your Browser Cache

3. Check the boxes for **Browsing History**, **Cookies and other site data**, and **Cached images** and files. Click **Clear Data**.

Clea	r browsing data	×
	Basic	Advanced
Time	range All time	.
~	Browsing history Clears history and autocompletic	ons in the address bar.
✓	Cookies and other site data Signs you out of most sites.	
~	Cached images and files Frees up 122 MB. Some sites ma	ay load more slowly on your next visit.
		CANCEL CLEAR DATA

4. After clearing your cache, please close Chrome and re-open it before you log in again.



Clearing Your Browser Cache

Safari

1. In the menu bar, click **Safari** in the upper-left corner, then click **Preferences**.



2. Select the Privacy tab. Then click Remove All Website Data.

General Tabs AutoFill Pass	ewords Search Security	Privacy Notifications Extensions Advanced
Cooki	es and website data:	Always block
		Allow from current website only
		 Allow from websites I visit
		Always allow
		Remove All Website Data
		6 websites stored cookies or other data Details
Website use	of location services:	• Prompt for each website once each day
		Prompt for each website one time only
		O Deny without prompting
	Website tracking:	Ask websites not to track me

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Clearing Your Browser Cache

3. Click **Remove Now** in the pop-up window to confirm.

General	Tabs	AutoFill	Passwords	Search	Security	Privacy	Notification	Extensions	Advanced	1	
			Reality	Ar	e you su	ire you	want to re	nove all da	ita		
				st	ored by	website	s on your	computer?			
			and the state	bro	owsing, bu	it may als	o log you ou	t of websites	or		
				ch	ange web	site bena	nor.				
			?			Ca	ncel	Remove	vov		
				_	_	_				ails	
		Website	e use of loc	ation s	ervices:	O Prom	not for each	n website o	nce each (dav	
						Prom	pt for each	website o	ne time or	nly	
						ODeny	without pr	ompting			
			We	bsite tr	acking:	Ask	vebsites no	ot to track n	ne		?

4. After clearing your cache, please close Safari and re-open it before you log in again.



Clearing Your Browser Cache

Fixing Illegible Text in Internet Explorer

Internet Explorer will sometimes default to a setting that causes some fonts to display illegibly. Follow these instructions to override this:

- 1. In the Internet Explorer toolbar, select **Tools (the gear icon)** in the upper-right corner, then select **Internet options**.
- 2. Under the General tab, select Accessibility.
- 3. Check the box next to **Ignore font styles specified on webpages**. Do not change any other options.
- 4. Click **OK** in both windows to save.

ternet Options			?	×
Accessibility			×	dvanced
Formatting				
Ignore colors specified	on webpage	s		line.
Ignore font styles spec	ified on web	pages		^
Ignore font sizes speci	fied on webp	ages		~
User style sheet				tab
Format documents using Style sheet:	ng my style s	heet	vse	
Captions	0	<	Cancel	
Delete temporary files, his form information.	tory, cookie: y on exit	s, saved pass Delete	words, and Settir	web
Appearance				
Colors Langu	Jages	Fonts	Access	ibility

