

Clear cache and cookies

How to clear cache and cookies

Google Chrome

Review the [instructions in the Google Chrome Help Center](#).

Windows Internet Explorer, Mozilla Firefox, Apple Safari or Opera

Review and follow the instructions provided by your browser:

- [Windows Internet Explorer](#)
- [Mozilla Firefox](#)
- [Apple Safari](#)
- [Opera](#)

Details and alternatives

Effect of clearing cache and cookies: Keep in mind that clearing your cache and cookies erases your settings for websites. Here are some examples:

- If you opted to have sites remember your username and password, they will be cleared from your browser's memory when you clear cache and cookies, and you'll have to sign in again.
- Websites might load a little slower because all of the images and content pieces have to be loaded from scratch.

Recommended first step: If you're seeing problems in how webpages are displayed in your browser, we suggest first using your browser's incognito or private browsing mode to see if the problem you're seeing is caused by something other than cache or cookies.

If you've been redirected to this page from the sign-in box, please ignore this recommendation and follow the instructions in the section above.

How helpful is this article:

Not at all helpful

Not very helpful

Somewhat helpful

Very helpful

Extremely helpful