



UNIVERSITY OF MISSOURI-KANSAS CITY

## Pathway help: Clearing Your Cache

OFFICE OF REGISTRATION & RECORDS

If web pages are displaying improperly, or if you are unable to sign into a web page with your credentials, clearing your web browser cache and cookies may resolve the issue.

See the appropriate section below for the web browser you are using.

### Chrome (Desktop)

Follow these instructions on a desktop computer:

1. Click the three vertical dots at the top-right and select More Tools.
2. Click Clear browsing data....
3. For Time range choose All time.
4. Check Cookies and other site data.
5. Check Cached images and files.
6. Click Clear data.

### Chrome (Android)

Follow these instructions on a mobile device:

1. Select the three vertical dots at the top-right and select Settings.
2. Select Privacy and security.
3. Select Clear browsing data.
4. For Time range, select All time.
5. Check Cookies and site data.
6. Check Cached images and files.
7. Select Clear data.
8. Select the back arrow to exit Privacy and security.
9. Select the back arrow to exit Settings.

### Edge

1. Click the three horizontal dots at the top-right and click Settings.
2. Click Privacy, search, and services.
3. Under Clear browsing data click Choose what to clear.
4. For Time range, select All Time.
5. Check Cookies and other site data and Cached images and files.
6. Click Clear now.
7. Close all Edge windows.

### Firefox

1. Click the three horizontal lines at the top-right, and choose Settings.
2. Select the Privacy & Security panel and go to the Cookies and Site Data section.
3. Click the Clear Data button. The Clear Data dialog appears.
4. Check both boxes.
  - Cookies and Site Data (to remove login status and site preferences).
  - Cached Web Content (to remove stored images, scripts and other cached content).
4. Click Clear.



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## Internet Explorer

1. Click Tools on the menu bar.
2. Click Internet Options.
3. On the General tab, under Browsing History, click Delete.
4. Uncheck Preserve Favorites website data.
5. Check only Temporary Internet Files and Cookies.
6. Click Delete.
7. Close all Internet Explorer windows.

## iOS

Use these instructions for Safari on an iPhone, iPad, or iPod Touch.

1. From the Home screen select Settings.
2. Select Safari.
3. Select Clear Cookies and Data.
4. Select Clear.

## Safari

Use these instructions for Safari on a Mac.

1. Click Safari / Preferences... on the menu bar.
2. Click the Privacy tab.
3. Click Remove all Website Data...
4. Click Remove Now.
5. Click Safari / Quit Safari on the menu bar.