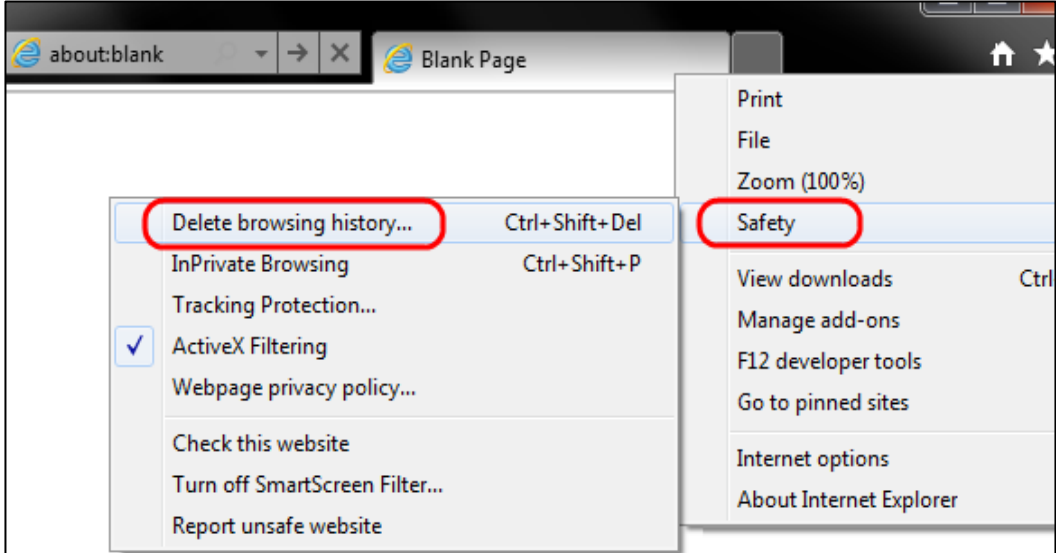


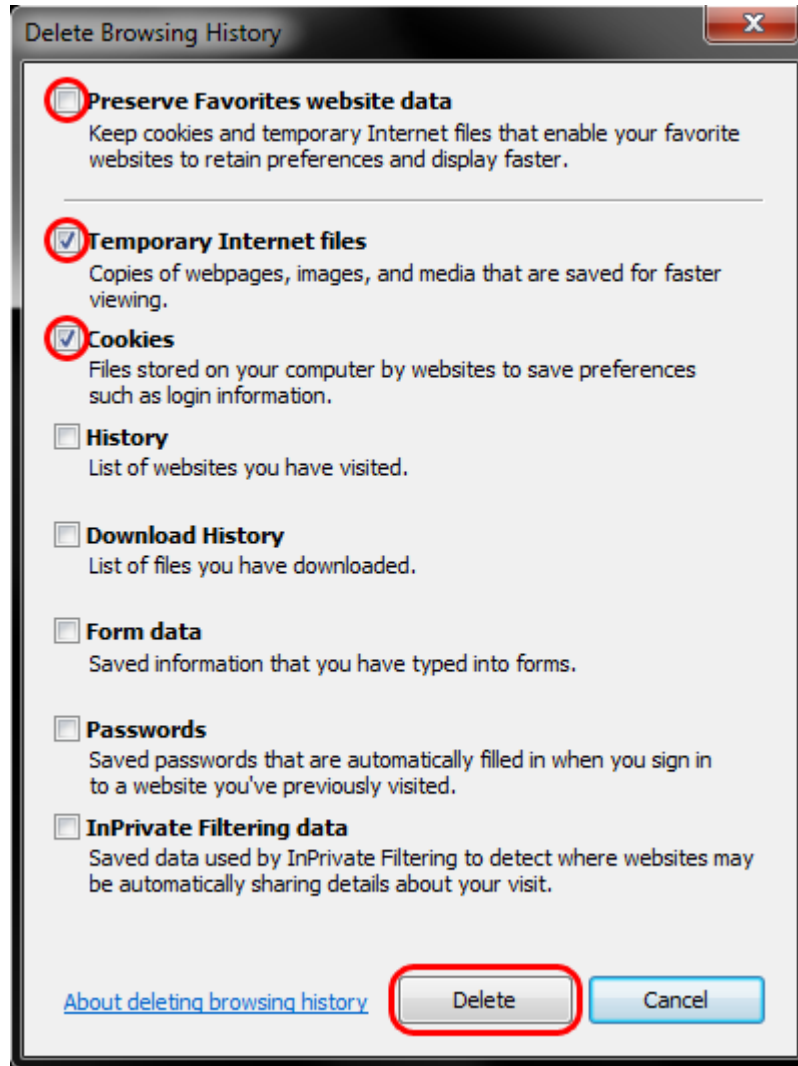
## How to clear your Cache and Cookies in IE

### Screen Shots of Process:

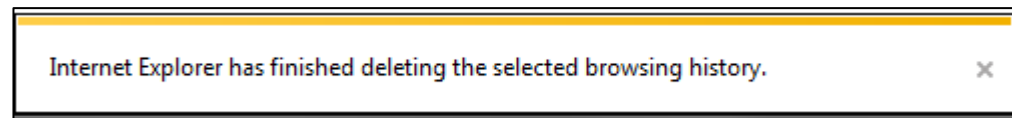
<p>1. Select <b>Tools</b> (via the Gear Icon) &gt; <b>Safety</b> &gt; <b>Delete browsing history...</b></p> <p><b>NOTE:</b> You can also access this menu by holding <b>Ctrl + Shift + Delete</b>.</p>	 <p>The screenshot shows an Internet Explorer window with a blank page. The Tools menu is open, and the 'Delete browsing history...' option is highlighted with a red circle. The 'Safety' option in the Tools menu is also highlighted with a red circle. The 'Delete browsing history...' option has the keyboard shortcut 'Ctrl+Shift+Del' next to it. The 'Safety' option has the keyboard shortcut 'Ctrl+Shift+P' next to it. Other options in the Tools menu include 'InPrivate Browsing', 'Tracking Protection...', 'ActiveX Filtering', 'Webpage privacy policy...', 'Check this website', 'Turn off SmartScreen Filter...', and 'Report unsafe website'. The 'Safety' sub-menu is also visible, showing options like 'Print', 'File', 'Zoom (100%)', 'View downloads', 'Manage add-ons', 'F12 developer tools', 'Go to pinned sites', 'Internet options', and 'About Internet Explorer'.</p>
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2. Make sure to uncheck **Preserve Favorites website data**.

Check both **Temporary Internet Files** and **Cookies** then click **Delete**.



3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

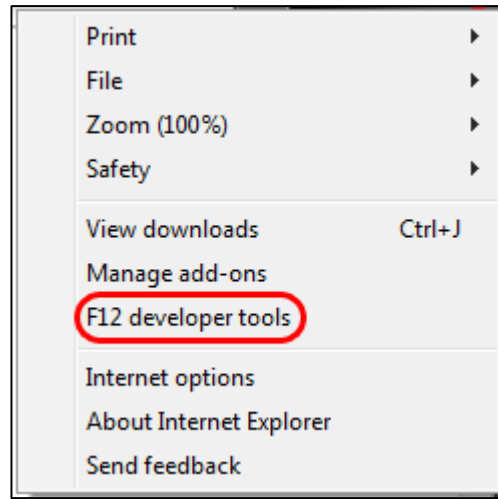


## Further Troubleshooting

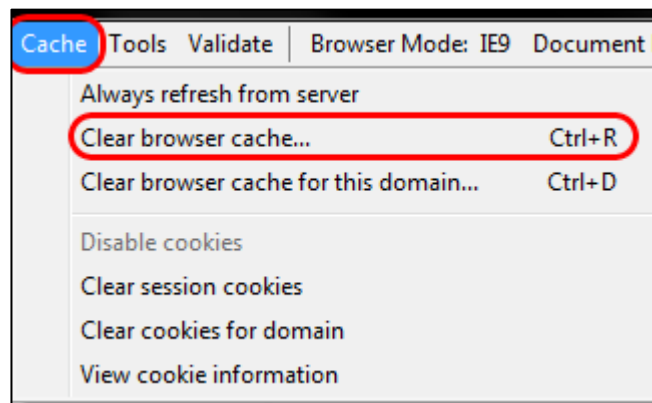
The above procedure for clearing cache and cookies should work for most websites, but certain websites and applications such as WiscMail require a more thorough procedure. If you are still having issues, try the steps below.

**NOTE:** The F12 developer tools in Internet Explorer 11 do not include a cache menu. This process will only work for IE10 or lower.

1. Close out of **Internet Options**. Click on **Tools** and select **Developer Tools**.



2. In the **Developer Tools** window, click on **Cache** and select **Clear Browser Cache...**



3. Click **Yes** to confirm the clearing of the browser cache.

