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## **Clearing Temporary Internet Files and Session Cookies**

#### **Microsoft Internet Explorer**

- 1) Have them close any browser pages that they may have open.
- Launch the Internet Explorer browser. This is done by clicking the doesn't matter what their browser home page is (i.e. the browser page could open to Google, MSN, AOL, etc.)
- 3) In Internet Explorer the menu line should be viewable below the browser's address bar:

File Edit View Favorites Tools Help

If the customer cannot see the the menu line, have them press and release the ALT key on their keyboard. Doing this will make the menu line visible and highlight the first word in the menu line, File

| Menu Line | File Edit View Favorites Tools Help                                    | _          | 200          | M MORECOM     | -              |                  |                           | - 1    |
|-----------|--|------------|--------------|---------------|----------------|------------------|---------------------------|--------|
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|           | n  | nsn        | N            |               |                |                  |                           | Ŀ      |
|           |  |            | TOTAINMEN    | T SDODTS      | MONEY IN       | C WEATHER        |                           | _      |
|           | CE   | lebrities  | movies       | music t       | / comedy       | video show       | times ty listings ente    | rtaini |

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4) Select **Tools, Internet Options** from the menu line



- Ore. sues over health care site
  Teacher suspended for less
- County wrongly calculated BAC = 1990
  - 1990 murder rap overturner

5) Select **Delete...** button under **Browsing History.** 



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- 6) Delete Browsing History box opens. Make sure that Temporary Internet files and website files and Cookies and website data are checked then select the Delete button. Once finished deleting the Delete Browsing history box will close leaving you back at the Internet Options box.
  - If anything else is checked it doesn't matter. To clean up the browser the 2 items mentioned here are the only ones that matter, the customer can leave the rest as is.



#### **Google Chrome**

- 1) Have them close any browser pages that they may have open.
- 2) Launch the Chrome browser. This is done by clicking the It doesn't matter what their browser home page is (i.e. the browser page could open to Google, MSN, AOL, etc)
- in the upper right corner. Then select **Tools** 3) Select
  - Depending on the version of Chrome, there may be a wrench icon that can be selected instead, then go to step 4.

|  | New <u>t</u> ab      |          |       | Ctrl+T  |
|--|----------------------|----------|-------|---------|
|  | New window           |          |       | Ctrl+N  |
|  | New incognite        | o window | Ctrl+ | Shift+N |
|  | Bookmarks            |          |       |         |
|  | Recent Tabs          |          |       |         |
|  | Edit                 | Cut      | Сору  | Paste   |
|  | Zoom                 | - 1009   | % +   | ::      |
|  | Save page <u>a</u> s |          |       | Ctrl+S  |
|  | <u>F</u> ind         |          |       | Ctrl+F  |
|  | Print                |          |       | Ctrl+P  |
|  | Tools                |          |       |         |
|  | History              |          |       | Ctrl+H  |
|  | <u>D</u> ownloads    |          |       | Ctrl+J  |
|  | Sign in to Chro      | ome      |       |         |
|  | Settings             |          |       |         |
|  | About <u>G</u> oogle | Chrome   |       |         |
|  | Help                 |          |       |         |
|  | Exit                 |          | Ctrl+ | Shift+O |

- 4) Select Clear browsing data....
  - Depending on the version of Chrome, the customer may have to select Under the Hood, then Clear browsing data

|  | +Matt Gmail                            | New <u>t</u> ab<br><u>N</u> ew window<br>New <u>i</u> ncogr<br><u>B</u> ookmarks<br>Recent Tabs | w<br>iito windo | window Ctrl+ |                            |  |
|--|--|---|-----------------|--------------|----------------------------|--|
|  |  | Edit  | Cu              | t Copy       | Paste                      |  |
|  |  | Save page <u>a</u> s<br><u>F</u> ind<br><u>P</u> rint   |                 |              | Ctrl+S<br>Ctrl+F<br>Ctrl+F |  |
| Create application shortcut  | 5                                      | Too <u>l</u> s  |                 |              |                            |  |
| Extensions   |  | History   |                 |              | Ctrl+H                     |  |
| <u>T</u> ask manager   | Shift+Esc                              | <u>D</u> ownloads   |                 |              | Ctrl+J                     |  |
| <u>Clear browsing data</u>   | Ctrl+Shift+Del                         | Sign in to C  | hrome           |              |                            |  |
| <u>Encoding</u><br>View s <u>o</u> urce<br><u>D</u> eveloper tools<br>JavaScript console | Ctrl+U<br>Ctrl+Shift+I<br>Ctrl+Shift+J | <u>S</u> ettings<br>About <u>G</u> oog<br>H <u>e</u> lp   | gle Chrom       | e            |                            |  |
| Inspect devices  |  | Exit  |                 | Ctrl+        | -Shift+Q                   |  |

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State of Michigan-Login

- 5) The following items should be checked:
  - Cached images and files (may say Empty the Cache depending on Chrome version being used.
  - **Browsing history** (may say **Clear Browsing History** depending on the Chrome version being used)
  - Cookies and other site and plug-in data (may say Delete Cookies depending on version of Chrome used)

| ea  | Clear browsing data   | × |
|-----|---|---|
| ас  | Obliterate the following items from: the past hour  |   |
| ur. | Browsing history  |   |
| L   | Download history  |   |
| rn  | Cookies and other site and plug-in data   |   |
| h   | Cached images and files   |   |
| 0\  | Passwords   |   |
| L   | Autofill form data  |   |
| L   | Hosted app data   |   |
| ab  | Content licenses  |   |
|     | Learn more Clear browsing data Cancel   |   |
|     | Saved content settings and search engines will not be cleared and may reflect your browsing habits. |   |

### 6) Select Clear browsing data

| Clear browsing data                                | × |
|--|---|
| Obliterate the following items from: the past hour |   |
| 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 Clear browsing data Cancel              |   |

7) Close and relaunch the Chrome browser .

#### **Mozilla Firefox**

- 1) Have them close any browser pages that they may have open.
- 2) Launch the Firefox browser. This is done by clicking the solution in the second sec
- 3) Select the III in the upper right corner



### 4) Select History

| 🔏 Cut           | Сору                  | Paste       |
|-----------------|-----------------------|-------------|
| -               | 100%                  | +           |
|                 | 00                    |             |
| New Window      | New Private<br>Window | Save Page   |
|                 | 0                     | <b>↓</b>    |
| Print           | History               | Full Screen |
| Q               | Ø                     |             |
| Find            | Options               | Add-ons     |
| Je .            |                       |             |
| Developer       |                       |             |
| 🗘 Sign in to Sy | nc                    |             |
|                 |                       |             |

5) Select Clear Recent History...



- 6) When the **Clear All History** box opens change the Time range to clear to be **Everything.** In the **Details** box below make sure that:
  - Cookies are checked
  - Cache is checked

Then select the **Clear Now** button.

| ſ | Clear All History  | ] |
|---|--|---|
| l | Time range to clear: Everything                                      |   |
|   | All selected items will be cleared.<br>This action cannot be undone. |   |
|   | Details  | ł |
| 1 | Eorm & Search History  |   |
| l |  |   |
| l | Cache  |   |
| l | Active Logins  |   |
|   | Offline Website Data   |   |
|   | Site Preferences   |   |
|   | Clear Now Cancel   |   |

7) When done the box will close and will on whatever their Firefox home page is set

| up to be (i.e. Google, MSN, AOL, etc). | Close and relaunch the Firefox |  |
|--|--------------------------------|--|
| browser                                |                                |  |