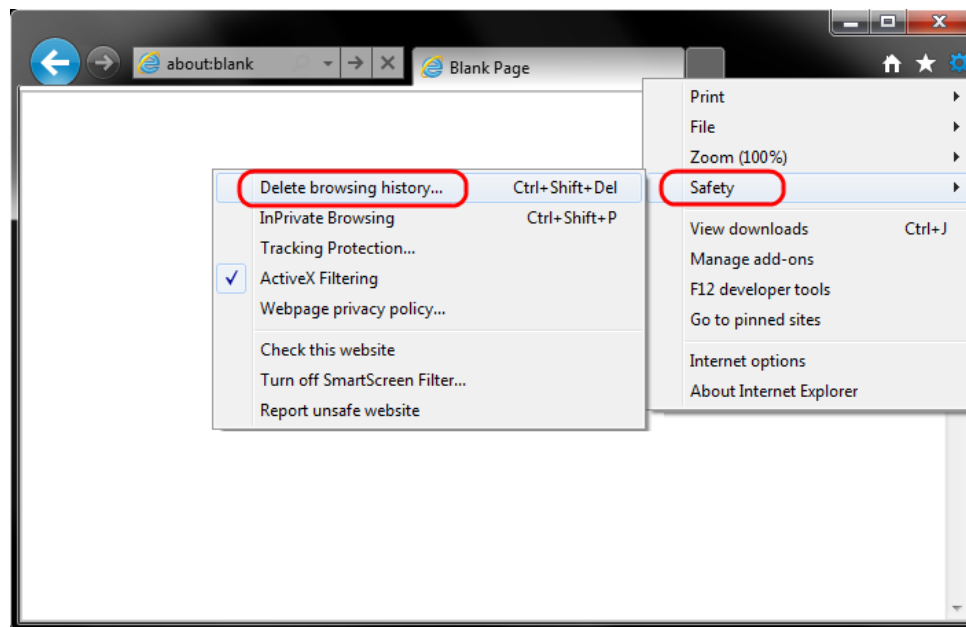


## Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookies

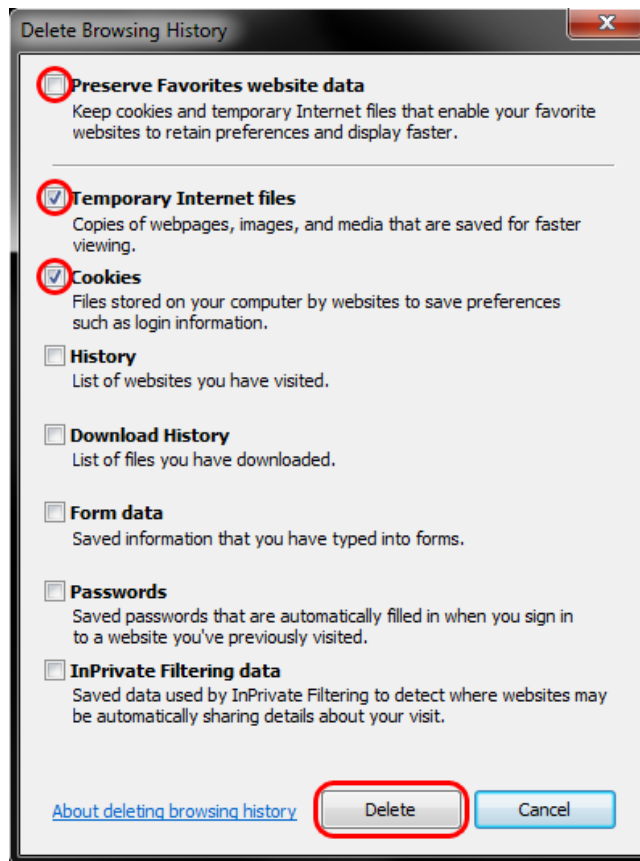
This document explains how to clear the cache and cookies in Internet Explorer 9, 10, and 11.

1. Select **Tools** (via the Gear Icon) > **Safety** > **Delete browsing history**

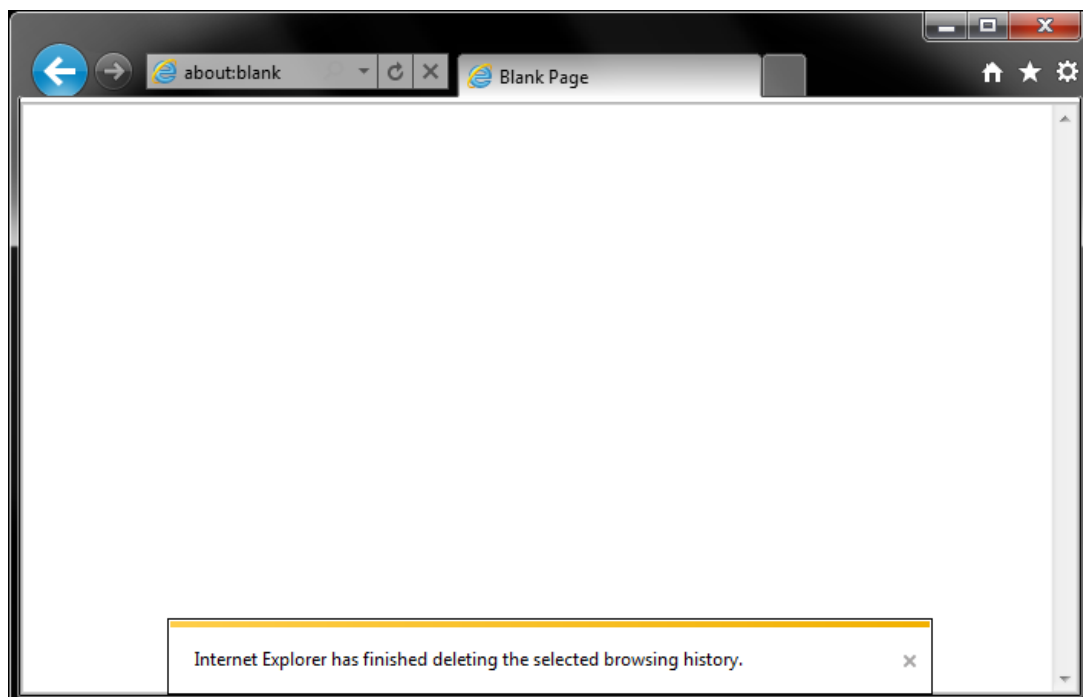
**NOTE:** You can also access this menu by holding **Ctrl + Shift + Delete**



2. *Uncheck* **Preserve Favorites website data**, and *check* both **Temporary Internet Files** and **Cookies**. Click **Delete**.

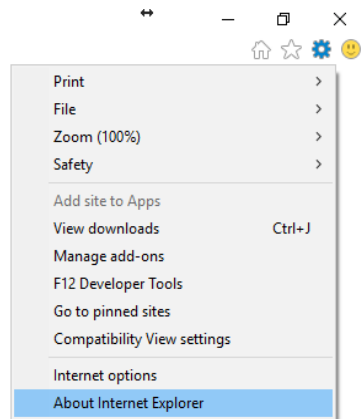


3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

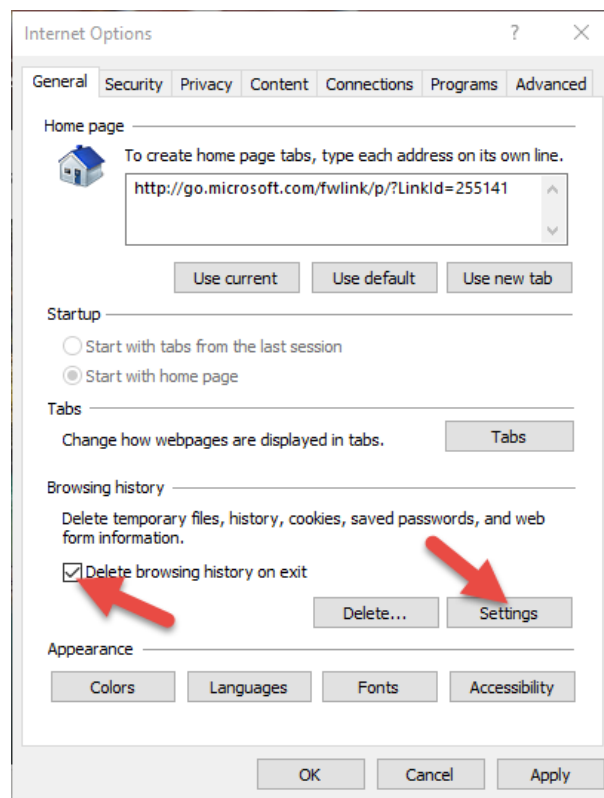


You may want to adjust settings to have Internet Explorer do this automatically.

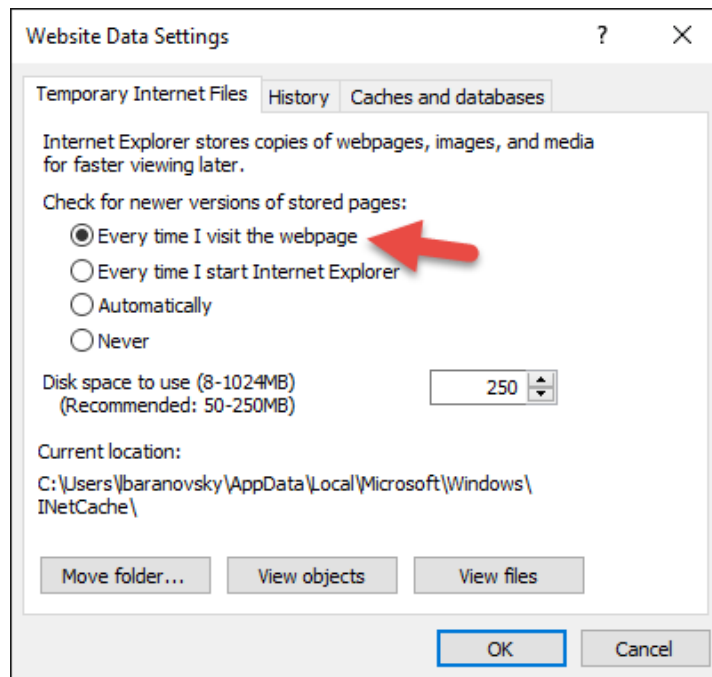
1. Select **Tools (via the Gear Icon) > Internet Options.**



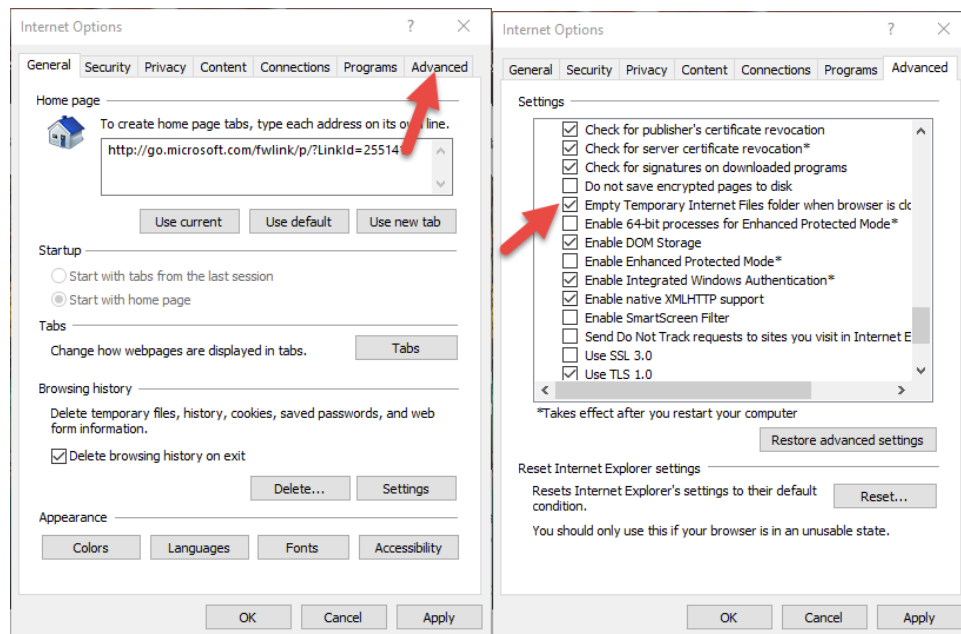
2. Select **Delete browsing history on exit** and then click the **Settings** button.



- Under **Check for newer versions of stored pages**: select **Every time I visit the webpage**. Click **OK**.



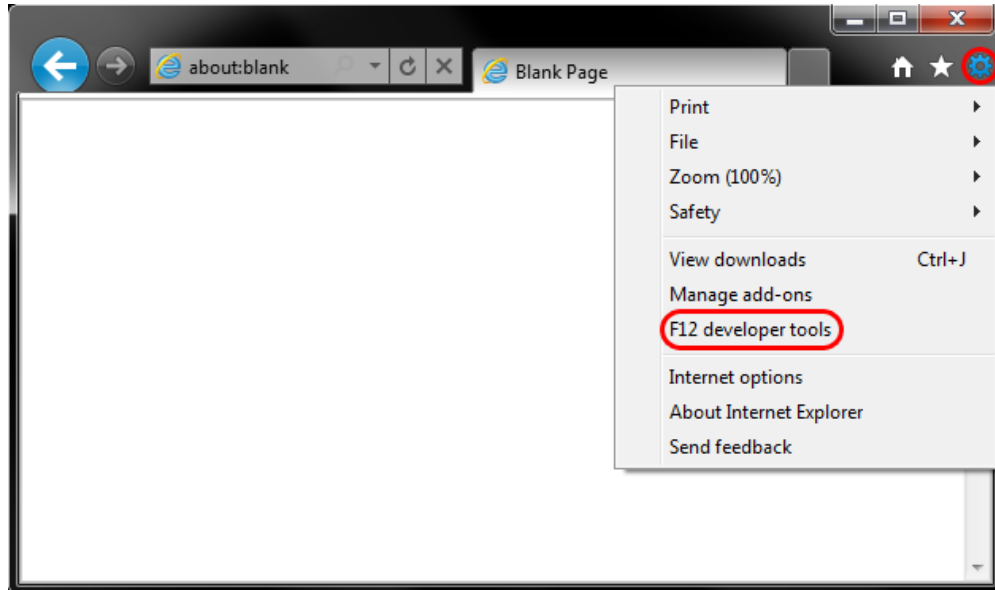
- You are now back in the Internet Options window. Click the **Advanced** tab, scroll down, and check the box for **Empty Temporary Internet Files folder when browser is closed**.



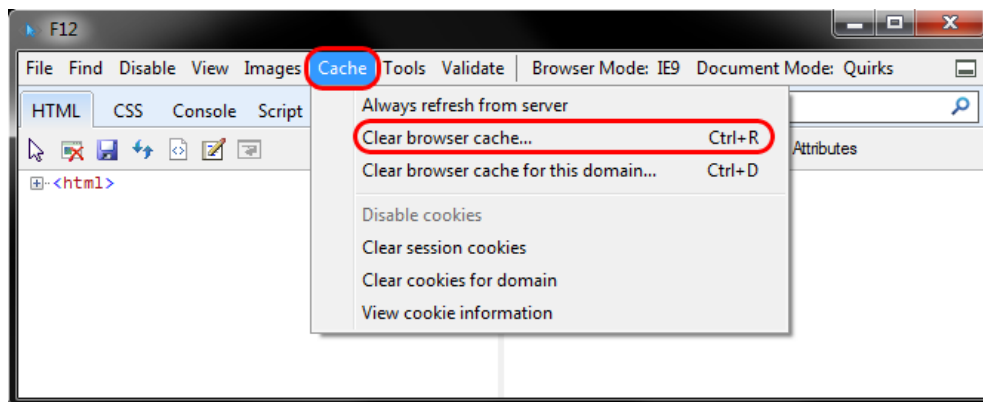
## Further Troubleshooting

The above-outlined procedures for clearing the cache and cookies should work for the majority of websites, but certain websites and applications (e.g., 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 Internet Explorer 10 or lower.

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



2. In the **Developer Tools** window, click the **Cache** tab. Select **Clear Browser Cache**.



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

