Clearing Browsing Data

Notes: There may be times when your browser stores data from your recent internet experience that causes conflicts with the way our Portal operates. To resolve these issues, it may be neccesary to clear your browsing data. Use the provided instructions to clear your browsing data from the two most popular broswers, Google Chrome and Internet Explorer.

Clearing Browsing Data in Google Chrome

1. Click on the triple dotes in the upper right hand corner of your web browser window.



2. Left click on history and then right click on the history option in the fly out box.

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History Ctrl+H		History Download Bookmark Zoom			0% +	Ctrl+J	
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4. From this window click on the option clear browsing data, located on the right side menu bar.



5. Next select the advanced tab in the clear browsing data menu.



6. Under time range click the dropdown and select all time.



- 7. Make sure to select all check boxes below the time range dropdown.
- 8. Click the clear data button.

Clear data

9. The following message will pop up after clicking the clear data option. Click the Ok, got it option to close this window.



10. You have now reset your browsing history in Google Chrome. Close your Chrome web browser and reopen it for a new session for settings to be completely reset.

Clearing Browsing Data in Microsoft Internet Explorer

1. Click the settings cogwheel in the upper right hander corner in your Internet Explorer window.



2. Scroll down to the internet options menu and left click on it.



3. From the internet options menu go under the browsing history sub menu and click on the delete option.

Internet Options	? ×
General Security Privacy Content Connections Programs	Advanced
Home page	
To create home page tabs, type each address on its	own line.
(http://smportal/	$\hat{}$
Use current Use default Use n	iew tab
Startup	
◯ Start with tabs from the last session	
Start with home page	
Tabs	
Change how webpages are displayed in tabs.	abs
Browsing history	
Delete temporary files, history, cookies, saved passwords, an form information.	d web
Delete browsing history on exit	
Delete	
Appearance	
Colors Languages Fonts Acce	ssibility
OK Cancel	Apply

4. The next menu will be the delete browsing history menu. From this menu uncheck the first box that says preserve favorites website data. Then check all other boxes in this menu screen.

Delete Browsing History	×
Pre erve Favorites website data Kee) cookies and temporary Internet files that enable your favorite wel sites to retain preferences and display faster.	
✓ Ter porary Internet files and website files Cop es of webpages, images, and media that are saved for faster viei ing.	
Coc cies and website data File or databases stored on your computer by websites to save preparences or improve website performance.	
His ory List of websites you have visited.	
✓ Dov nload History List of files you have downloaded.	
For n data Sav a information that you have typed into forms.	
Pas swords Sav ed passwords that are automatically filled in when you sign in to a website you've previously visited.	
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing detai about your visit, and exceptions to Do Not Track requests.	is
About deleting browsing history Delete Cancel]

5. Click the delete button, at the bottom of the window, and then click OK to close out of the internet options menu.



6. You will see a pop up at the bottom of your web browser that reads "internet explorer has finished deleting the selected browsing history." It may take a few minutes for this message to appear depending on how much data needs to be cleared.

Internet Explorer has finished deleting the selected browsing history.

7. After the browsing history is cleared close internet explorer and open a new session.

Clearing Browsing History in Microsoft Edge

1. From your Edge window click on the triple dots in the upper right hand corner.



2. Scroll down and click on the settings option.



3. In the settings menu click on the "choose what to clear" button.



4. In the clear browsing data menu click on all the menu options and then click the clear button below the check boxes.



5. After a few seconds you will see the message that says All Clear! Once you see that pop up close out of Edge and start a new session.