

*NOTE Apple/MAC users- - It is imperative that you Quit the browser and not just shut the window for the changes to take effect.

**NOTE Even after clearing the cache/history for the browsers using the steps below, we have found that some users are still experiencing login issues. Verify your University VPN (<u>https://oit.duke.edu/what-we-do/services/vpn</u>) to help resolve the security/permissions connection.

Mozilla Firefox

Go to the three lines menu option (**E**) in the upper right of the toolbar Then select 'History' in the menu list:

Sync and save data	Sign In
New tab	Ctrl+T
New window	Ctrl+N
New private window	Ctrl+Shift+P
Bookmarks	>
History	>
Downloads	Ctrl+J
Passwords	
Add-ons and themes	Ctrl+Shift+A
Print	Ctrl+P
Save page as	Ctrl+S
Find in page	Ctrl+F
Zoom	- 100% + Z
Settings	
More tools	>
Help	>
Exit	Ctrl+Shift+Q

Then select 'Clear Recent History':

<	History	
Recently closed tal	bs >	^
Recently closed wi	ndows >	
Restore previous se	ession	
Clear recent histor	y	
Recent history		
📵 Symbaloo: Bo	okmarks & Favorites	
DukeHub Sess	sion Expired	
🕀 Timeout Warn	ning. Click OK to not e	
🕀 Roles		
D Homepage		
🕀 Query Manage	er	
D Homepage		
🕀 DukeHub Hor	nepage	
🕀 dev.dukehub.	duke.edu//WEBLIB	
D shib.oit.duke.e	edu//SSO	
Duke H oa In		~
Manage history		

Click it to pick the time range to clear everything then click OK:

Clear All History	
Time range to clear: Everything	~
All history will be clea This action cannot be	ired. : undone.
History	
✓ Browsing & download history	✓ Cookies
✓ Active <u>l</u> ogins	✓ C <u>a</u> che
✓ Eorm & search history	
Data	
✓ Site settings	✓ Offline website data
	OK Cancel

Google Chrome

Go to the three vertical dot menu item (:) in the up	per	righ	t of	the	toolk J	$\stackrel{\rm bar}{\times}$	nd s	sele	ct H	istor	y>H	istor	y
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History Ctrl+H		History						- 1							
Recently closed		Downloads Bookmarks					Ctrl	+] •							
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and the second sec		Find More tools					Ctrl	++							
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		Settings Help						Þ							
		Exit													
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Next, select the 'Clear browsing data' button:

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\leftrightarrow \rightarrow C \bigcirc \bigcirc C	hrome chrome://history	
History		
Chrome history		
Tabs from other devices		
Clear browsing data		

Select 'All time' for the time range, and then the clear data button:

	Basic		Advance	d	_
Time range	All time	•			
Brows	sing history ms				
Down None	load history				
Cooki From	es and other site data 138 sites				
Cache 5.1 M	ed images and files B				l
✓ Passv None	vords and other sign-in data				
Autof	ll form data				5
			Cancel	Clear data	1

Opera

Under the main menu in Opera, in the navigation bar on the left, click the clock icon (()) to enter History:

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Then select the 'Clear Browsing Data' button:



And then select the 'All time' time range, then click the 'Clear data' button at the bottom:

Clear browsing data	
Basic	Advanced
Time range All time 👻	
Browsing history	
Download history	
News usage data	
Cookies and other site data	
Cached images and files	
-	
	Cancel Clear data

Microsoft Edge



Verify you're in the 'All' category:



and then select the three dots Clear browsing data button:



Then clear the browsing data in the 'All time' time range and then select the 'Clear now' button at the bottom:

Clear brows	ing data $ imes$
Time range	
All time	\checkmark
Browsing his 71 items. Inclu	story des autocompletions in the address bar.
Download h	istory
Cookies and From 83 sites.	other site data Signs you out of most sites.
Cached imag Frees up 4.6 M next visit.	ges and files B. Some sites may load more slowly on your
Clear no	w Cancel

Internet Explorer

Go to the Tools menu item in the menu bar, then the 'Delete browsing history' item:



Verify that all boxes are checked, then select the 'Delete' button:

Delete	Browsing	History
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Preserve Favorites website Keep cookies and temporary Inte websites to retain preferences and retain preferences and retain preference	data rnet files that enable your favorite nd display faster.
Temporary Internet files and Copies of webpages, images, and	d website files d media that are saved for faster
viewing.	
Cookies and website data	
Files or databases stored on you preferences or improve website p	r computer by websites to save performance.
History	
List of websites you have visited	•
Download History	
List of files you have downloaded	J.
✓ Form data	
Saved information that you have	typed into forms.
Passwords	
Saved passwords that are autom to a website you've previously vi	natically filled in when you sign in sited.
Tracking Protection, ActiveX A list of websites excluded from Protection to detect where sites about your visit, and exceptions	Filtering and Do Not Track filtering, data used by Tracking might automatically be sharing details to Do Not Track requests.
About deleting browsing history	Delete Cancel

You also have the option to get rid of your browsing history using the Favorites Menu.

X

Favorites	Feeds	History	
View By Da	ite		~
3 Week	cs Ago		
2 Week	cs Ago		
	ook		

Safari

Go to the History menu in the toolbar and then select the Clear History option:



Then in the pop-up, pick the 'all history' timeframe and then click the 'Clear History' button:

