**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 ([https://oit.duke.edu/what-we-do/services/vpn](https://oit.duke.edu/what-we-do/services/vpn)) to help resolve the security/permissions connection.

**Mozilla Firefox**

Go to the three lines menu option (☰) in the upper right of the toolbar and section Options > Privacy & Security.

![Mozilla Firefox Privacy & Security Settings](image)

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

Go to the three vertical dot menu item (⋮) in the upper right of the toolbar and select History>History

Next, select the ‘Clear browsing data’ button:
Select ‘All time’ for the time range, and then the clear data button:

**Opera**

Under the main menu in Opera, in the navigation bar on the left, click the clock icon (⏰) to enter History:
Then select the ‘Clear Browsing Data’ button:

And then select the ‘All time’ time range, then click the ‘Clear data’ button at the bottom:
Go to the three horizontal dot menu item (⋯) in Microsoft Edge and select History:

- New tab Ctrl+T
- New window Ctrl+N
- New InPrivate window Ctrl+Shift+N

Verify you’re in the ‘All’ category, and then select the 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:

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

Click the star icon (⭐) on the top right in the tool bar and then select the History tab. There, you can see websites you visited on specific dates (Today, Last Week, 3 Weeks Ago, etc.) Right-click to delete everything from a specific time period.
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: