*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 (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. Then select ‘History’ in the menu list:
Then select ‘Clear Recent History’:

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:

Microsoft Edge

Go to the three horizontal dot menu item (...") in Microsoft Edge and select History:
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:

**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:

- **Preserve Favorites website data**
  Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

- **Temporary Internet files and website files**
  Copies of webpages, images, and media that are saved for faster viewing.

- **Cookies and website data**
  Files or databases stored on your computer by websites to save preferences or improve website performance.

- **History**
  List of websites you have visited.

- **Download History**
  List of files you have downloaded.

- **Form data**
  Saved information that you have typed into forms.

- **Passwords**
  Saved 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 details about your visit, and exceptions to Do Not Track requests.

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: