Steps to Clear your Cache and Cookies

Chrome

1. At the top right of the browser, click the three dots
2. Click Settings
3. Scroll to the bottom, click Advanced
4. Under Privacy and security, click Clear browsing data
5. At the top, choose a time range **All time** in the drop down box.
6. Check the boxes next to "Cookies and other site data" and "Cached images and files."
7. Click **Clear data**.
8. Close browser completely and reopen.

Firefox

1. Press Ctrl-Shift-Delete (Windows) or Command-Shift-Delete (Mac)

   *Make sure Cache and Cookies are checked.

   OR

1. From the History menu, select Clear Recent History.

   If the menu bar is hidden, press Alt to make it visible.

2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
3. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
4. Click Clear Now.
5. Exit/quit all browser windows and re-open the browser.