Instructions for

Clearing Web Browser Cache and Cookies

Latest Versions of

Chrome, IE, Firefox, and Safari

For Windows 10 and MacOSX 10.13
Clearing Browser Data

## Table of Contents

<table>
<thead>
<tr>
<th>Browser for Windows 10</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome 69</td>
<td>3</td>
</tr>
<tr>
<td>Edge for Windows 10</td>
<td>5</td>
</tr>
<tr>
<td>IE 11 for Windows 10</td>
<td>7</td>
</tr>
<tr>
<td>Firefox 62 for Windows 10</td>
<td>10</td>
</tr>
<tr>
<td>Safari 11.1 for MacOSX</td>
<td>13</td>
</tr>
<tr>
<td>Chrome 68 for MacOSX</td>
<td>15</td>
</tr>
<tr>
<td>Firefox 62 for MacOSX</td>
<td>18</td>
</tr>
</tbody>
</table>

**NOTE:** FOR ALL WEB BROWSERS, AFTER COMPLETING THE STEPS DEATAILED IN THIS DOCUMENT, **IT IS CRUCIAL THAT THE USER CLOSE ALL BROWSER WINDOWS**, AND THEN RESTART THE BROWSER, BEFORE CONTINUING TO USE THEPOINT.
Clearing Browser Data

Chrome 69 for Windows 10

1. Click on the Options menu (3 vertical dots) at the top right of the browser
2. Select Settings.

3. Scroll down, and click the Advanced twisty.

4. Select Clear Browsing Data
Clearing Browser Data

5. Select the checkboxes for **Cookies and other site data**, and **Cached Images and files**

6. Click the **Clear Data** button.

7. Close your web browser windows, then open a new browser window and login to thePoint.
Clearing Browser Data

**Edge for Windows 10**

1. Click the **options** menu (3 horizontal dots) at the top right of the browser
2. Select **Settings**
Clearing Browser Data

3. Under the Clear browsing data section, click **Choose what to clear**

4. Choose options for **Browsing history, Cookies and saved website data, and Cached data and files**

5. Click **Clear**
Clearing Browser Data

Internet Explorer 11 for Windows 10

1. Click the **Tools** menu
2. Select **Internet Options**
3. Click the **Delete** button
Clearing Browser Data

4. Deselect **Preserve Favorites website data**
5. Select **Temporary Internet Files and Cookies and website data**
6. Click **Delete**
Firefox 62 for Windows 10

1. Click the “hamburger menu” at the top right of the browser
2. Select Options
Clearing Browser Data

3. Select the **Privacy** option
4. Click **Show Cookies**

5. Search for ‘thepoint’ (you’ll need to enter *thepoint* in the search box)
6. Select all the items listed
Clearing Browser Data

7. Click Remove Selected

8. Select the Advanced option

9. Click Clear Now
Clearing Browser Data

**Safari 11.1 for MacOSX**

1. From the Safari menu, select **Preferences**

2. Click **Privacy**
3. Click **Manage Website Data**
Clearing Browser Data

4. Enter thepoint in the Search box
5. Select all thePoint items and click Remove
6. Click Done
Clearing Browser Data

Chrome 68 for MacOSX

1. Click the options menu (three vertical dots at top right of browser)
2. Select Settings
Clearing Browser Data

3. **Click the Advanced twisty**

4. **Click Clear browsing data**
Clearing Browser Data

5. Tick the checkboxes for **Browsing History, Cookies and other site data, and Cached images and files**

6. Click **Clear Data**
Clearing Browser Data

Firefox 62 for MacOSX

1. From the Firefox menu, select Preferences

2. Click the Privacy & Security option
3. Click Manage Data
Clearing Browser Data

4. Enter *thepoint* in the search box
5. Select all thePoint items
6. Click **Remove Selected**
7. Click **Save Changes**