

Instructions for

Clearing Web Browser Cache and Cookies

Latest Versions of

Chrome, IE, Firefox, and Safari

For Windows 10 and MacOSX 10.13

thePoint[®]



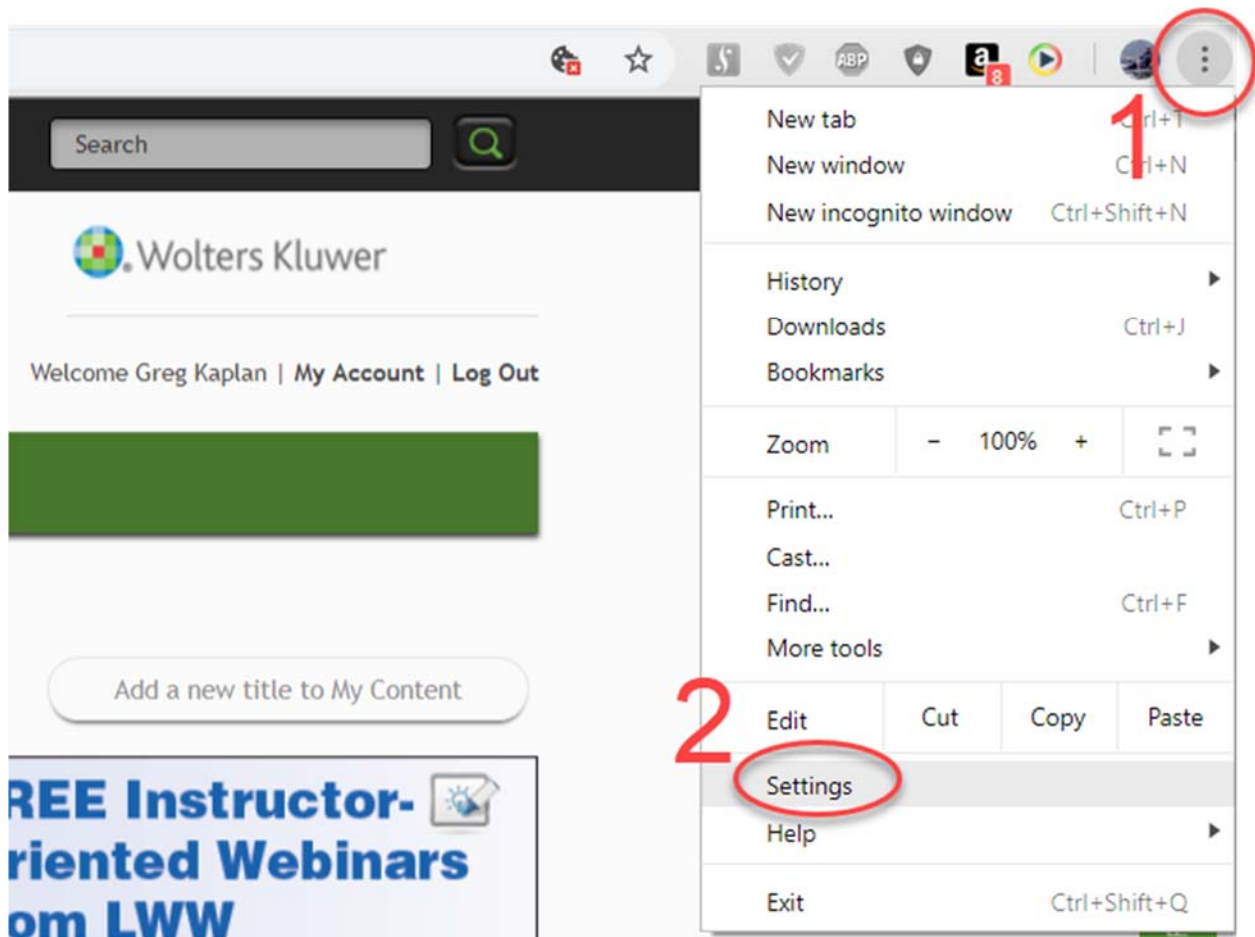
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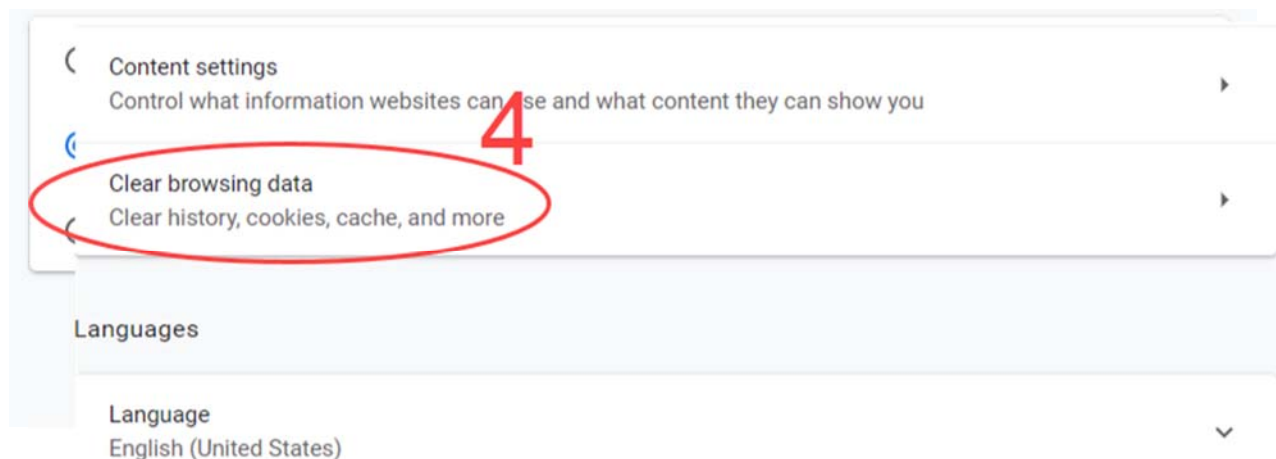
NOTE: FOR ALL WEB BROWSERS, AFTER COMPLETING THE STEPS DEATAILED IN THIS DOCUMENT, **IT IS CRUCIAL THAT THE USER CLOSE ALL BROWSER WINDOWS**, AND THEN RESTART THE BROWSER, BEFORE CONTINUING TO USE THEPOINT.

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.

Clear browsing data

Basic Advanced

Time range All time ▼

☐ Browsing history
Clears history and autocompletions in the address bar. Your Google Account may have other forms of browsing history at myactivity.google.com.

☒ Cookies and other site data
Signs you out of most sites. You won't be signed out of your Google Account.

☒ Cached images and files
Frees up 544 MB. Some sites may load more slowly on your next visit.

5

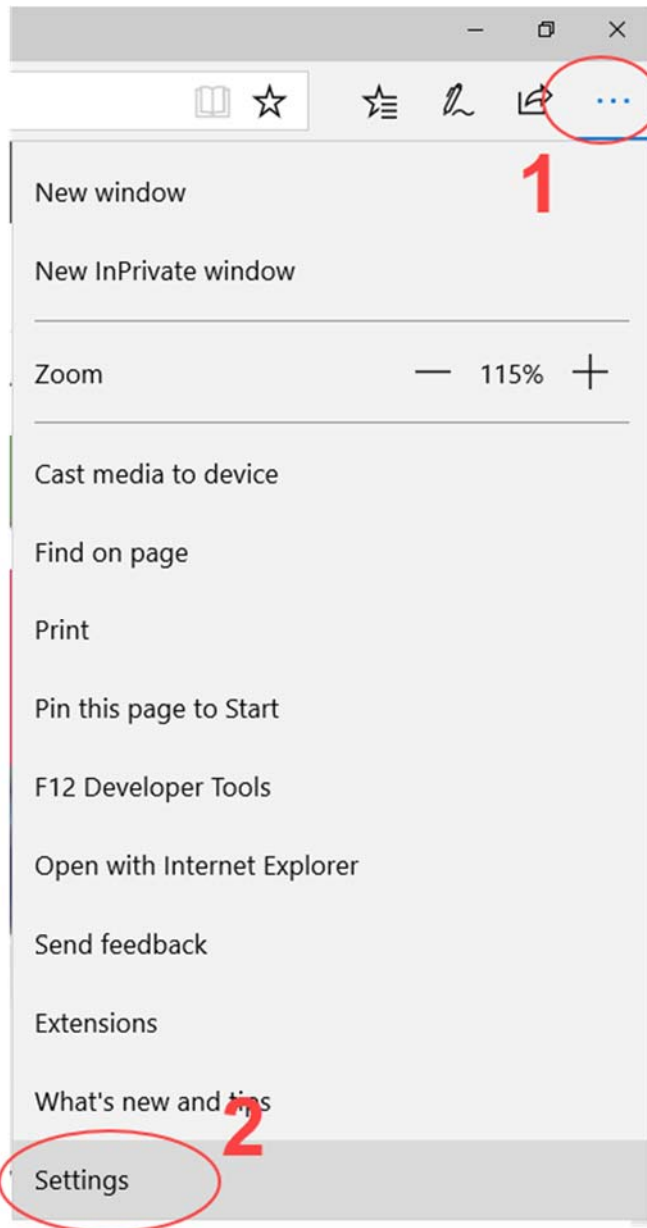
6

Cancel Clear data

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

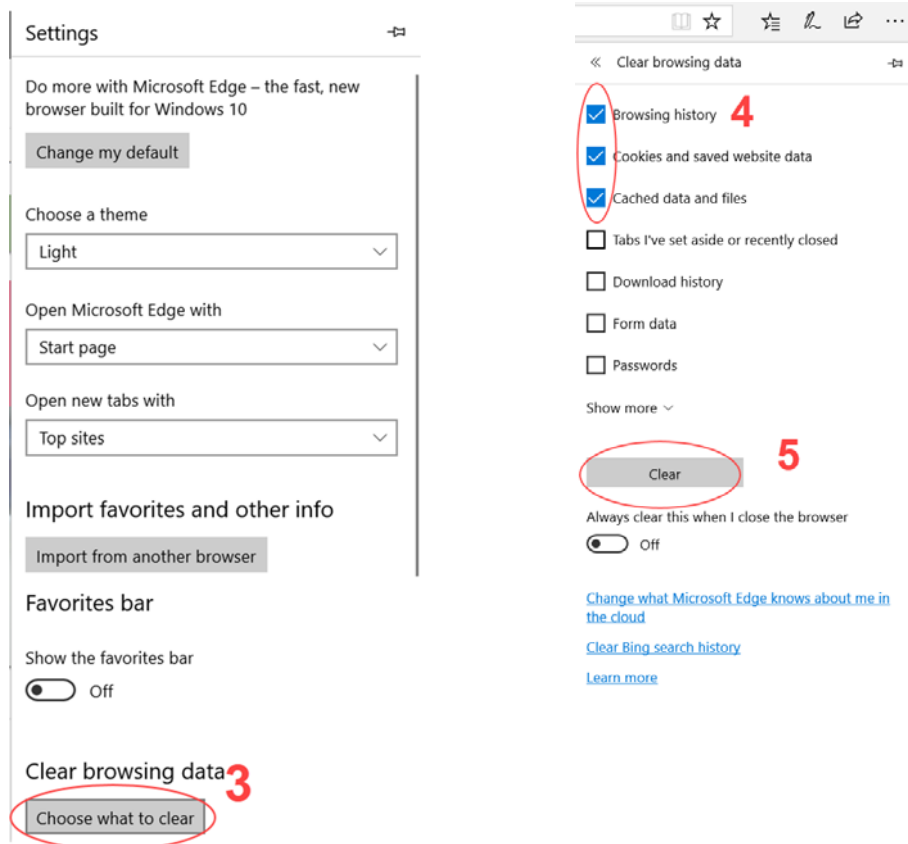
Edge for Windows 10

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



Clearing Browser Data

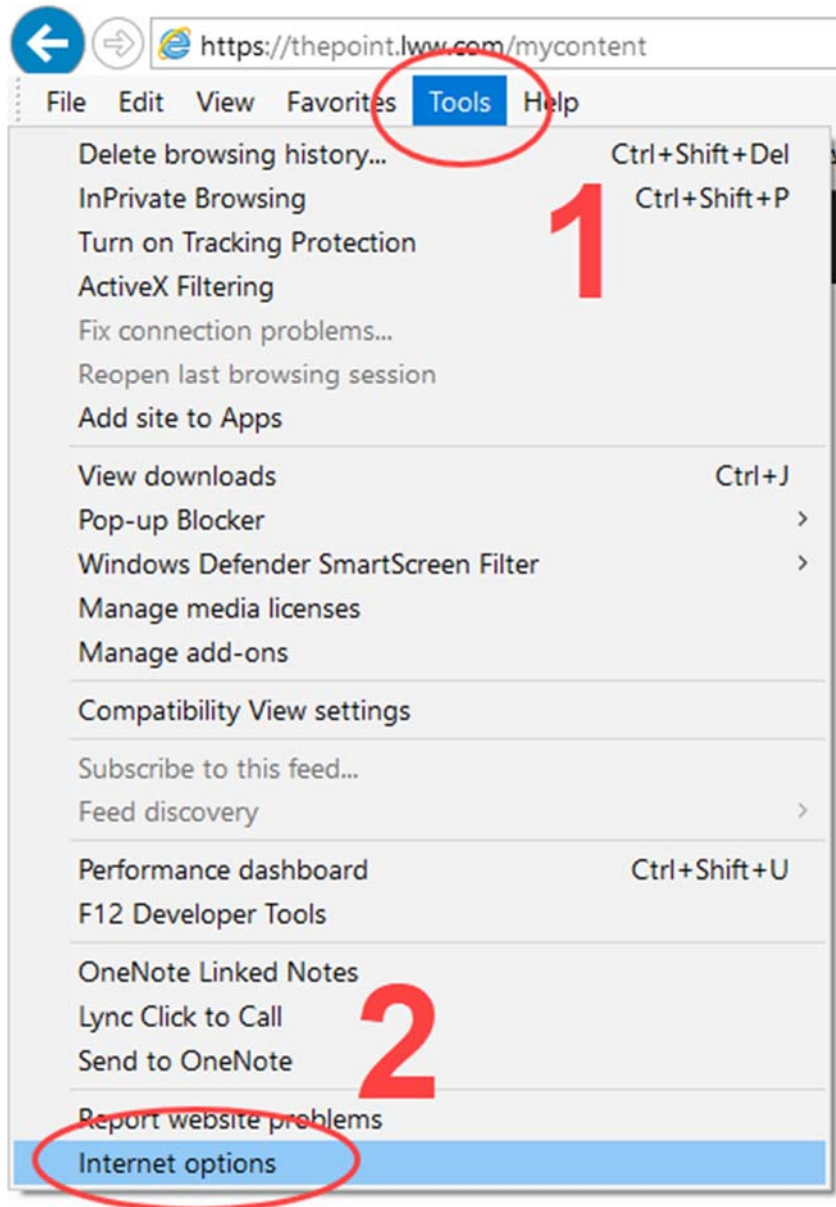
- Under the Clear browsing data section, click **Choose what to clear**



- Choose options for **Browsing history**, **Cookies and saved website data**, and **Cached data and files**
- Click **Clear**

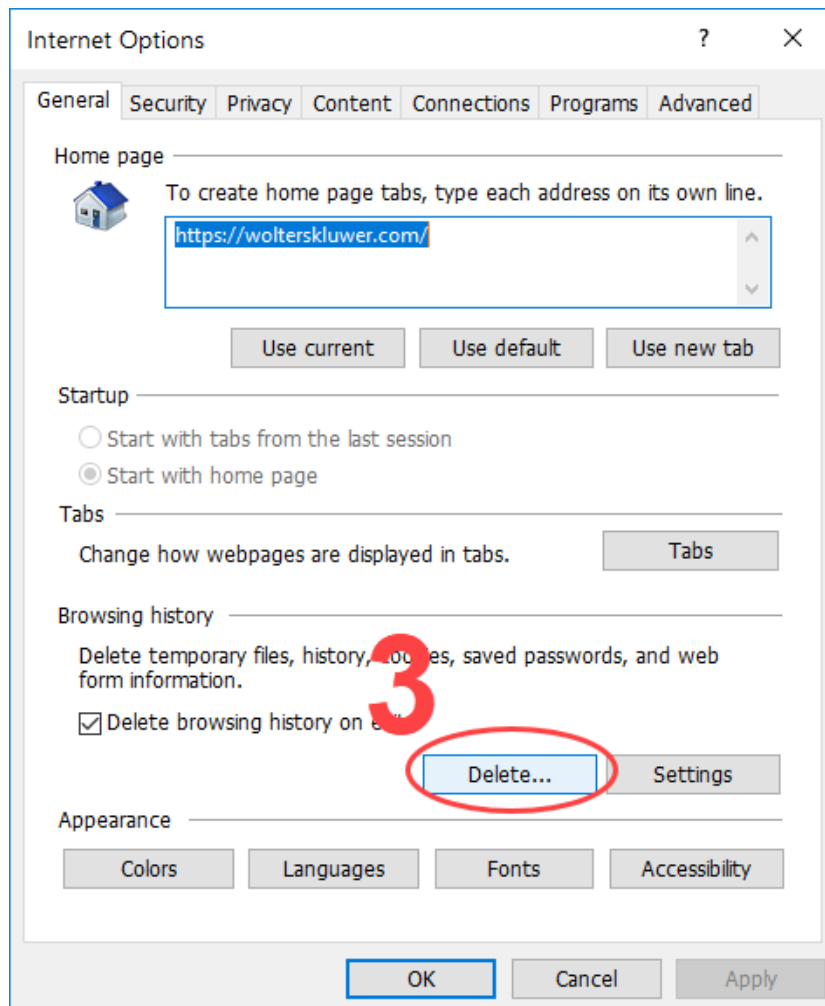
Internet Explorer 11 for Windows 10

1. Click the **Tools** menu
2. Select **Internet Options**



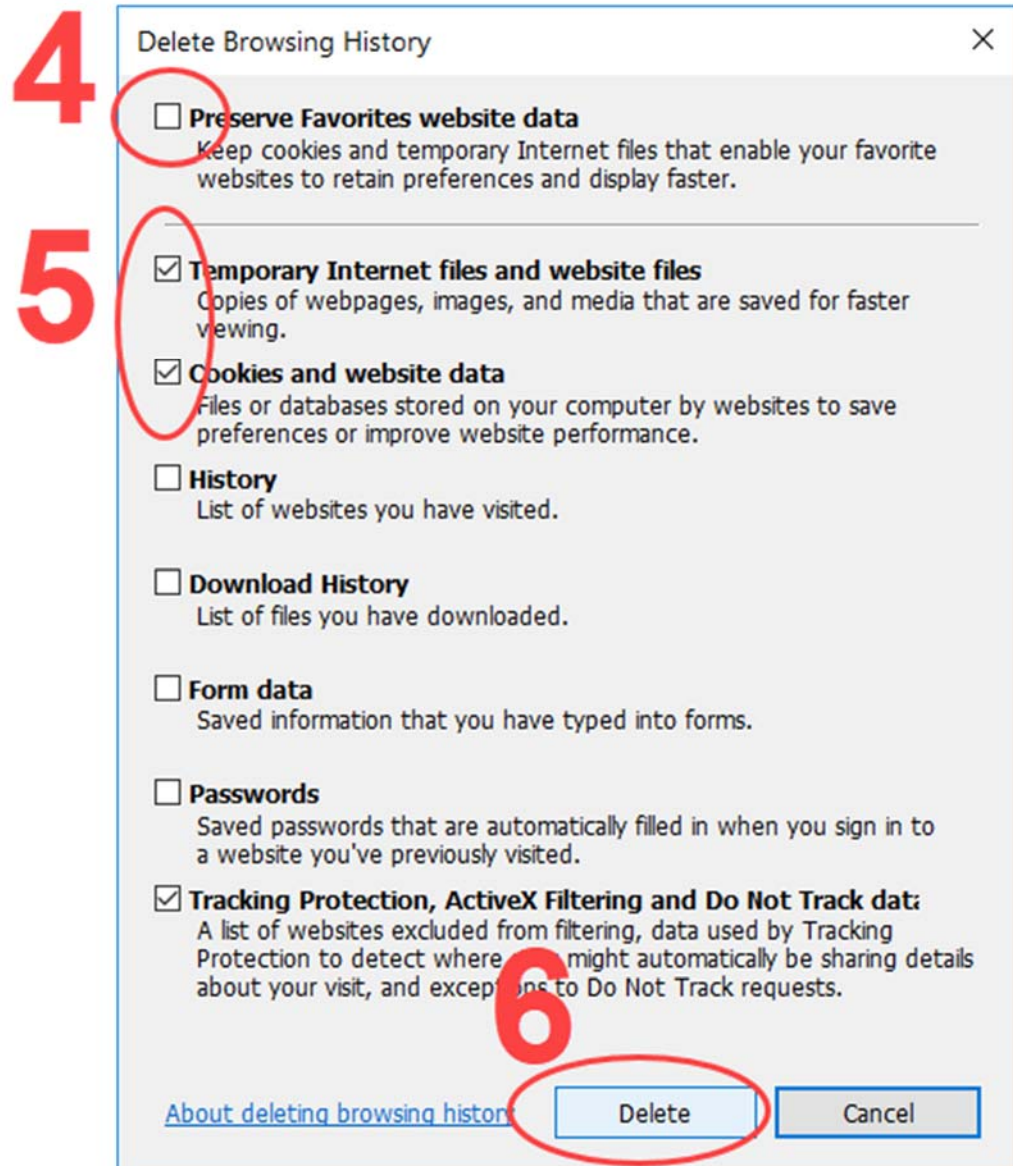
Clearing Browser Data

3. Click the **Delete** button



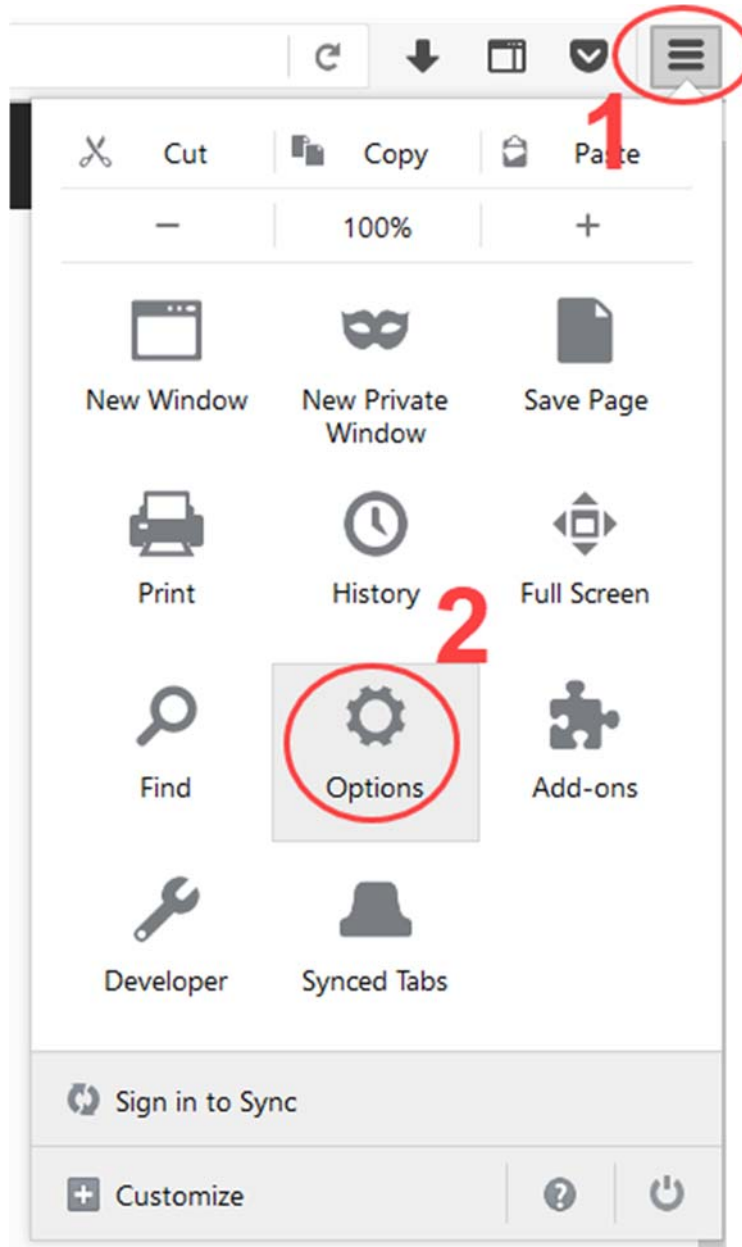
Clearing Browser Data

4. Deselect **Preserve Favorites website data**
5. Select **Temporary Internet Files** and **Cookies and website data**
6. Click **Delete**



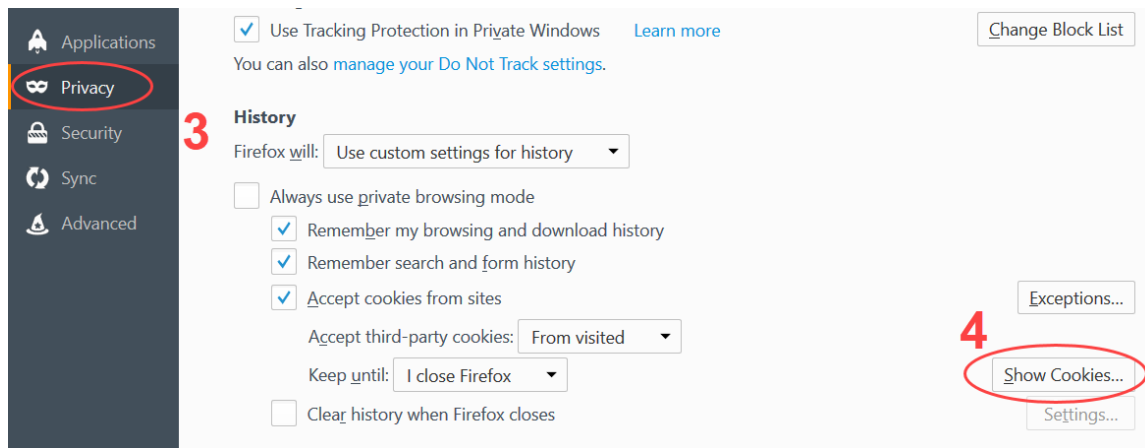
Firefox 62 for Windows 10

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



Clearing Browser Data

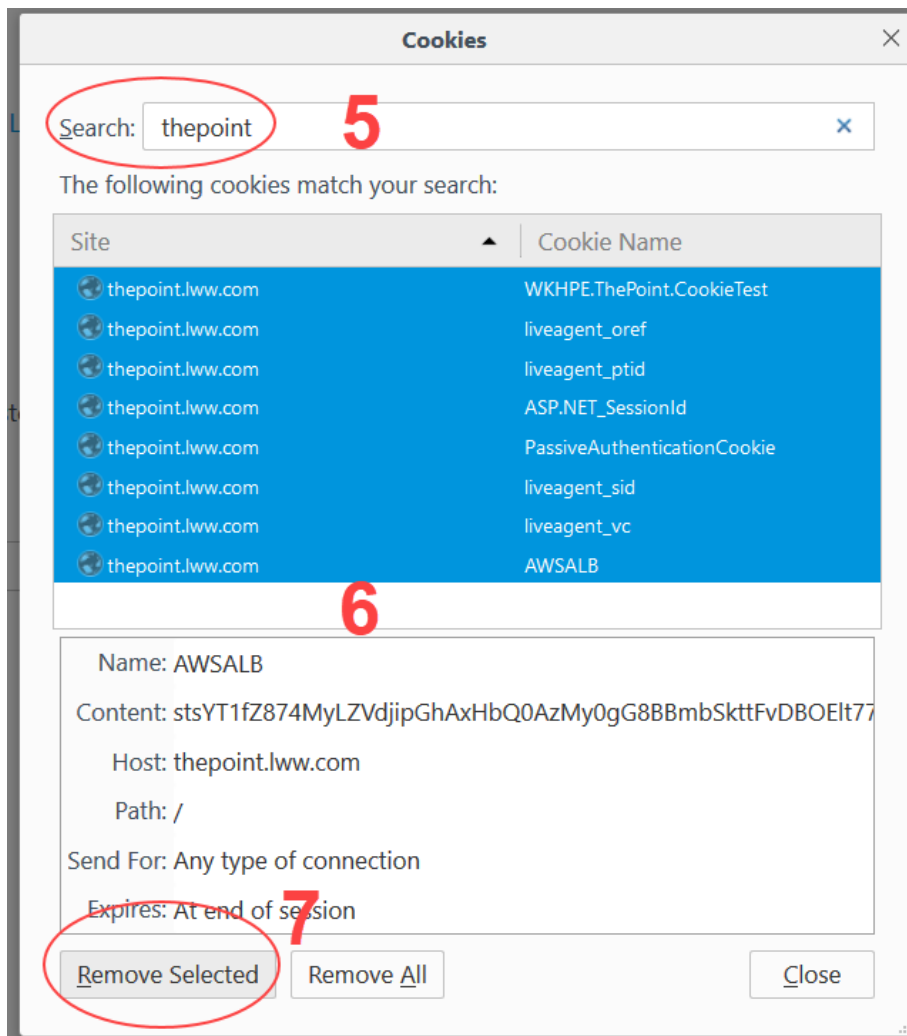
3. Select the **Privacy** option
4. Click **Show Cookies**



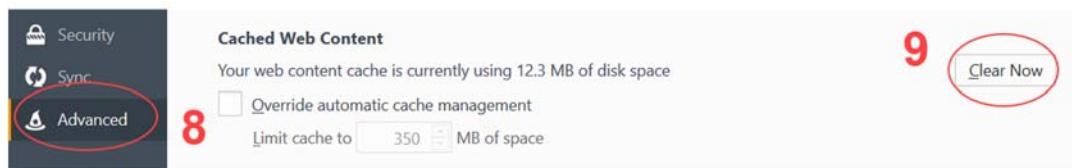
5. Search for 'thepoint' (you'll need to enter *thepoint* in the search box)
6. Select all the items listed

Clearing Browser Data

7. Click Remove Selected

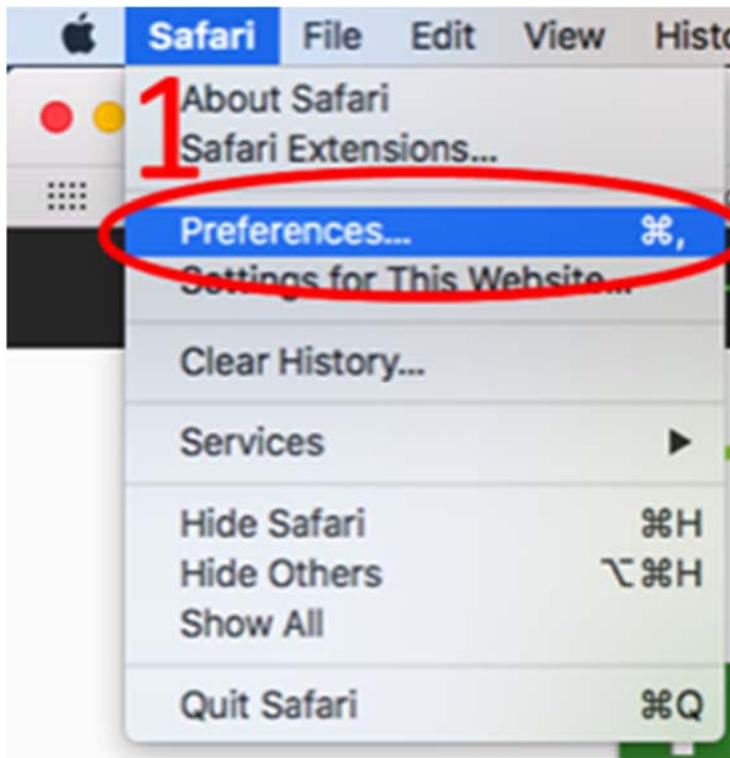


8. Select the **Advanced** option
9. Click **Clear Now**

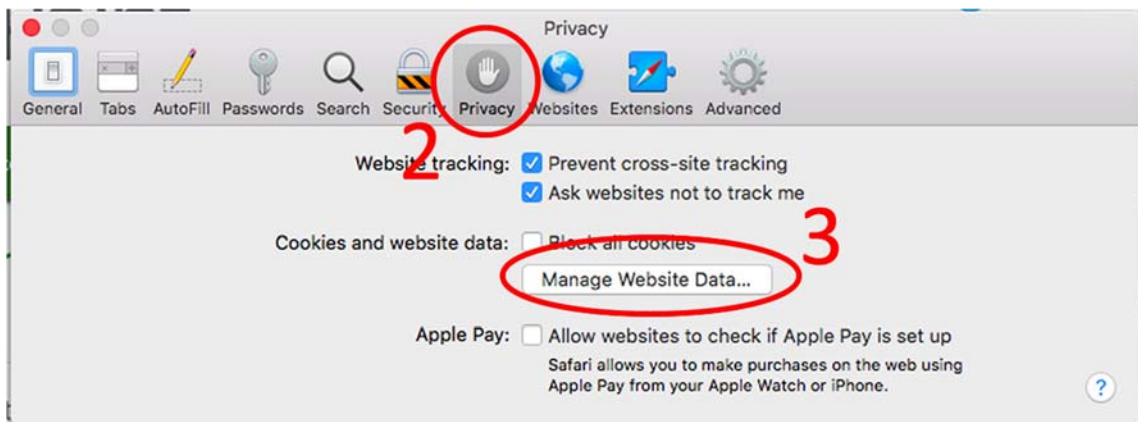


Safari 11.1 for MacOSX

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

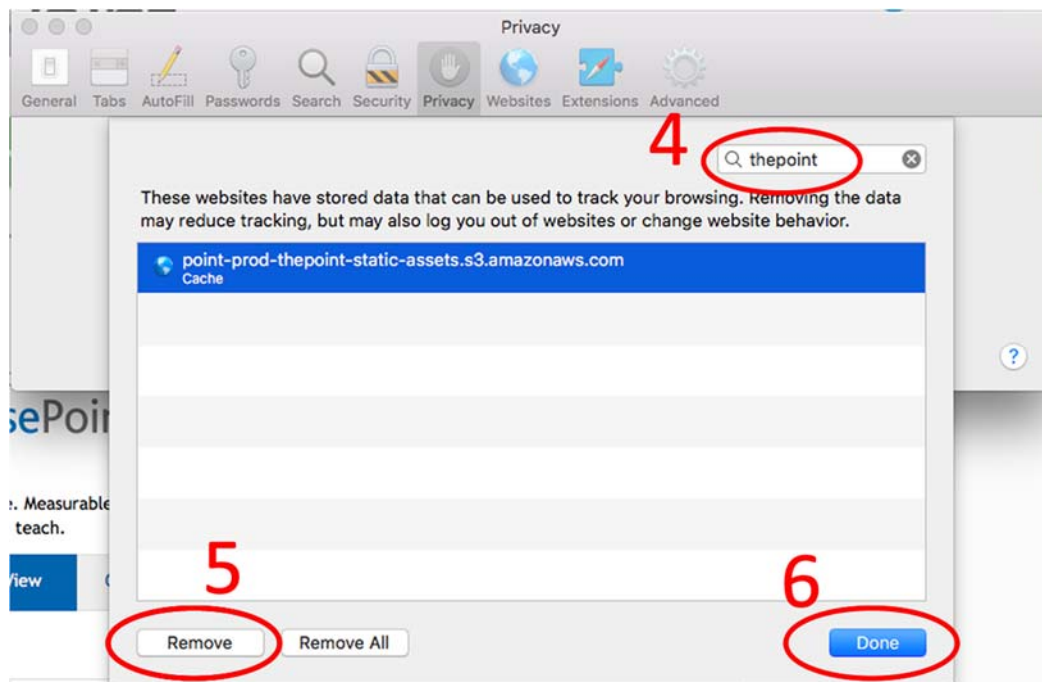


2. Click **Privacy**
3. Click **Manage Website Data**



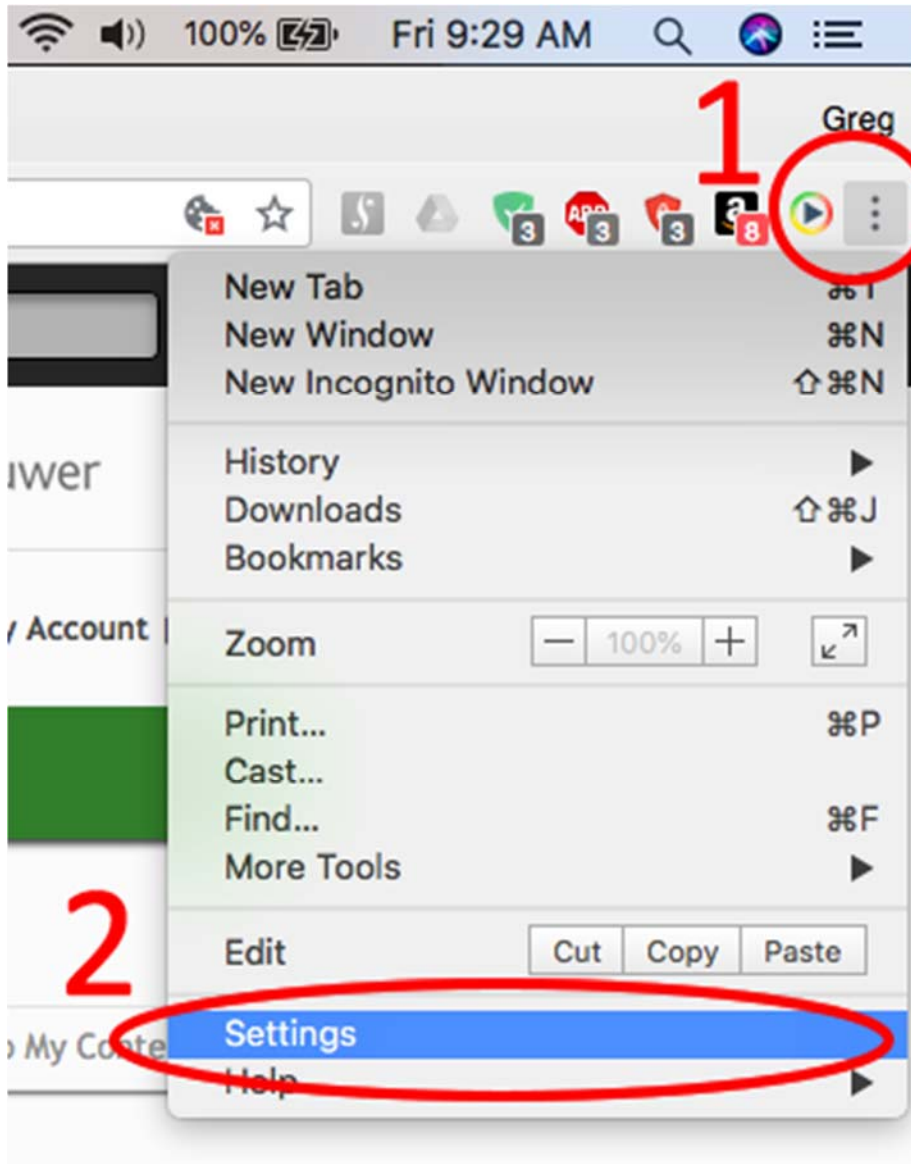
Clearing Browser Data

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



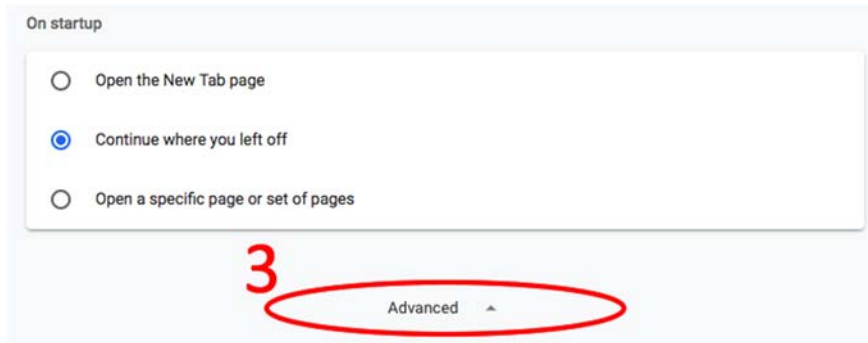
Chrome 68 for MacOSX

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

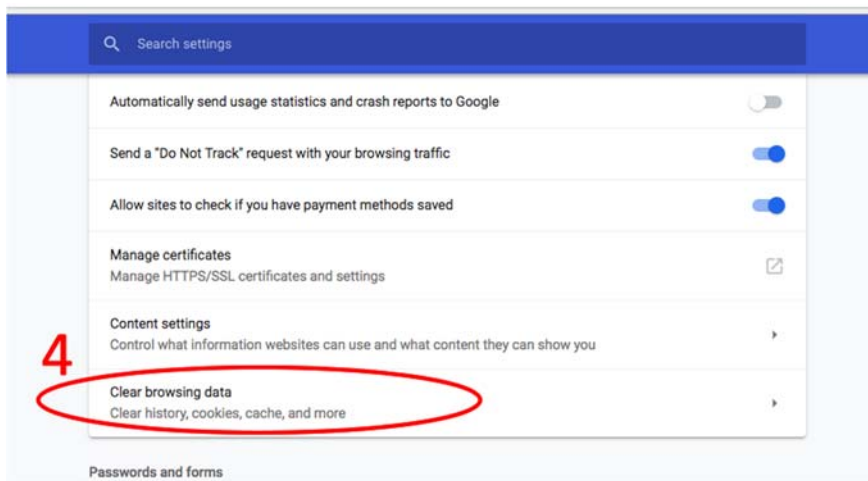


Clearing Browser Data

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**

Clear browsing data

Basic Advanced

Time range All time

5

☒ Browsing history
Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity.google.com.

☒ Cookies and other site data
Signs you out of most sites. You won't be signed out of your Google Account.

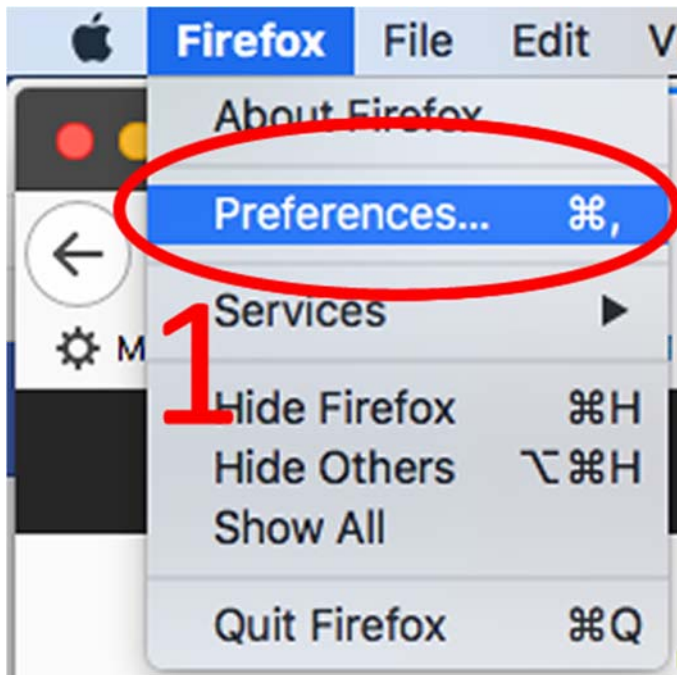
☒ Cached images and files
Frees up 548 MB. Some sites may load more slowly on your next visit.

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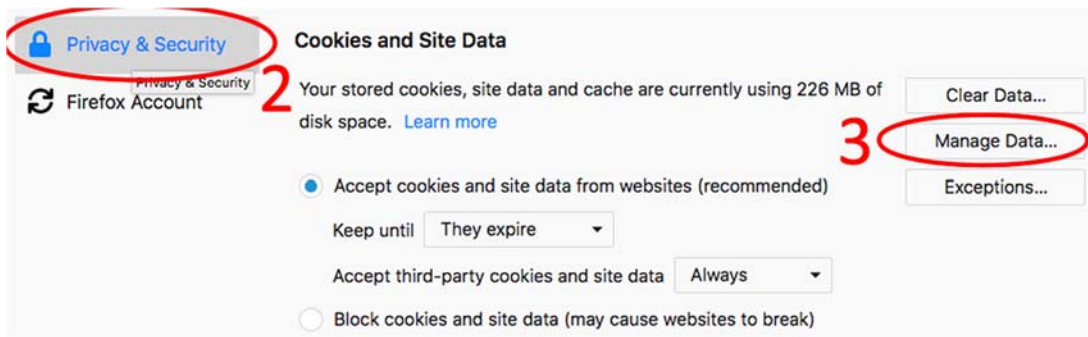
Cancel Clear data

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**

