

# How to Clear internet history, cookies, offline content & Cache



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## **1. Internet Explorer Content Clearing.**

#### **1.1 Internet History & Cookies**

- 1) Open a fresh internet browser
- 2) In the top right hand corner of the screen you will see a cog symbol.
- 3) Click on this symbol and choose "Internet Options"



- 4) This will prompt a pop up box to appear
- 5) Under the browsing history section click on the Delete button
- 6) This will prompt a second pop up box
- 7) Click on the delete button in the second pop up box

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General	Security	Privacy	Content	Connections	Programs	Advanced
Home p	age —					
	· · · · · ·			type each add		
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			Ok	Ca	ancel	Apply



#### **1.2 Offline content clearing.**

- 1) Within the internet options pop up box, under the Browsing History section, click on the "Settings" button.
- 2) This will prompt a second pop up window to appear
- 3) In the second pop up window click on the "View Files" button.

Internet Options	
General Security Privacy Content Connections Programs Advanced	Website Data Settings
Home page To create home page tabs, type each address on its own line.	Temporary Internet Files History Caches and databases
http://zoomglobal/company/uk/Pages/Default.aspx	Internet Explorer stores copies of webpages, images, and media for faster viewing later.
· · · · · · · · · · · · · · · · · · ·	Check for newer versions of stored pages:
Use current Use default Use new tab	© Every time I visit the webpage
Startup	Every time I start Internet Explorer
Start with tabs from the last session	O Automatically
③ Start with home page	Never
TabsChange how webpages are displayed in tabsTabs	Disk space to use (8-1024MB) 250 (Recommended: 50-250MB)
Browsing history	Current location:
Delete temporary files, history, cookies, saved passwords, and web form information.	C:\Users\thompsa\AppData\Local\Microsoft\Windows\Temporary Internet Files\
☑ Delete browsing history on exit	
Delete Settings	Move folder View objec ; View files
Colors Languages Fonts Accessibility	OK Cancel
OK Cance Apply	

- 4) This will prompt your temporary internet files to open in a new window.
- 5) Select all the files in the folder and delete them by right clicking your mouse and choosing the delete option



#### 1.3 Clearing your java cache

- 1) Click on the start menu on your windows desk top
- 2) Hover over the control panel
- 3) Choose the option for Java



 In the pop up box, click on the View button under the Temporary Internet Files section



5) In the pop up box select all the files and click on the red X at the top of the box

w: Resources			Installed Size: 0.0 KB - Cached Size: 91
News			entral la visión la enc
ofndjewtall.jar	https://apps.unify.uk.experian.com:8001/		2364 KB
OracleApplicatio	https://apps.unify.uk.experian.com:8001/	19/04/2013	1.7 KB
ofndformsi 18n. jar	https://apps.unify.uk.experian.com:8001/		109 KB
ofndbalishare.jar	https://apps.unify.uk.experian.com:8001/		27 KB
🥏 fndlist.jar	https://apps.unify.uk.experian.com:8001/		305 KB
Registry.dat	https://apps.unify.uk.experian.com:8001/		4.4 KB
ofndforms.jar	https://apps.unify.uk.experian.com:8001/	17/03/2018	687 KB
findxmlparserv2	https://apps.unify.uk.experian.com:8001/	17/03/2018	765 KB

You can now close all windows and re-enter the portal.

### 2. Chrome content clearing

#### 2.2 Chrome History & Cookies.

- 1) Open a fresh Chrome browser page
- 2) In the top right hand corner of the page click on the 3 dots
- 3) Hover over the option for history



4) In the selection list that appears choose 'History'

60	Global sites - Share price	Image: Weight of the second
	History Ctrl+H	History
vestors	History Ctrl+Shift+T	Downloads Ctrl+J Bookmarks
	History	Zoom - 100% + []
	Settings	Print Ctrl+P
	No tabs from other devices	Cast
	A DE PORTORIO DE LA CONTRA DE	Find Ctrl+F

5) In the history age that opens, click on the Clear browsing history option to the lefthand side of the page

/* Experian plc - Country x S History x   ← → C S Chrome: //history			© ⊡ &
History		Q, Şearch history	
Chrome history	Today - Wednesda	ay, August 15, 2018	
Clear browsing data	9:45 AM	Experian plc - Country www.experianplc.com Experian plc - Department www.experianplc.com	:
	9:45 AM	Se Experian plc - Our Approach www.experianplc.com	:
	9:45 AM	Experian plc - About Us www.experianplc.com	:
	9:45 AM	Experian pic - Our Brand www.experianpic.com thtps://www.experian.co.uk/experian.account/01_free_score.html?&ds_kid=43700002008 www.experian.co.uk	1

- 6) Ensure the time range 'All Time' is selected and all the browsing history options are ticked.
- 7) Click on 'Clear Data'

CI	lear browsing data		×
	Basic	Adv	anced
Ti	me range All time	Ŧ	<b>A</b>
	Browsing history	1	
	Download history None		
	Cookies and other site data From 25 sites		
	Cached images and files 5.3 MB		
	Passwords None		
-	Autofill form data		•
		CANCEL	CLEAR DATA

You can now close all windows and re-enter the portal.

## 3. Firefox content clearing

#### 3.1 Firefox History & Cookies.

- 1) Open a fresh Chrome browser page
- To the top right hand side of the screen you will see 3 icons. Click on the first icon (2 vertical lines)



3) Click on the 'History' option in the drop-down list



4) Click on 'Clear Recent History'



5) In the pop up box make sure the 'Time range to clear' option is set to 'Everything' & all Options in the list below are ticked.

Clear All History	x
Time range to clear: Everything	•
All history will be cleared. This action cannot be undone.	
▶ D <u>e</u> tails	
Image: Image	
✓ Form & Search History	
Cookies	
Cache	
Active Logins	
Offline Web Site Data	
Site Preferences	
Clear Now Cance	

6) Click 'Clear Now'

You can now close all windows and re-enter the portal.

## 4. Safari content clearing

#### 4.1 Safari content clearing

1) Click on the compass icon on your desktop to open a fresh browser



2) Click on 'Safari' on the tool bar at the top of the screen



3) Click on the option 'Clear History' from the drop-down list.



4) Make sure 'All History' is selected in the Clear drop down list.

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5) Click on the option to 'Clear History'

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You can now close all windows and re-enter the portal.