



AMERICAN COLLEGE of EDUCATION

To complete the following steps to clear your browser cache and cookies, select **ALL TIME** as the time range for Step 1, then restart your browser before you attempt to sign in again.

[If your browser is not listed here, please search your browser's method for clearing ALL cookies, cache, and website data.](#)

Chrome: Clear Cache and Cookies

- Select the vertical three-dotted menu button in the upper-right corner of Chrome and select Settings in the drop-down menu.
- Choose "Privacy and security" at the bottom of the page.
- Select Clear browsing data.
- Check the box next to Cached images and files.
- Choose "All time" from the time range option at the top to make sure you get everything.
- Choose Clear data.

Microsoft Edge: Clear Cache and Cookies

- Select the horizontal three-dotted menu button in the upper-right corner of Edge
- Select History
- Select the trash can icon at the top of the popup menu
- Select "All time" for the time range in the new window
- Check "Cookies and other site data" and "Cached images and files"
- Select "Clear now"

Mozilla Firefox: Clear Cache and Cookies

- Click the menu button (3 horizontal lines)
- Select Privacy & Security
- In the Cookies and Site Data section, click Clear Data
- Check "Cookies and Site Data" and "Cached Web Content"
- Click "Clear"

Here's another way to clear the Firefox cache:

- Click the menu button (3 horizontal lines) to open the menu panel
- Click History and select Clear Recent History
- Next to Time range to clear, choose Everything from the drop-down menu, select Cache and Cookies in the items list, and then click the Clear Now button.

Apple Safari:

- Go to Settings > Safari > Advanced > Website Data.
- Tap Remove All Website Data.