

## **Clearing Browsing History and Cache Instructions**

There are occasions where it is likely that you will need to fully clear your browsing history, cache, and cookies for the TeamWorks application to function properly. Below are instructions on how to clear browsing history for supported browsers. In all cases, <u>make sure no other tabs or applications are open</u> when clearing the browsing history.

## **Google Chrome:**

Open the browser and ensure no other tabs are open, then perform the following:



•	You and Google	Your browser is managed by your organization				
Ê	Autofill	Safety check				
•	Privacy and security		Chrome can help keep you safe from data breaches, bad extensions, and more			
۲	Appearance					
Q	Search engine	Privacy and security				
	Default browser	-	Clear browsing data			
ப	On startup	Ľ	Clear history, cookies, cache, and more	P		
Advan	ced 👻	۵	Cookies and other site data Third-party cookies are blocked in Incognito mode	•		



Gerlda B. Hines, CPA State Accounting Officer

۲	Chrome can help keep you safe from data breaches, bad extensions, and more	Check now
<sup>o</sup> rivacy :	Clear browsing data Basic Advanced	
Î	Time range All time 🔻	•
٠	Clears history, including in the search box	•
0	Cookies and other site data Signs you out of most sites.	•
11	Cached images and files Frees up 3.6 MB. Some sites may load more slowly on your next visit.	,
×		Ľ
	Cancel Clear data	

Close the browser and re-open before logging back into TeamWorks



## **Microsoft Edge:**

Open the browser and ensure no other tabs are open, then perform the following:





Then close and Re-open Browser before accessing TeamWorks



## **Mozilla Firefox:**

Open the browser and ensure no other tabs are open, then perform the following:



Close the browser and then re-open the browser before access the TeamWorks application.



**Internet Explorer (IE)** Note: IE is no longer supported by Microsoft. It is highly recommended that users switch to Edge or some other supported browser.

Favorites	Tools Help		
нвр 🕂	Delete browsing history	Ctrl+Shift+Del	GTA Support 🗿 HCME
	InPrivate Browsing	Ctrl+Shift+P	
	Turn on Tracking Protection		
	ActiveX Filtering		
	Fix connection problems		
	Reopen last browsing session		
	Add site to Apps		
	View downloads	Ctrl+J	
	Pop-up Blocker	>	
	Windows Defender SmartScreen Filter	>	
	Manage media licenses		
	Manage add-ons		
	Compatibility View settings		
	Subscribe to this feed		
	Feed discovery	>	
	Performance dashboard	Ctrl+Shift+U	
	F12 Developer Tools		
	OneNote Linked Notes		
	Send to OneNote		
	Report website problems		
	Internet options		



Internet	Options					?	×
General	Security	Privacy	Content	Connections	Programs	Advan	ced
Home p	To creater	ate home it:blank	page tabs,	type each add	fress on its o	own line.	
Startu	p	Use cu	irrent	Use default	Use n	ew tab	
<ul> <li>Start with tabs from the last session</li> <li>Start with home page</li> <li>Tabs</li> </ul>							
Char	Change how webpages are displayed in tabs. Tabs						
Browsing history Delete temporary files, history, cookies, saved passwords, and web form information.							
Appea	rance Colors	Lang	guages	Delete Fonts	Set Acce	tings ssibility	
			Oł	Ci	ancel	Appl	у

In IE, 'Preserve Favorites website data' must NOT be checked.

Delete Browsing History	×					
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.						
	- L					
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.						
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.						
History List of websites you have visited.						
Download History List of files you have downloaded.						
Form data Saved information that you have typed into forms.						
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.						
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.						
About deleting browsing history Delete Cancel	ונ					

The close the browser and re-open a new browser session before accessing TeamWorks.

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