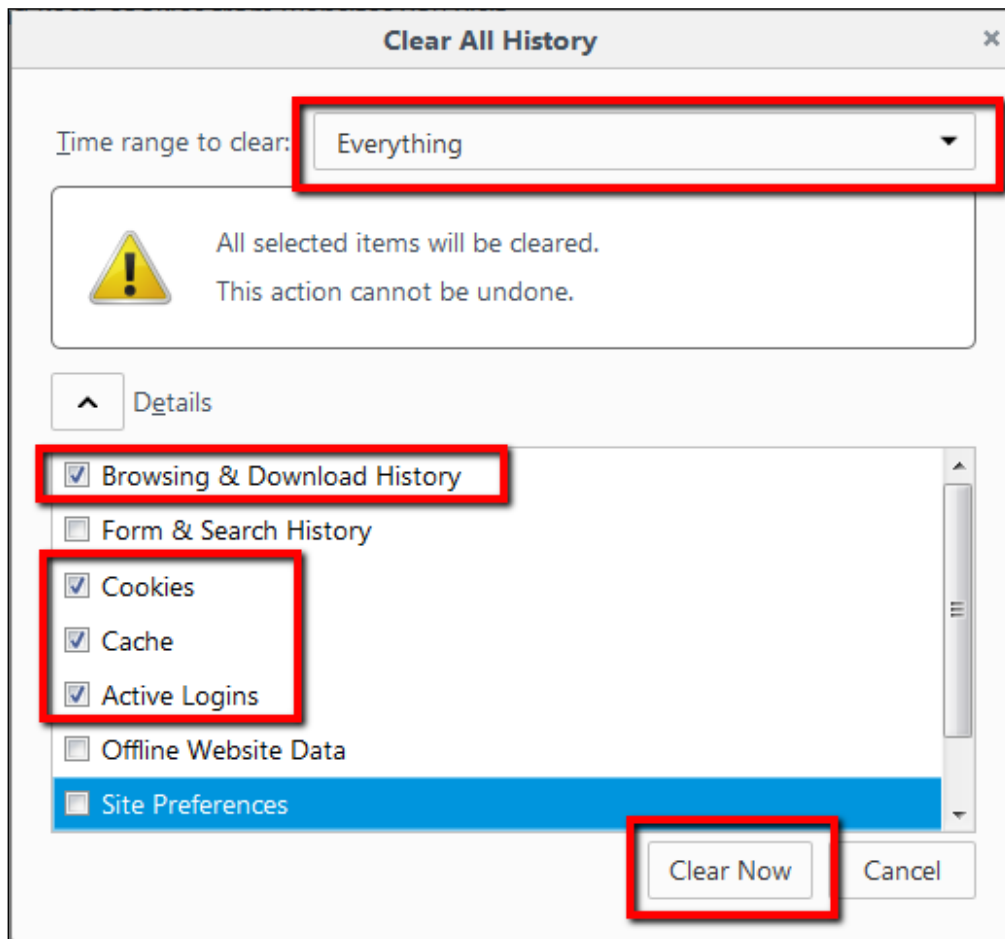


Browsers – All – Clearing Browser Cache

NOTE: Adapted from Blackboard Knowledge Base Article No. 000034456

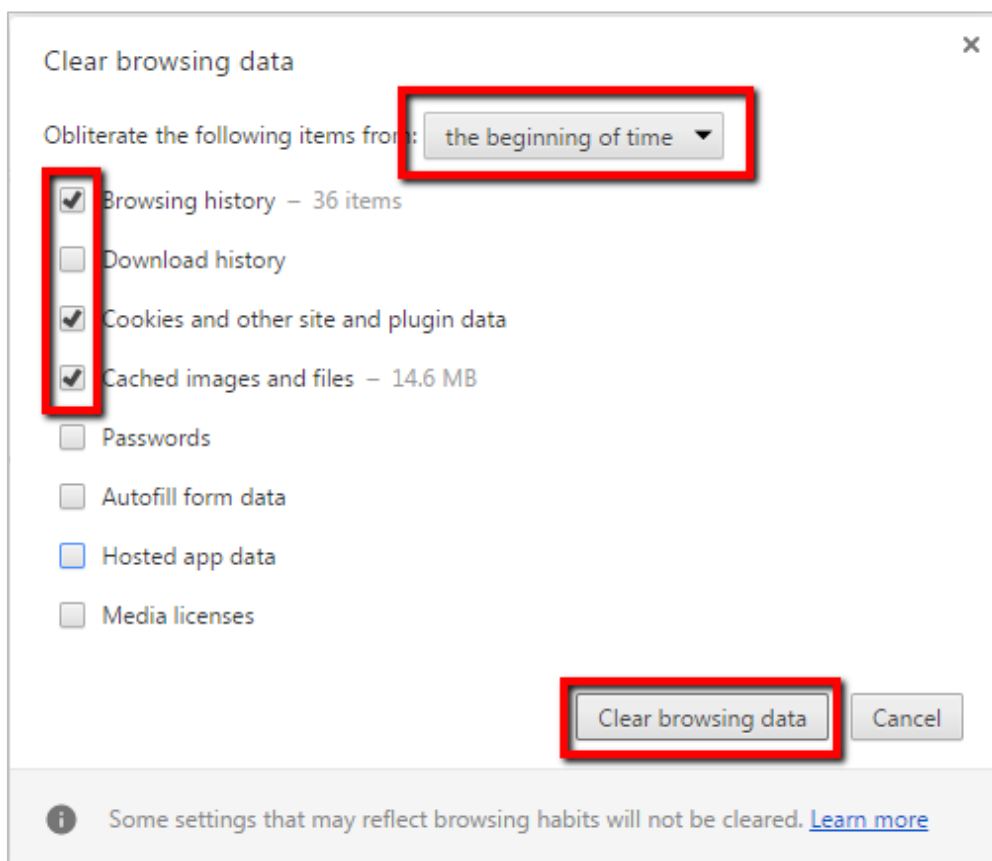
Firefox

1. Select **Options** from the Tools menu.
2. Select **Privacy**.
3. Select the **Clear Recent History** link.
4. Select **Everything** from the **Time range to clear** drop-down menu.
5. Select the check boxes for **Browsing & Download History**, **Cookies**, **Cache** and **Active Logins**.
6. Select **Clear Now**.
7. If you were logged in to Blackboard Learn, you will have to log out and log back in.



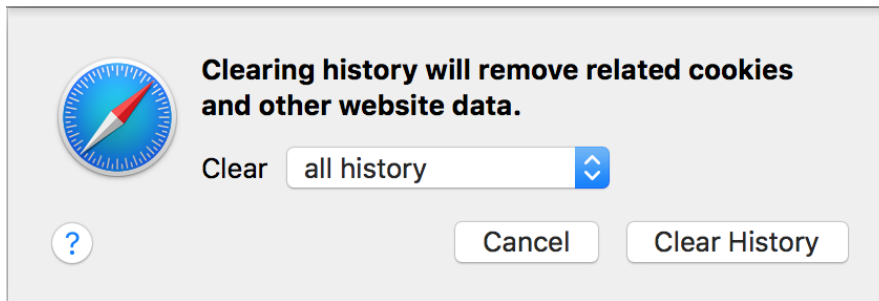
Google Chrome

1. Select **Settings** from the Chrome menu.
2. Select **Show Advanced Settings...**
3. Select the **Clear browsing data...** button.
4. Select **the beginning of time** from the **Obliterate the following items from** drop-down menu.
5. Select the check boxes for **Browsing history**, **Cookies and other site and plug-in data**, and **Cached images and files**.
6. Select the **Clear browsing data** button.
7. If you were logged in to Blackboard Learn, you will have to log out and log back in.



Safari

1. Select **Clear History** from the History menu.
2. Change the dropdown to **All History**.



3. Select the **Clear History** button.

Internet Explorer

NOTE: this browser is supported for use with Blackboard but is less reliable than the others. Both students and instructors report occasional problems with creating and submitting work when using this browser.

1. Select **Delete Browsing History** from the Tools menu.
2. Un-select the check box for **Preserve Favorites website data**.
3. Select the check boxes for Temporary Internet files, Cookies, and History.
4. Select **Delete**.

