


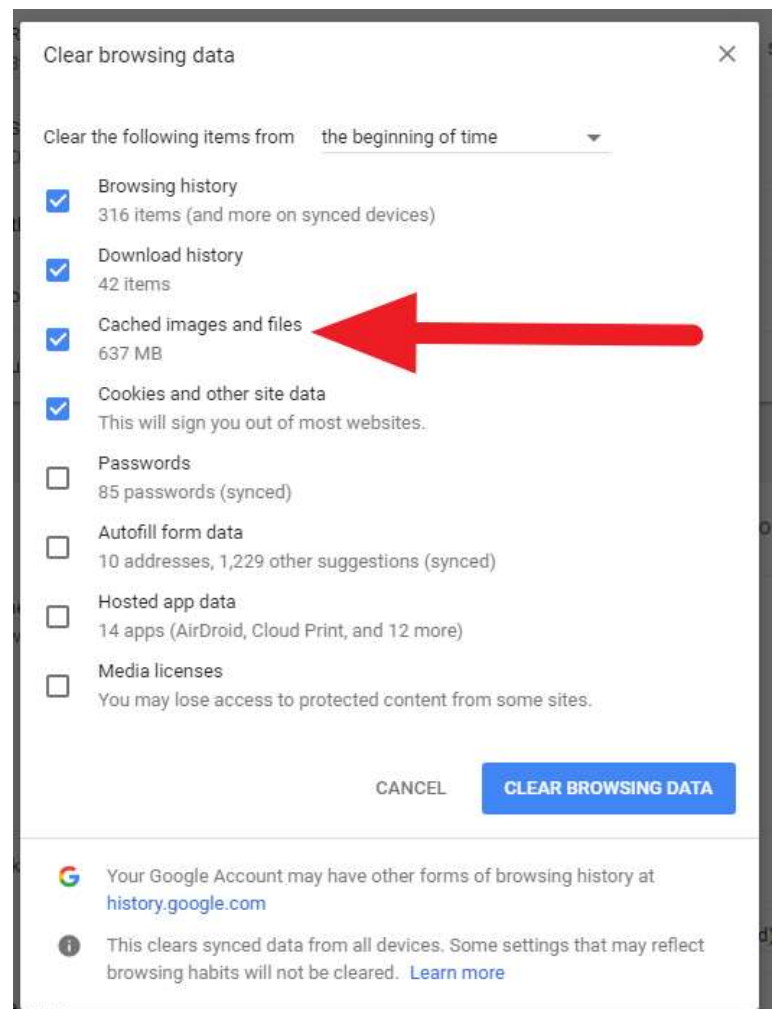


## CLEARING BROWSER CACHE - WINDOWS




### Google Chrome

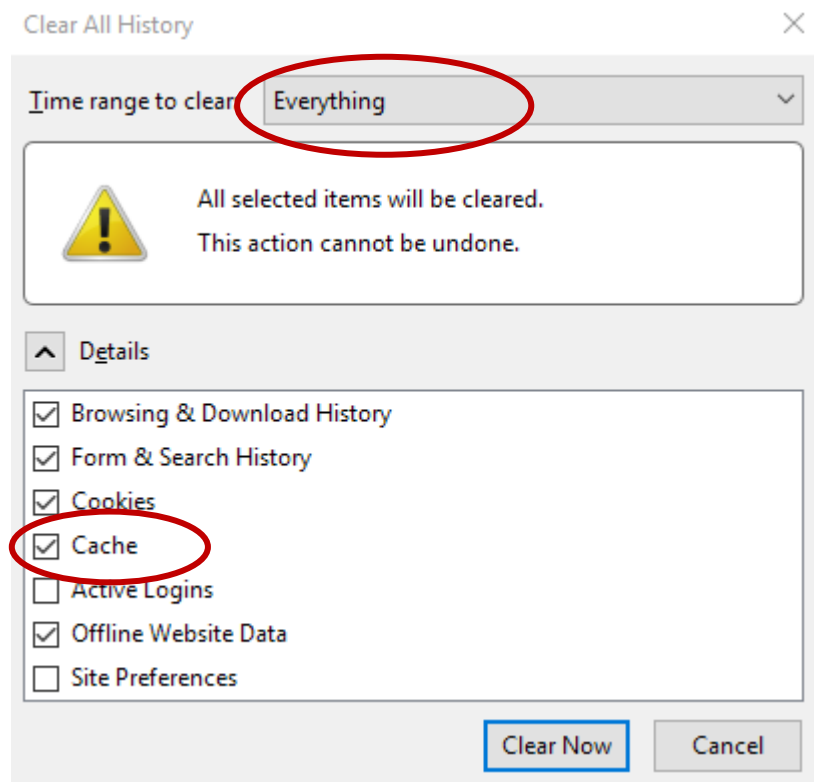
1. Open Google Chrome.
2. Simultaneously press the   and  keys on your keyboard.
3. In the “Clear Browsing Data” screen that loads, make sure the “Cached images and files” checkbox is selected. *(As shown in the image to the right, the “Browsing history”, “Download history” and “Cookies and other site data” may be selected as well. This is up to you.)*
4. Click the “CLEAR BROWSING DATA” button.
5. Close and restart Chrome.



## CLEARING BROWSER CACHE - WINDOWS




### Mozilla Firefox

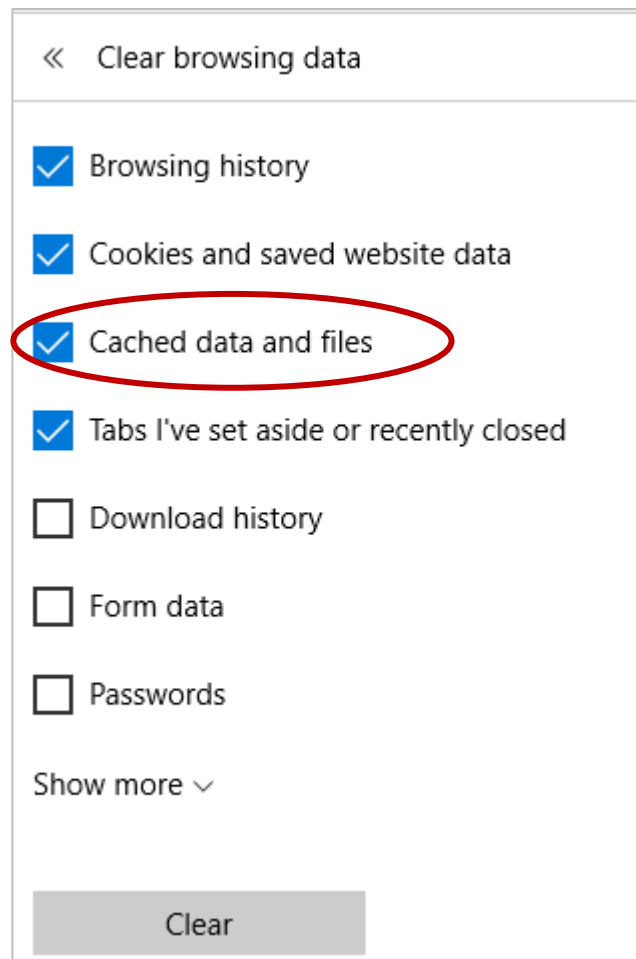
1. Open Firefox.
2. Simultaneously press the   and  keys on your keyboard.
3. In the “Clear All History” screen that loads, make sure that “Everything” is selected in “Time Range to Clear” dropdown and that the “Cache” checkbox is selected. *(As shown in the image to the right, the “Browsing & Download history”, “Form & Search History”, “Cookies”, “Cache” and “Offline Website Data” may be selected as well. This is up to you.)*
4. Click the “Clear Now” button.
5. Close and restart Firefox.



## CLEARING BROWSER CACHE - WINDOWS

### Microsoft Edge




1. Open Edge.
2. Simultaneously press the   and  keys on your keyboard.
3. In the “Clear Browsing Data” panel that loads, make sure that “Cached data and files” is selected.  
*(As shown in the image to the right, the “Browsing history”, “Cookies and saved website data”, “Tabs I’ve set aside or recently closed” may be selected as well. This is up to you.)*
4. Click the “Clear” button.
5. Close and restart Edge.



## CLEARING BROWSER CACHE - WINDOWS

### Microsoft Internet Explorer

**\*NOTE:** MercerOnline strongly advises against using Internet Explorer to access Blackboard.

1. Open Internet Explorer
2. Simultaneously press the   and  keys on your keyboard.
3. In the “Delete Browsing History” pop-up that loads, make sure that “Temporary Internet files and website files” and “Cookies and Website data” are selected. (As shown in the image to the right, the “History” and “Preserve Favorites website data” may be selected as well. This is up to you.)
4. Click the “Delete” button.
5. Close and restart Internet Explorer

