

## CAPPS Desk Aid

# Clearing Cache and Cookies

**Note:** This Desk Aid was written to the specifications of CAPPS Central agency modules and may not reflect the unique process variations implemented by individual or non-Central agencies.

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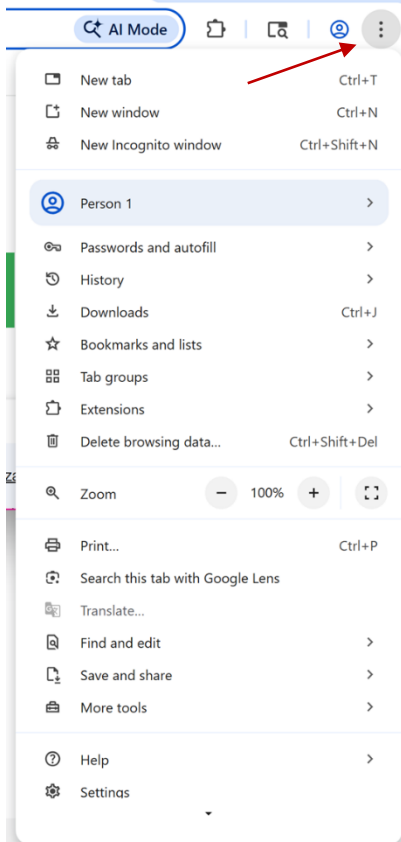
# Clearing Cache and Cookies

## Overview

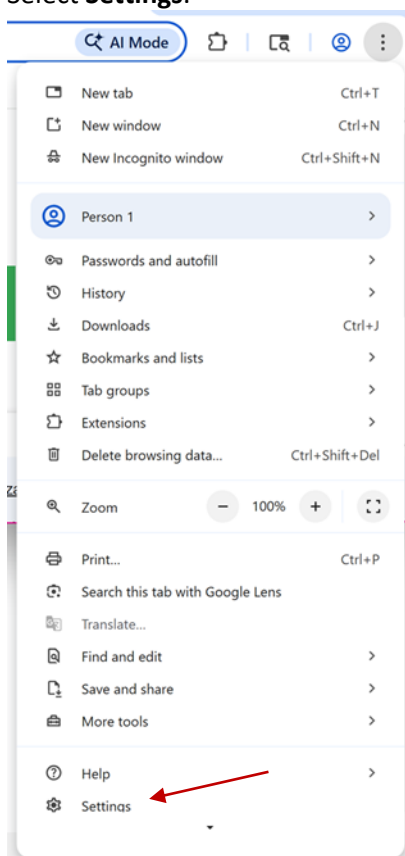
Deleting cache and cookies serves several purposes. It helps enhance privacy by removing stored data about your online activity. It can also resolve website loading issues, as cached data may become outdated or corrupted. Additionally, clearing cache and cookies can free up storage space and improve browser performance by reducing the load on your system.

## Changes in the Chrome Browser

1. Select the three vertical dots in the top right-hand corner of the browser window.

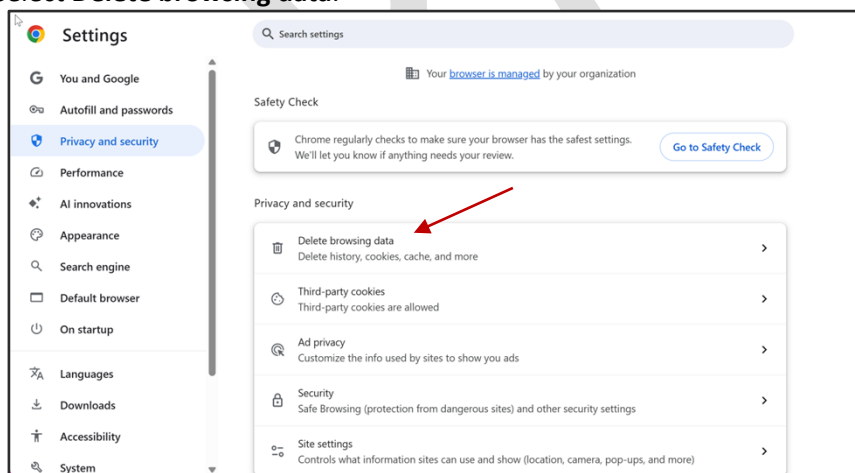


## 2. Select **Settings**.

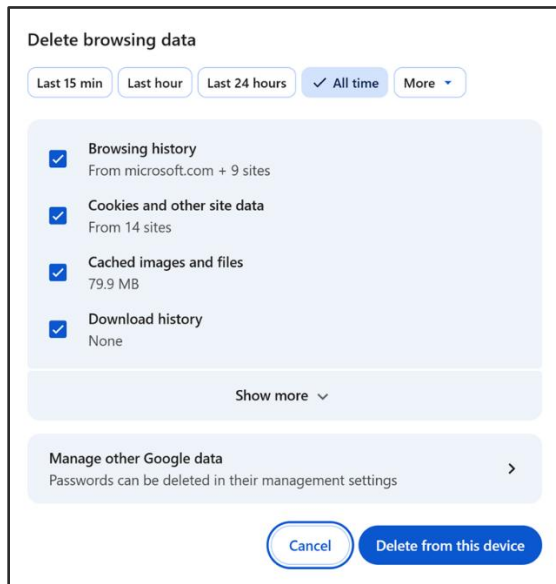


## 3. Select *Privacy and Security* in the left menu.

## 4. Select **Delete browsing data**.



5. Select **All time**.

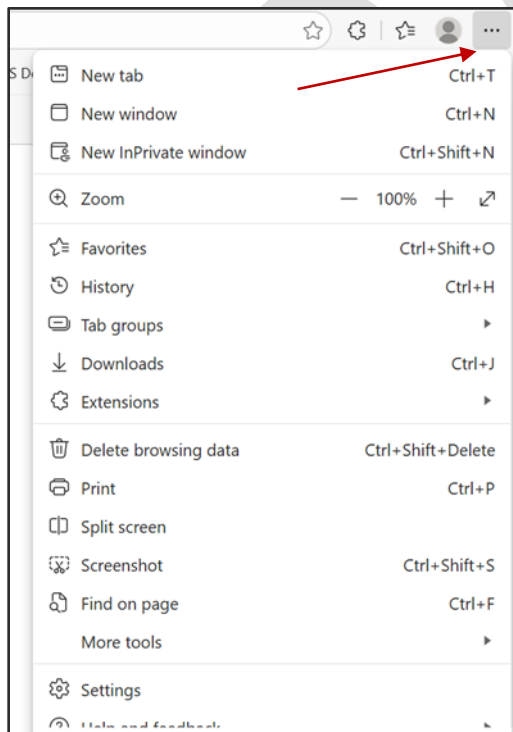


6. Select the checkboxes for Browsing history, Cookies and other site data, Cached images and files and Download history.

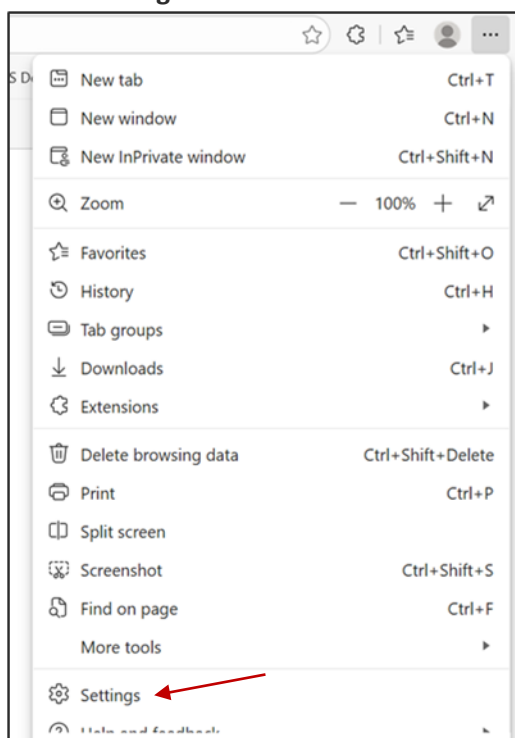
7. Select **Delete from this device**.

## Changes in the Edge Browser

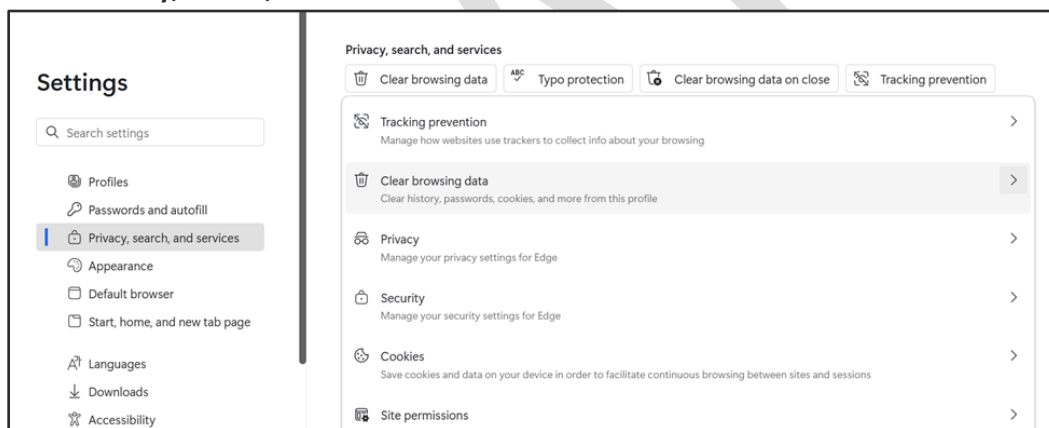
1. Select the three dots in the top right corner.



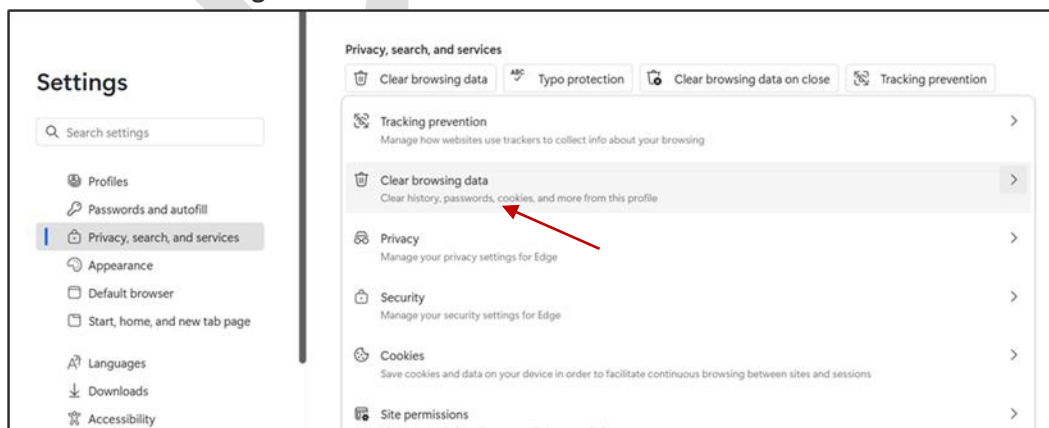
## 2. Select **Settings**.



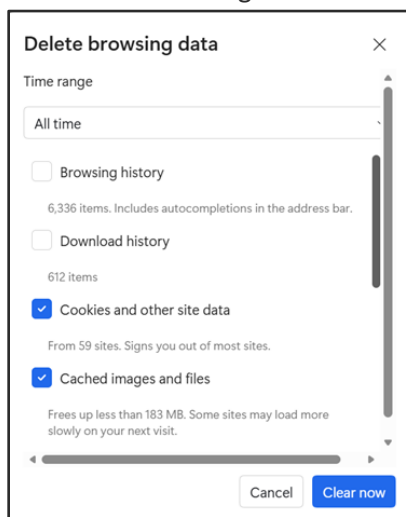
## 3. Select **Privacy, search, and services** in the left menu.



## 4. Select **Clear browsing data**.



The Delete browsing data window displays.



5. Set **TIME RANGE** to **All time**.
6. Select the checkboxes for **Cookies and other site data** and **Cached images and files**.
7. Select **Clear now**.

**Revision History**

| Date          | Description of Change                           | Changed By |
|---------------|-------------------------------------------------|------------|
| Mar. 06, 2026 | Updated images and transferred to new template. | G. Hawkins |
|               |                                                 |            |
|               |                                                 |            |
|               |                                                 |            |

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