

Delete Cookies and Temp Files – 4/12/2010

Windows XP, Vista, Mac
Internet Explorer, Google Chrome, Mozilla Firefox, Safari, Opera

If you need assistance, call 732-227-6700, option 4 or Martha McKeon at 732-227-5780

If a site looks strange or if something on it isn't working properly, you can often resolve the issue by clearing your browser's cache and deleting your cookies. Try clearing the cache first, then if that doesn't work, delete the cookies.

What are 'cache' and 'cookies' anyway?

A browser's **cache** is just some of its memory that's devoted to remembering what a page used to look like. Using cache, browsers can open pages they've seen before more quickly. If anything goes wrong in the cache, or if the page has changed since your browser last saw it, it can affect how the page displays.

Cookies are tiny files stored by your browser that remember your personal settings. When you go to a site you've been to before, the cookies remind the site how you like the info on it to be displayed. They remember, for instance, your [SafeSearch](#) [<http://www.google.com/support/websearch/bin/answer.py?hl=en&answer=35892#safe>] settings, and what view you like in [Google Maps](#). [<http://maps.google.com/>] Sometimes they break and make pages look weird.

Google Chrome

Cookies. If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies.

Important! While deleting the browser cookies may fix the problem, it also removes your saved settings for sites you've previously visited.



1. Click the **Tools** menu .
2. Select **Clear browsing data**.
3. Make sure 'Delete cookies' is selected.
4. Click **Clear Browsing Data**.

Microsoft Internet Explorer

- 💡 To find the version, in Internet Explorer, click "Help," and then click "About Internet Explorer." If you don't see the "Help" menu, press "Alt" to show the menus.

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Internet Explorer 8.x

1. In Internet Explorer, click the **Tools** menu. Don't see **Tools**? Press **ALT** to show the menus.
2. Click **Internet Options**
3. Look for **Browsing history**. Click the **Delete** button.
4. Is bmsfcu.org set as a favorite or bookmark?
 - If yes, **uncheck: Preserve Favorites website data**, then continue to next step
 - If no, continue to next step
5. Be sure the following are checked: **Temporary Internet Files, Cookies and History**

Delete Cookies and Temp Files – 4/12/2010

6. If bmsfcu.org was set as a *favorite*, look for **Browsing history**. Click the **Delete** button. **Check: Preserve Favorite website data**
7. Click **Delete** button.
8. Click **OK** button to close 'Internet Options.'

Internet Explorer 7.x

1. In Internet Explorer, click the **Tools** menu. Don't see **Tools**? Press **Alt** to show the menus.
2. Click **Internet Options**
3. Click the **General** tab.
4. Click the **Delete** button.
5. In the 'Cookies' section, click **Delete Cookies**.
6. Click **OK** to confirm.
7. Click **OK** once more to close 'Internet Options.'

Internet Explorer 6.x

1. In Internet Explorer, click the **Tools** menu.
2. Click **Internet Options**
3. Click the **General** tab.
4. In the 'Temporary Internet Files' section, click **Delete Cookies**.
5. Click **OK** to confirm.
Note: It can take several minutes for the cache history to be deleted.
6. Click **OK** once more to close 'Internet Options.'

Mozilla Firefox

 To find the version, in Firefox: On Windows, click "Help," and then click "About Mozilla Firefox." On Max OS X, click "Firefox," and then click "About Mozilla Firefox."

Cookies. If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies.

Firefox 3.x for Windows

1. In Firefox, click the **Tools** menu.
2. Click **Clear Private Data**.
3. Make sure 'Cache' is selected.
4. Click **Clear Private Data Now**.

Firefox 3.x for Mac OS X

1. In Firefox, click the **Tools** menu.
2. Click **Clear Private Data**.
3. Make sure 'Cache' is selected.
4. Click **Clear Private Data Now**

Firefox 2.x for Windows

1. Click the **Tools** menu.

Delete Cookies and Temp Files – 4/12/2010


2. Click **Options**.
3. Select the 'Privacy' tab.
4. In the 'Cookies' section, click **Show Cookies**.
5. Click **Remove All Cookies**.
6. Click **OK** to confirm.
7. Click **OK** once more to close 'Options.'

Firefox 2.x for Mac OS X

1. Click the **Firefox** menu.
2. Click **Preferences**.
3. Select the 'Privacy' tab.
4. In the 'Cookies' section, click **Show Cookies**.
5. Click **Remove All Cookies**.
6. Click **OK** to confirm.
7. Click **OK** once more to close 'Preferences.'

Advanced step: In a couple of cases, we've heard from users that in addition to deleting your cookies, it can be helpful to delete the actual file in Firefox that stores your cookies. [Learn more](#)

Apple Safari

 To find the version, in Safari: On Mac OS X, click "Safari," and then click "About Safari." On Windows, click "Help," and then click "About Safari."

1) **Cookies.** If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies.

Safari 3.x for Windows

1. Click the **Edit** menu.
2. Select the 'Security' tab.
3. Click **Show Cookies**.
4. Click **Remove All**.
5. Click **Done** to close the Cookies list.
6. Close 'Preferences.'


Safari 3.x for Mac OS X

1. Click the **Safari** menu.
2. Click **Preferences**.
3. Select the 'Security' tab.
4. Click **Show Cookies**.
5. Click **Remove All**.
6. Click **Done** to close the Cookies list.

Delete Cookies and Temp Files – 4/12/2010

7. Close 'Preferences.'

Opera

 To find the version, in Opera: On Windows, click "Help," and then click "About Opera." On Mac OS X, click "Opera," and then click "About Opera."

Cookies. If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies.

Opera 9.x for Windows

1. In Opera, click the "**Tools**" menu.
2. Click "**Delete Private Data.**"
3. Click "**Detailed Options.**"
4. Select "**Delete all Cookies.**"
5. Clear the check box for any of the other Private Data options that you don't want to delete.
6. Click "**Delete.**"

Opera 9.x for Mac OS X

1. In Opera, click the "**Opera**" menu.
2. Click "**Delete Private Data.**"
3. Click "**Detailed Options.**"
4. Select "**Delete all Cookies.**"
5. Clear the check box for any of the other Private Data options that you don't want to delete.
6. Click "**Delete.**"

Vista

1. Click the "**Start**" button
2. At the top select your "**User**" name to get into the user group
3. Click the "**Organize**" button and select "**Folder and search options**"
4. Click "**View**" tab and choose "**Show hidden files and folders**"
5. *Uncheck* "**Hide protected operating system files**"
6. Select "**Yes**" to confirm "**OK**" to exit
7. Now there will be more folders in your User window, find the one named "**AppData**" and click to open the folder
8. Inside the AppData folder select "**Roaming -> Microsoft -> Windows**"
9. Click **cookies folder**
10. **Select and Delete all Cookies**
11. You may see a **Low folder** in there as well, this is where cookies are kept from websites you have some low user privileges.

If the browser or version you're using isn't listed here, please see the browser's Help to get these instructions.