


Google Chrome

1. Completely exit Chrome by closing all browser windows.
2. Open a new instance of Chrome.
3. At the top right of the browser, click on the three dots icon like this: 
4. Select **More Tools > Clear Browsing Data**.
5. At the top, choose a time range. To delete everything, select **All time**.
6. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
7. Click **Clear data**.
8. Close the instance of Chrome.
9. Open a new instance of Chrome and try to log in again.
10. If you are still having problems logging in, reboot your computer and try logging in again.

How to Delete Cookies in Safari on Mac

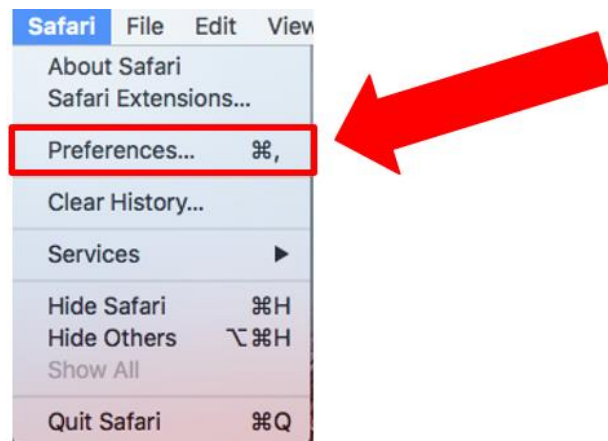
1. Open up your **Safari** internet browser.



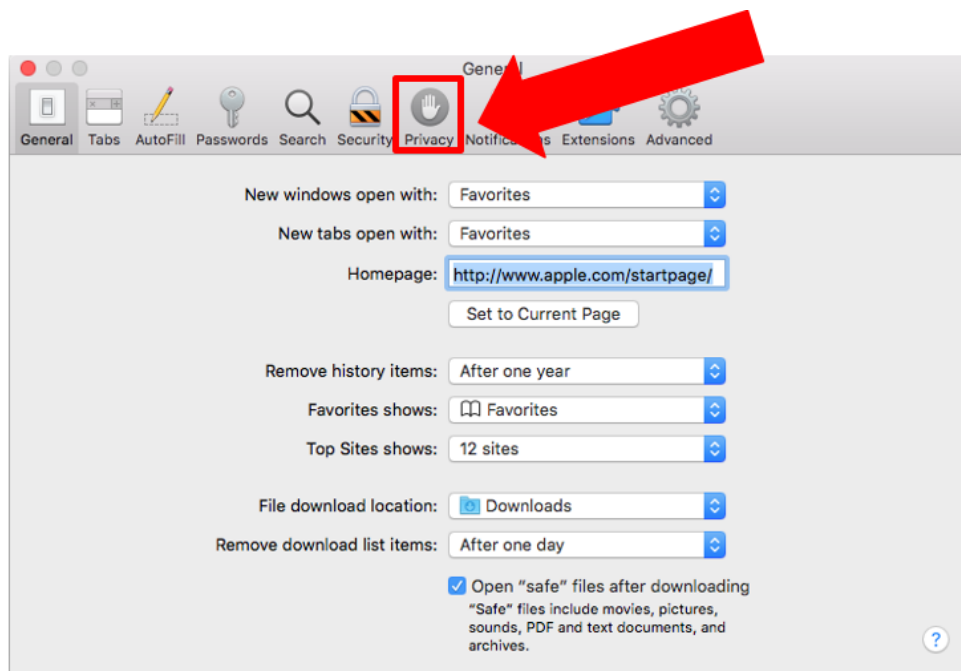
2. Click on the bolded word **Safari** in the top left corner of your screen.



3. When the dropdown menu appears, click on **Preferences**.

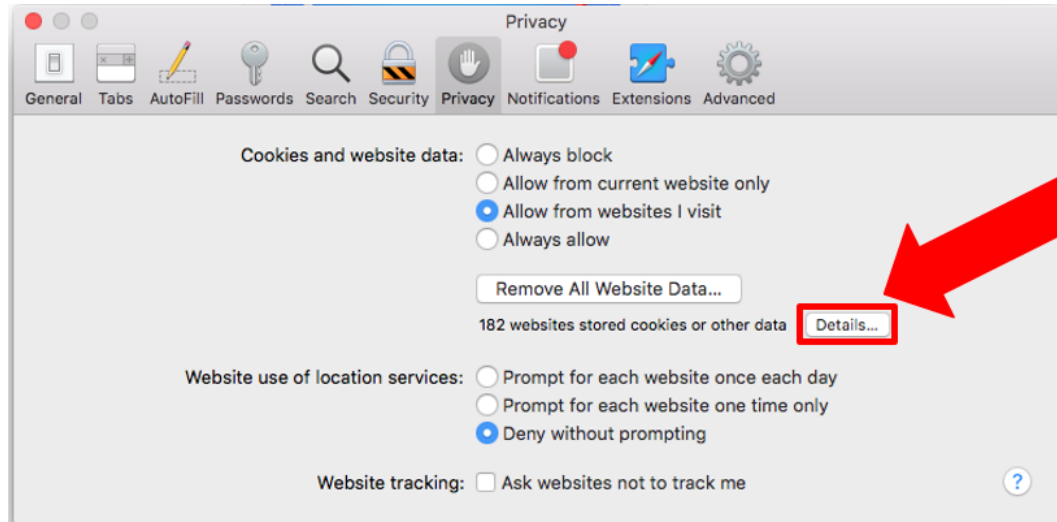


4. When the pop-up window appears, click on the **Privacy** tab at the top of the window.

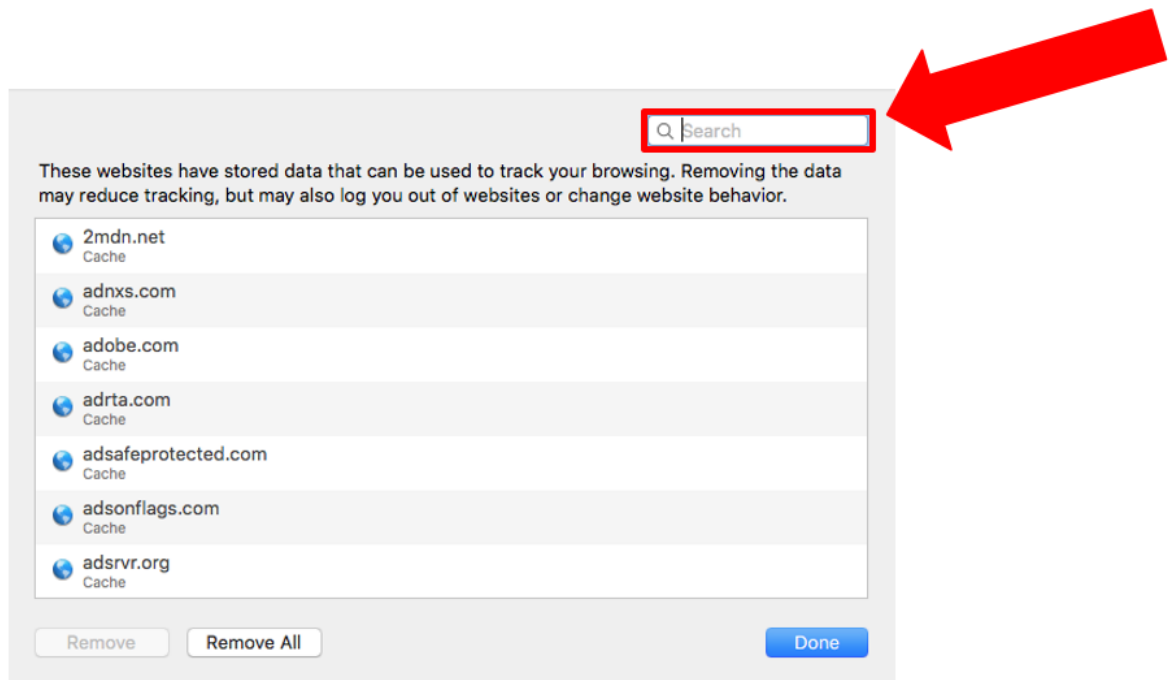


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5. Click on **Details** button, located next to a sentence that says “**X websites stored cookies or other data.**” (It may take a few moments for the sentence and button to appear)

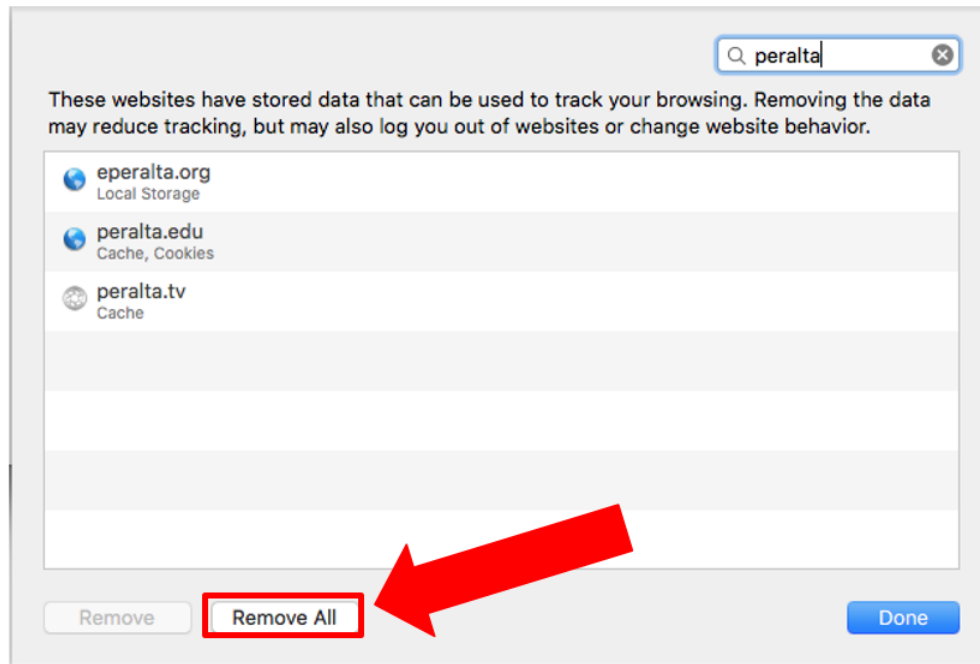


6. When the new window appears, type **peralta** into the search bar. **(Please type in all lowercase).**

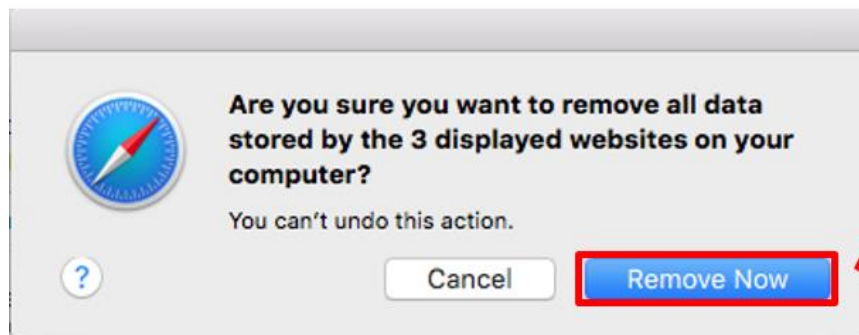


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7. A different list of cookies should appear on the window that possesses the name **peralta.edu** or **access.peralta.edu**. Click on **Remove All** at the bottom of the window.

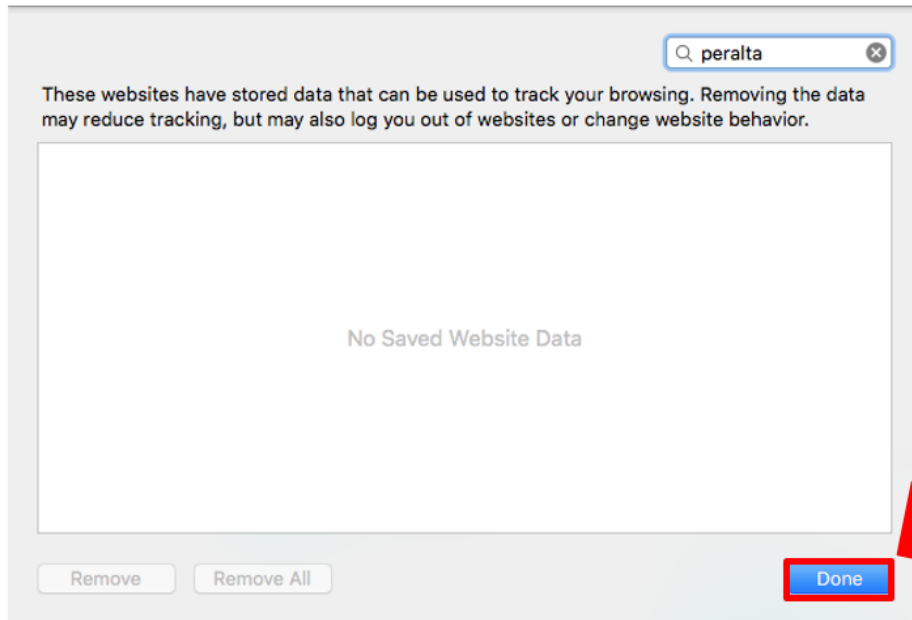


8. Afterwards, a security pop-up will appear confirming whether or not you want to delete the cookies. Click **Remove Now**.



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9. The list of cookies should now be blank. Click **Done**.




10. Close the **Privacy** window.

If you still need assistance please call Peralta Helpdesk (510) 587-7800 or email at helpdesk@peralta.edu

Microsoft Internet Explorer

1. Completely exit Internet Explorer by closing all browser windows.
2. Open a new instance of Internet Explorer.
3. Select **Tools > Internet Options**; verify you are viewing the **General** tab.
4. Click the **Delete Cookies** button; click **OK** on the dialog box that pops up.
5. Click the **Delete Files** button; select the **Delete all offline content** checkbox; click **OK**.
6. Click the **Clear History** button; click **Yes** on the dialog box that pops up.
7. Click **OK**.
8. Close the instance of Internet Explorer.
9. Open a new instance of Internet Explorer and try to log in again.
10. If you are still having problems logging in, reboot your computer and try logging in again.

Mozilla Firefox

1. Completely exit Firefox by closing all browser windows.
2. Open a new instance of Firefox.
3. At the top right of the browser, click on the three lines icon like this: 
4. Select **Options**, which is next to the gear icon.
5. On the right side of the Options menu, select **Privacy and Security**.
6. Scroll down to the section titled **Cookies and Site Data**.
7. Click the **Clear Data** icon.
8. Make sure **Cookies and Site Data** and **Cached Web Content** are selected.
9. Click **Clear**.
10. Click **Clear Now**.
11. Close the instance of Firefox.
12. Open a new instance of Firefox and try to log in again.
13. If you are still having problems logging in, reboot your computer and try logging in again.