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.

General Tabs AutoFill Passwords Search Security Privacy	A Notifics is Extensions Advanced
New windows open with:	Favorites
New tabs open with:	Favorites 🗘
Homepage:	http://www.apple.com/startpage/
	Set to Current Page
Remove history items:	After one year
Favorites shows:	🛱 Favorites 📀
Top Sites shows:	12 sites
File download location:	Downloads
Remove download list items:	After one day
	Open "safe" files after downloading "Safe" files include movies, pictures, sounds, PDF and text documents, and archives.

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How to Delete Cookies in Safari on Mac

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)

• • •	Privacy
🗈 📼 🦽 💡 🔍 🔍 🚺	🕑 📑 🔀 🄅
General Tabs AutoFill Passwords Search Security Priv	vacy Notifications Extensions Advanced
Cookies and website data:	
	Allow from current website only
	Allow from websites I visit
	Always allow
	Remove All Website Data
	182 websites stored cookies or other data Details
Website use of location services:	
	OPrompt for each website one time only
	 Deny without prompting
Website tracking:	Ask websites not to track me

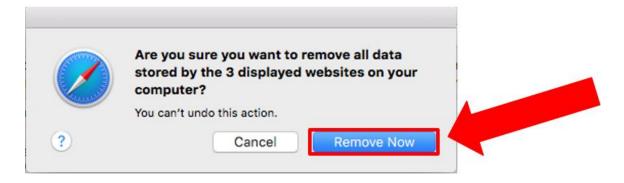
6. When the new window appears, type **peralta** into the search bar. **(Please type in all lowercase).**

	e websites have stored data that can be used to track your browsing. Removing the data reduce tracking, but may also log you out of websites or change website behavior.
6	2mdn.net Cache
6	adnxs.com Cache
•	adobe.com Cache
6	adrta.com Cache
6	adsafeprotected.com Cache
6	adsonflags.com Cache
6	adsrvr.org Cache
R	emove Remove All Done

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.

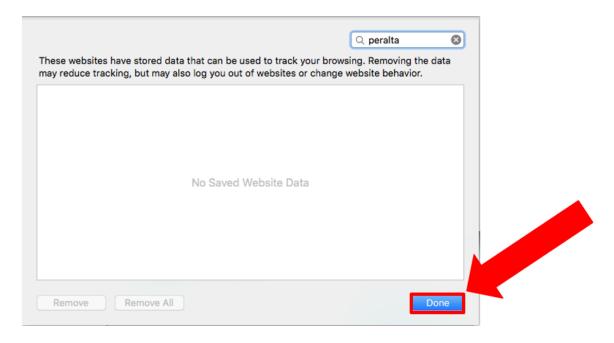
			Q peralta	8
These websites have may reduce tracking,				
eperalta.org Local Storage				
S peralta.edu Cache, Cookies				
© peralta.tv Cache				
Remove	emove All			Done

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



How to Delete Cookies in Safari on Mac

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 <u>helpdesk@peralta.edu</u>

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: \equiv
- 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.