



Clearing your Cookies and Cache by browser/device

Microsoft Edge:

1. Go to 3 dots at top right of browser window.
2. Select Settings.
3. From the menu on the left, select Cookies and Site Permissions.
4. Choose Manage and delete cookies and site data.
5. Click See all cookies and site data.
6. At top right pick Remove all.
7. When small window pops up, choose Clear.
8. Close out any instances of the browser that are open.
9. Re-open browser and try signing in again.

Google Chrome:

1. Go to 3 dots at top right of browser window.
2. Select Delete browsing data.
3. In the new window, change Time range to All time.
4. Check off Cookies and other site data.
5. Check off Cached images and files.
6. You DO NOT have to select Browsing History.
7. Click Delete data.
8. Close out any instances of the browser that are open.
9. Re-open browser and try signing in again.

Google Chrome for Android:

1. Open chrome on device
2. Then follow instructions for Chrome above.

Firefox:

1. Go to 3 lines at top right of browser window.
2. Select Settings.
3. From the menu on the right, pick Privacy & Security.
4. Scroll down to Cookies and Site Data, then select Clear Data.
5. Make sure both Cookies and Site Data and Cached Web Content are checked off.
6. Select Clear.
7. When the pop-up appears, select Clear Now.
8. Close out any instances of the browser that are open.
9. Re-open browser and try signing in again.

Safari for Mac:

1. In the Safari app on your Mac, choose Safari > Settings, then click Privacy.
2. Click Manage Website Data.
3. Select Remove All.
4. Close out any instances of the browser that are open.
5. Re-open browser and try signing in again.

Safari for iPad/iPhone:

1. Go to gray Settings gear.
2. Scroll down and select Safari.
3. Scroll down almost towards the bottom and select Clear History and Website Data.
4. Choose All history.
5. Make sure Close All Tabs is turned ON.
6. Tap Clear History.
7. Re-open browser and try signing in again.