Internet Explorer 9, 10 and 11 (Win) - Clearing Cache and Cookies

This document explains how to clear the cache and cookies in Internet Explorer 9, 10 and 11.

1. Select **Tools (via the Gear Icon) > Safety > Delete browsing history**... **NOTE:** You can also access this menu by holding **Ctrl + Shift + Delete**.
2. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.

3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

**Further Troubleshooting**
The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications such as WiscMail require a more thorough procedure. If you are still having issues, try to steps below.

- **Note:** The F12 developer tools in Internet Explorer 11 do not include a cache menu. This process will only work for IE10 or lower.

1. Close out of **Internet Options**. Click on **Tools** and select **Developer Tools**.

2. In the **Developer Tools** window, click on **Cache** and select **Clear Browser Cache**...

3. Click **Yes** to confirm the clearing of the browser cache.

See Also:

- Internet Explorer 7 (Win) - Clearing Cache and Cookies
- Internet Explorer 6 (Win) - Clearing Cache and Cookies
Clearing Browser Cache and Cookies

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