


Clearing Cache and Cookies from Google Chrome and Mozilla Firefox

CHROME: Clear cache & cookies

When you use a browser, like Chrome, it saves some information from websites in its cache and cookies. Clearing them fixes certain problems, like loading or formatting issues on sites.

In Chrome


1. On your computer, open Chrome.
2. At the top right, click More .
3. Click More tools > Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

Source: <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>

FIREFOX: How to clear the Firefox cache

The Firefox [cache](#) temporarily stores images, scripts, and other parts of websites you visit in order to speed up your browsing experience. This article describes how to clear the cache.

In Firefox

1. Click the menu button  and choose Options.
2. Select the Privacy & Security panel.
3. In the **Cookies and Site Data** section, click Clear Data....
4. Remove the check mark in front of *Cookies and Site Data*.
5. With *Cached Web Content* check marked, click the Clear button.
6. Close the *about:preferences* page. Any changes you've made will automatically be saved.

Source: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

NOTE:

Please do not use the following browsers when submitting the NOVA college application or taking the Virginia Placement Test: Internet Explorer or Safari (unless otherwise noted).