ATS – **AIMS Support**
Academic Technology Services

Browsers, Cache, Cookies, & History problems…. For Aims or other Sites

First a reminder about browsers for Aims – If your operating system on your computer is out of date your browsers will be affected. Insuring that your computer is up to date helps to keep all the security systems up to date as well.

What do you do… when sites or items no longer load, or won't update or refresh on your Computer? You may have to clear your cache and history when you…

- Submit personal information online (e.g., when you make an online purchase)
- Notice your browser's performance is declining for no apparent reason
- Know you are viewing an older version of a page after refreshing the page
- Have difficulty submitting work to your instructor in Aims
- Experience issues logging in to Aims
- Are working with an upgraded program or notice that you have multiple windows open for Sakai/Aims and pretty much nothing appears to work anymore.
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Note: In Aims clearing your cache can make all the difference. If the page you are on doesn't seem to be functioning, try clearing your browser – close all the open pages and then log back into Aims.

The easiest method to reset your browser is to use a short cut/quick menu to clear your cache, cookies, and history. Try using the short cuts listed below to quickly restore your browser.

Browser	Shortcut	Further Documentation & Notes
Internet Explorer 11 & Edge	**CTRL-SHIFT-DELETE**	Internet Explorer 11 and earlier versions You can also use the InPrivate Browsing feature within this version of IE.
Firefox All Versions	Windows or Mac: **CTRL-SHIFT-DELETE**	Firefox (Mozilla)
Chrome 9 or later	Windows: **CTRL-SHIFT-DELETE** Mac: See note.	Chrome (Google) Mac shortcut documented as **SHIFT-COMMAND-DELETE**. If that doesn't work on your Mac, from the **Chrome** drop-down menu, select **Clear Browsing Data**.
Safari	Mac: From the **Safari** drop-down menu, click **Reset Safari.** In the dialog box that appears, make sure that the only checkbox that has a check mark is **Remove all website data.** Click the **Reset** button.	Safari 9 for Mac (Apple) Safari 8 for Mac (Apple)

If you would like the cache and history cleared at the end of each session, consult your Web browser's documentation for a feature called **InPrivate Browsing** (Internet Explorer), **automatically clearing the cache** (Firefox), **incognito window** (Chrome), or **Private Browsing** (Safari).

<u>**Note:**</u> You must close/exit all the windows in the browser that you just cleared to complete the process – For some browsers just closing all the windows and restarting the browser is all that you really need to do. Other browsers retain history to speed up page loading. Clearing the browsing history will allow new information and pages to load.

- For Windows, based computers if no pages' load or you are getting errors like "*Internet explorer encountered a problem and must close…*" You can try resetting internet options, which will normally temporarily disable normal add-ons and other malware that could be affecting performance. But this will also return Internet Explorer to the default Microsoft mandated settings including Bing and MSNBC as your home page.
The following Microsoft article explains: ***Change or reset Internet Explorer settings***
- If you suspect your computer has malware or a virus, you should contact the **IT Helpdesk** for assistance.

About cache, cookies, and history…

For information about your web browser's cache, cookies, and history, see:
- What is a browser cache? (PC Tools)
- What is a cookie? (BBC)
- Browser Hygiene: The Importance of Clearing Cache and Cookies

One final Note: With Windows 10 system updates are applied automatically, but often require that you restart your computer. If you ***never*** restart your computer this may affect its performance.

QUESTIONS/ PROBLEMS?
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