GUIDANCE

Clearing Browsing History, Cache and Cookies

Sometimes when web browsers aren't displaying correctly or not connecting to web pages like they should, you may need to clear the temporarily saved internet files ("cache"). Alternatively, if you find that personal info automatically completed on sites isn't correct, deleting cookies can help. Even if neither of these problems affect you, periodically cleaning browser data can help protect your privacy and enhance security when you are browsing the internet.

These step-by-step explanations illustrate how to delete the cache and other browsing history such as cookies, history of recent pages, and passwords and form data in the most commonly used browsers. Most browsers exist in several versions which differ in minor details, so what you see on your screen may be slightly different from the descriptions on the following pages.

Contents

Fer mi	nology & frequently asked questions	page 2
1.	Google Chrome	page 3
2.	Microsoft Edge	page 5
3.	Firefox	page 7
4.	Apple Safari	page 9
5.	Apple mobile devices	page 11
6.	Internet Explorer	page 12

Appendix: Tips for managing information on the internet

page 14

Terminology & frequently asked questions

What is "cache"?

The cache is a hardware or software component of your computer that stores data so future requests for that data can be served faster. When web browsers aren't displaying correctly or not connecting to web pages like they should it's likely that the cache has become corrupted and therefore needs to be cleared.

NOTE: If you have saved information such as login details in more than one browser, you will need to clear the cache individually in each browser.

What are "cookies"?

Cookies are small files or databases stored on your computer by websites to save preferences or improve web performance. However, they sometimes lead you to old versions of websites that have since undergone amendments and updates, which means you will not see the current version of a particular site.

What is meant by "history"?

The history is the list of websites you have visited, or, in case of "Download history", the list of files you have downloaded. It is specific to the browser you use, but not the device. For example, if you use Google Chrome on both your PC and your smartphone, then the history would be synchronised across these devices if you have set them up to do so. However, if you then used a different browser, such as Firefox, none of the webpages you had opened via Google Chrome would appear in the history. This also applies to any "Favourites" or "Bookmarks" you may have saved.

What is "form data"?

Form data is the saved information that you have typed into website forms. There is usually a tick box which, when ticked, retains the information for future use. This can cause issues if the details you have saved on a previous occasion have since changed, for example address information or credit card data.



What are "passwords"?

Saved passwords are automatically filled in when you sign in to a website that you have previously visited. This can cause a problem if you change your password and the website continues to fill in an old invalid password. To find out what's behind the dots, some browsers and websites now have an eye icon which "unmasks" passwords when clicked on.



What is the difference between a search engine and a browser?

A browser is the programme you use to view web pages. The confusion between browsers and search engines probably comes from the fact that most people have a search engine (such as Google Chrome) as their homepage. The difference is that a browser is a programme used to view web pages, whereas a search engine is a website used to search the web. Therefore, you visit a search engine using a browser. If you don't know which browser you're using, it's probably Microsoft Edge on a PC or Safari on a Mac because these are usually already installed on the machine.



Download Google Chrome here

Step 1: Open the **Menu** by clicking the **three vertical dots icon** found in the top right corner of the browser window and select **Settings** form the dropdown menu that appears.



You can use the Search settings bar at the top of the page to proceed.

Clearing cache and cookies

Step 2: To clear browsing data, go to the Clear browsing data heading in the Privacy and security section.

Step 3: Tick the boxes for each item you would like to clear. For the purposes of the Methodist Online Suite of Applications, it is advisable to select the following:

- Cookies and other site data
- Cached images and files

Step 4: Click Clear data.



Please see the next page for Managing Site logins, passwords and autocomplete data.

Managing site logins, passwords and autocomplete data

like to delete and select **Remove**.

Setti	ngs	Q Searc	ch settings			
.	You and Google	import bo	Joonnano ana ootango			
ê	Auto-fill	Auto-fill				
۲	Safety check	on Pa	asswords		•	
0	Privacy and security	🗖 Paj	ayment methods		•	
۲	Appearance	Ad	idresses and more		•	
Q	Search engine				Сору р	assword
This	will take you to a window	listina	all your saved passwords		Details	
1110		lioting			Remov	e
Ste	6: Click on the three do	ts icon	n next to the password you would	•••••		• :

Step 5: To manage your saved passwords, go to the Passwords heading in the Auto-fill section.



Download Microsoft Edge here

Step 1: Open the Settings by clicking the three horizontal dots icon found in the top right corner of the browser window.

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You can also do this by simultaneously pressing the **Alt + X buttons**.



Clearing cache and cookies

Step 2: Select the lock icon from the left-hand side bar. This will take you to the Privacy & Security section.



Step 3: Click on Choose what to clear. This will take you to the Clear browsing data window.

Please see the next page for Step 4.

Step 4: Tick the boxes for each item you would like to clear.

For the purposes of the Methodist Online Suite of Applications, it is advisable to select the following:

- Cookies and saved website data
- Cached data and files
- Autofill data (includes forms and cards)
- Passwords

Step 5: Click Clear.



Managing site logins, passwords and autocomplete data

Step 6: Select the key icon from the left-hand side bar. This will take you to the Passwords & autofill section.





Download Firefox here

Step 1: Open the **Menu** by clicking the **three horizontal lines icon** found in the top right corner of the browser window and select **Options** form the dropdown menu that appears.

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	C 🛈	i 🔒 https://www.methodist.org.uk	··· 🖂 🕁	lii\ ⊡ ≡
Т	The Method	ist Church	Contact us Jobs Other Methodist websites Support our work Quick Search About us Our faith Our work Safeguarding	P For churches
<	Pre-order here	The Earth	The Earth LORD'S Prayer Handbook 2020/2021 Pre-order yours now Available in STANDARD and LECTERN LARGE PRINT	>

Step 2: Select Privacy & Security from the options on the left and scroll to the Cookies and Site Data and Logins & Passwords sections.

Alternatively, you can use the **Options Search bar** at the top.

🔅 General		
	Cookies and Site Data	
Home Home	Your stored cookies, site data and cache are currently using 15.8 MB of	Clear Data
Q Search	disk space. Learn more	Manage Data
Privacy & Security	Delete cookies and site data when Firefox is closed	Manage Permissions
C Firefox Account		
	Logins & Passwords	
	✓ Ask to save logins and passwo <u>r</u> ds for websites	Exceptions
		Saved Logins
	Use a master password	Change Master Password

Clearing cache and cookies



Please see the next page for Managing Site logins, passwords and autocomplete data.

Managing site logins, passwords and autocomplete data

	Over organization has disabled the ability to change some options.	♀ Find in Options
🔆 General	Cookies and Site Data	
Home	Your stored cookies, site data and cache are currently using 15.8 MB of	Clear Data
Q Search	disk space. Learn more	Manage Data
Privacy & Security	Delete cookies and site data when Firefox is closed	Manage Permissions
3 Firefox Account		
	Logins & Passwords	
	✓ Ask to save logins and passwords for websites	Exceptions
		Saved Logins
	Use a master password	Change Master Password

	Saved Logins			3
₽ Search				
ogins for the following sites are stored o	on your computer			
Site	• User name	Last Ch	anged	EB
https://online.methodist.org.uk	thimv@methodistchurch.org.uk			
Parrana Parrana All			Chose Decru	orde
<u>B</u> emove Remove <u>A</u> ll	1	mport	Show Passwe	ords

Step 5: Under Logins & Passwords, select Saved Logins.

This will take you to a window where you have the option to remove login details.

Select the login details you want to delete and click **Remove**.

TIP: Shortcut (Firefox)

For a quicker way to clear your recent browsing history, simultaneously press the **Ctrl + Shift + Delete buttons** on your keyboard once you have opened Firefox.

This action will take you directly to the Clear Recent History window.
For the purposes of the Methodist Online Suite of Applications, it is advisable to select the following:
Active Logins
Cookies Cache
Click Clear Now.

Clear Recent History	×
Time range to clear: Last Hour	×
History	
✓ Browsing & Download History	✓ Cookies
Active Logins	✓ C <u>a</u> che
✓ Form & Search History	
Data	
Site Preferences	Offline Web Site Data
	Clear Now Cancel



Apple Safari

Download Apple Safari here

Step 1: Open the **Menu** by clicking the gear wheel icon found in the top right corner of the browser window and choose **Preferences** from the dropdown menu that appears.



Clearing cache and cookies

Step 2: From the dialogue box which appears, select Privacy.

Privacy										×
G eneral	Appearance	Bookmarks	Tabs	RSS RSS	Z AutoFill	Security	Privacy	Extensions	Advanced	
		Cooki	es and ot	her web:	site data:	Remov 4 websites	e All Wel	osite Data ookies or oth	er data Deta	ails

Step 3: You then have two options – either to **Remove All Website Data**, which will remove your entire browsing history and deletes cookies and the browser cache stored by your computer (a warning will come up before you are asked to confirm or cancel that step), or to remove saved data for one or more particular websites only.

Please see the next page for the continuation of Step 3.

3	apple.com Cookies, Local Storage
3	google-analytics.com Cache
3	google.com Cooldes
3	methodist.org.uk Cache, Cookes
Rem	nove Remove All Done

For the purposes of the Methodist Online Suite of Applications, it is advisable to choose to remove the cookies and cache of the Methodist webpages only, which you can do by clicking **Details** and highlighting the relevant site(s).

Step 4: Click **Remove** and exit the window by clicking **Done**.

Managing site logins, passwords and autocomplete data

AutoFill										×
General	Appearance	Bookmarks	Tabs	RSS RSS	AutoFill	Security	Privacy	Extensions	Advanced	
		AutoFill web	forms: 	☑ Using ☑ User n ☑ Other	info from names and forms	my Addre password	ess Book o Is	ard	Edit Edit Edit	
										?

Step 5: From the dialogue box which appears, select AutoFill.

Safari's AutoFill tool sometimes overrides cookies and fills in username and password details on websites. AutoFill might also autocomplete some other information on the site.

Step 3: Under **AutoFill webforms**, tick the boxes for each item you would like to clear. For the purposes of the Methodist Online Suite of Applications, it is advisable to tick the following:

- User names and passwords
- Other forms

Step 4: In the dialog box that appears once you've clicked **Edit**, select the relevant site in the list and click **Remove**.

Please see the next page for Apple mobile devices.



Apple mobile devices

Clearing browser history, tracking cookies and website data on your iPhone:

Step 1: In Safari, tap the Bookmarks button in the toolbar.

Step 2: Select the **Bookmarks icon** in the upper left corner. Make sure you've returned to the top-level menu by tapping on any back arrows in the upper left corner.

Step 3: Tap the History menu.

Step 4: Tap **Clear** and select how much history you'd like to clear.

Note that cookies and website data will be cleared from the iPhone, and history will be cleared from all iCloud devices.

Clearing the cache on your iPad or iPhone:

Step 1: Go to the Settings app and tap Safari.

Step 2: You will see options to Clear History and Clear Cookies and Data.

Step 3: Proceed as above.



Internet Explorer (up to version 9)

Step 1: Go into the **Tools** menu by clicking the **gear icon** found in the top right corner of the browser window and choose **Internet options** from the dropdown menu that appears.



Step 2: On the **General** tab under **Browsing history**, click **Delete** (*see image on the right*).

The **Delete Browsing History** window will appear (see *image below*).

Preserve Favourites website data	
Keep cookies and temporary Internet file websites to retain preferences and displa	s that enable your favourite ay faster.
Temporary Internet files and websi	ite files
Copies of webpages, images and media t viewing.	hat are saved for faster
Cookies and website data	
Files or databases stored on your comput preferences or improve website performa	ter by websites to save ance.
History	
List of websites you have visited.	
Download History	
List of files you have downloaded.	
Form data	
Saved information that you have typed ir	nto forms.
Passwords	
Saved passwords that are automatically to a website that you have previously vis	filled in when you sign in sited.
Tracking Protection, ActiveX Filterin	ng and Do Not Track
A list of websites excluded from filtering, Protection to detect where sites might au	data used by Tracking itomatically be sharing details
about your visit and exceptions to Do No	t Track requests.

Internet Options					?	×
General Security	Privacy	Content	Connections	Programs	Advar	iced
Home page To create home page tabs, type each address on its own line.						
http	://intrane	t.methodi	st.org.uk/		0	
	Use cu	irrent	Use default	Use n	ew tab	
Start-up						
 Start with Start with 	abs from t nome page	he last ses	sion			
Tabs Change how webpages are displayed in tabs. Tabs						
Browsing history	-					
Delete tempor form informati	ary files, h on.	, vy, coo	kies, saved pas	swords and	web	
Delete bro	vsing histo	ry on ex				
			Delete	Set	tings	

Step 3: Tick the boxes for each item you would like to clear. For the purposes of the Methodist Online Suite of Applications, it is advisable to select the following:

- Temporary Internet file and website files
- Cookies and website data
- Form data
- Passwords

Step 4: Click Delete.



Download Internet Explorer here

Step 1: Click the Tools via the gear icon and choose Safety, then Delete browsing history.

Then follow Steps 2-4 as above.

Appendix: Tips for managing information on the internet

TIP: Refreshing a page (all browsers)

Some changes will only take effect when a website is reloaded. To refresh / reload a webpage, simultaneously press the **Shift + F5 buttons** on your keyboard or click the **Reload icon** of your browser. This saves you from having to close down and reopen your browser.

TIP: Usage of reading lists (all browsers)

It is recommended that you don't move <u>https://online.methodist.org.uk</u> to the reading list of your browser as this will be the version of the site as it was at the time you moved it there, and will therefore not reflect subsequent updates and changes.

TIP: Preventing future caching issues (Internet Explorer)

To reduce some potential caching issues, it's best to have Internet Explorer set to request the latest version of the page rather than relying on a cached copy. To do this:

- 1. From the Tools menu select Internet options.
- 2. On the General tab, under Browsing history, click Settings.
- 3. Under Check for newer versions of stored pages make sure Every time I visit the webpage is selected.
- 4. Click OK.