

CLEARING CACHE AND COOKIES FOR ONE WEBSITE

Beginner-friendly instructions for desktop Chrome, Microsoft Edge, Firefox and Safari (Mac)

Use this guide when a particular website is showing errors, old information, missing buttons or images, login problems, or unusual behaviour.

Before you start

- Keep the website address (for example, [mysite.ac.uk](#)) handy. You'll be asked to search for it when removing the site's data.
- Clearing a site's cookies and stored data can sign you out of that website. Have your login details available if necessary.
- These instructions are designed to affect the problem website only. They do NOT ask you to clear cookies or cached data for every website.

Choose your browser

The links below are clickable. Choose the browser you are currently using:

[→ Google Chrome](#)

[→ Microsoft Edge](#)

[→ Mozilla Firefox](#)

[→ Safari on Mac](#)

1. Google Chrome



Visual guide: Based on current support information. Your panel may have slightly different wording.

1. Open Chrome and go to the website that is causing the problem.
2. Click the site information icon immediately to the LEFT of the web address. Depending on your Chrome version, this icon may look like sliders/tuning controls or a padlock.
3. Click “Cookies and site data”.
4. Click “Manage on-device site data”.
5. A list of stored data will appear. Click the bin/trash icon next to the entries belonging to the affected website. If more than one entry for that site appears, remove each relevant entry.
6. Close the site-data pop-up and return to the problem website.
7. Reload the page without relying on the existing cached files. On Windows press Ctrl + Shift + R. On a Mac press Command (⌘) + Shift + R.

Hard reload / cache-bypassing reload



Windows: Ctrl + Shift + R Mac: Command (⌘) + Shift + R

Cache-bypassing reload: Windows uses Ctrl + Shift + R; Mac uses Command + Shift + R.

8. Try the website again. You may be asked to sign in again.

Official Google guidance: [Google Chrome Help — Delete, allow and manage cookies in Chrome](#)

[↑ Choose another browser](#)

2. Microsoft Edge



Visual guide: Based on current support information. Your panel may have slightly different wording.

1. Open Microsoft Edge and go to the website that is causing the problem.
2. Click the site information icon immediately to the LEFT of the web address. In many versions it appears as a padlock.
3. Click “Cookies and site data”.
4. Click “Cookies”.
5. Under the list of allowed site data, find the affected website. Select the website entry and click “Remove”.
6. Click “Done” if Edge gives you that option.
7. Return to the problem website and perform a cache-bypassing reload. On Windows press Ctrl + Shift + R. On a Mac press Command (⌘) + Shift + R.

Hard reload / cache-bypassing reload



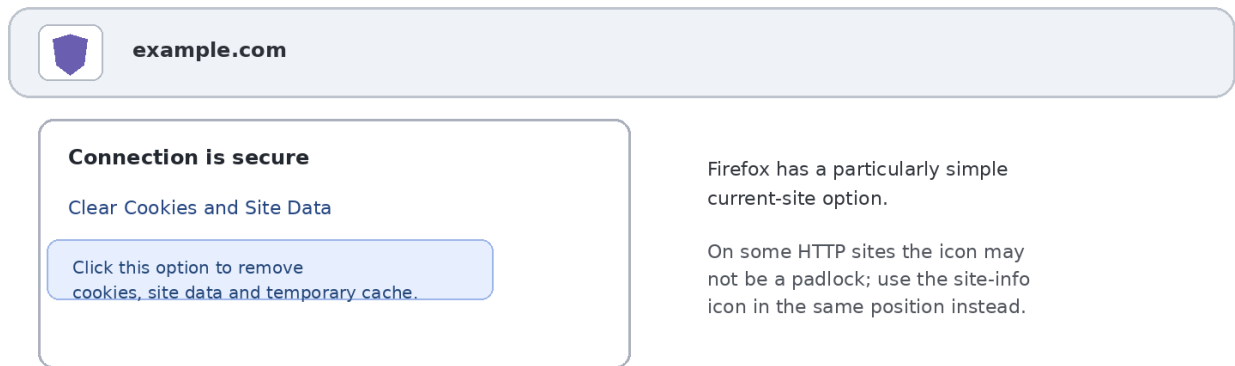
Windows: Ctrl + Shift + R Mac: Command (⌘) + Shift + R

8. Try the website again. You may be asked to sign in again.

Official Microsoft guidance: [Microsoft Support — Manage cookies in Microsoft Edge](#)

[↑ Choose another browser](#)

3. Mozilla Firefox



Visual guide: Based on current support information. Your panel may have slightly different wording.

1. Open Firefox and go to the website that is causing the problem.
2. Click the site information icon immediately to the LEFT of the web address. On most secure sites this is a padlock; on some HTTP sites it may appear as a shield or another site-information icon instead.
3. Click “Clear Cookies and Site Data”.
4. Confirm that you want to clear the site data if Firefox asks you to do so.
5. Firefox should reload the site. If it does not, reload the page normally.
6. Try the website again. You may be asked to sign in again.

Official Mozilla guidance: [Mozilla Support — Clear cookies and site data in Firefox](#)

[↑ Choose another browser](#)

4. Safari (Mac)

Safari

Safari > Settings > Privacy

- 1. Safari > Settings
- 2. Privacy
- 3. Manage Website Data
- 4. Select the website
- 5. Remove

Apple's current Safari guide uses Manage Website Data to remove cookies and stored website data for a selected site.

Afterwards, close the old tab and open the site again in a new tab.

Visual guide: Based on current support information. Your panel may have slightly different wording.

1. Open Safari.
2. At the very top of your Mac screen, click "Safari", then click "Settings".
3. Click the "Privacy" tab.
4. Click "Manage Website Data".
5. Use the search box to find the website causing the problem, using the web address. Select the website in the list.
6. Click "Remove".
7. Click "Done".
8. Close the tab containing the problem website. Open a NEW Safari tab and go to the website again.
9. Try the website again. You may be asked to sign in again.

Official Apple guidance: [Apple Support — Clear your cache and cookies in Safari on Mac](#)

[↑ Choose another browser](#)

If the problem is still there

1. Close every tab for the affected website, then open a completely new tab and try again.
2. Open the same site in a Private / Incognito / InPrivate window. If it works there, the problem may be caused by an extension or another browser setting.
3. Try the website in a different browser. If it fails in every browser, the problem may be with the website or your account rather than cached data.
4. Tell DTS which browser you used and that you cleared the site's cookies/site data.