How to Clear Cookies From Browsers

Cookies are tiny text files stored by your browser. Clearing the cookies from the browser may resolve a login or access issue to a web page or IT service provided by UAlbany.

Note: After clearing the cookies from the browser, you should close all open windows, quit/exit the browser, and then relaunch the browser. You may also need to clear temporary internet files or cache from the browser.

Browsers

- Firefox
- Chrome
- Safari
- Edge
- Internet Explorer

In most browsers (not Safari, though), the keyboard shortcuts below may open the dialog box needed, saving some steps:

- Windows: Ctrl + Shift + Delete
- MacOS: Command + Shift + Delete

Firefox

1. Select Firefox menu > Settings
2. Select Privacy & Security link
3. Select Clear Data button in the Cookies and Site Data section
4. Check the box for Cookies and Site Data and uncheck the other boxes
5. Click Clear button

Chrome

1. Select Chrome menu > Settings
2. Select Privacy & Security link
3. Select Clear browsing data link under the Privacy and security section
4. Select "All time" from the "Time range" drop-down menu
5. Check the box for Cookies and other site data and uncheck the other boxes
6. Select Clear data button

Safari

1. Select Safari menu > Preferences
2. On the Privacy tab, select Manage Website Data
3. Select Remove All or choose specific cookies and select Remove
4. Select Remove Now

Edge

1. Select Edge menu > Settings
2. Select Privacy, search, and services link
3. Select Choose what to clear button under Clear browsing data section
4. Select "All time" from the "Time range" drop-down menu
5. Check the box for Cookies and other site data and uncheck the other boxes
6. Select Clear now button

Internet Explorer

For Windows 8/8.1, you will need to launch Internet Explorer in Desktop Mode. In Windows 8 mode, click the "Page Tools" icon (wrench) and select "View on the desktop."

1. Select Tools > Internet Options.
2. Select Delete... under Browsing History on the General tab.
3. On Delete Browsing History window, uncheck Preserve Favorites website data
   Note: Unchecking Preserve Favorites Website Data will allow the Cookies to be removed for Favorites too; it will not remove your Favorites.
4. You can remove check marks from any of the items you do not want to affect by the delete action.
5. Check the box for Cookies. The remaining items can be left unchecked.
6. Click Delete

Need more help? Contact the ITS Service Desk.