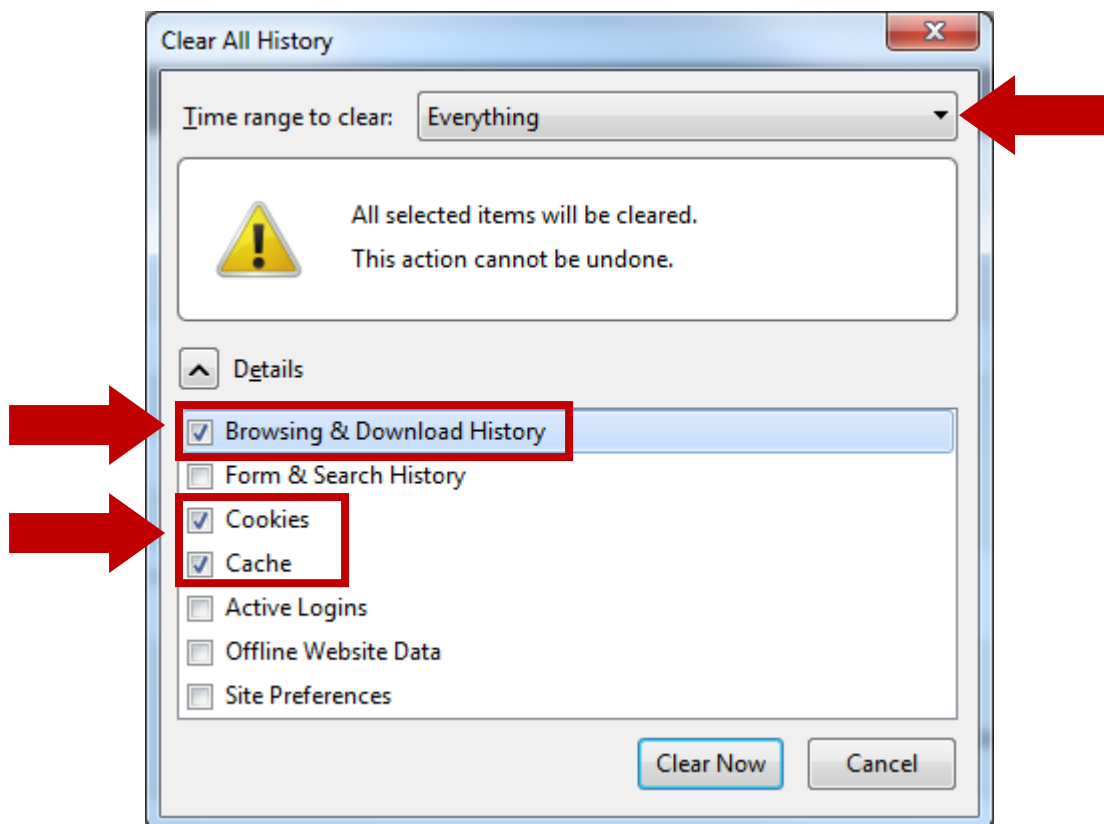




How to Clear Browser Caches

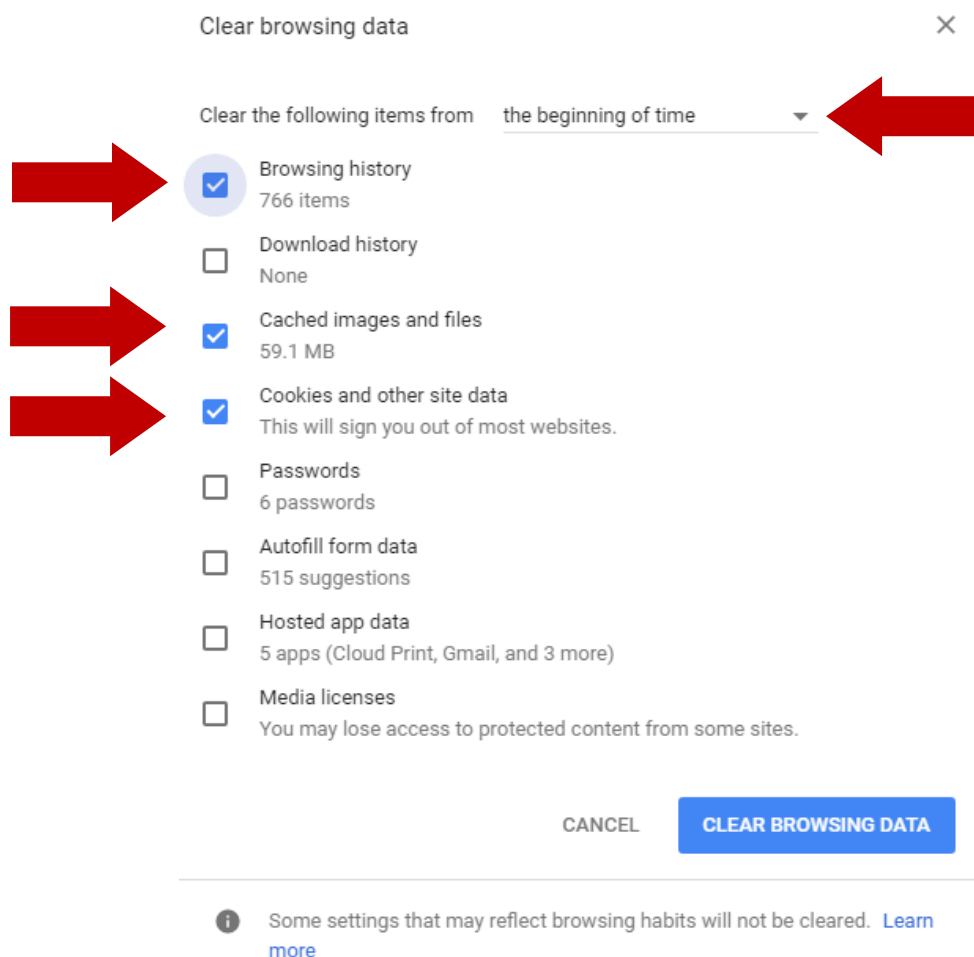
Firefox

1. Select "History" from the Tools menu.
2. Select "Clear Recent History" from the dropdown menu.
3. Select "Everything" from the "Time range to clear" drop-down menu.
4. Select the check boxes for "Browsing & Download History", "Cookies" and "Cache".
5. Click "Clear Now".
6. Close out of ALL open Firefox browser windows.
7. Wait 5 minutes.
8. Relaunch the browser and access Blackboard.



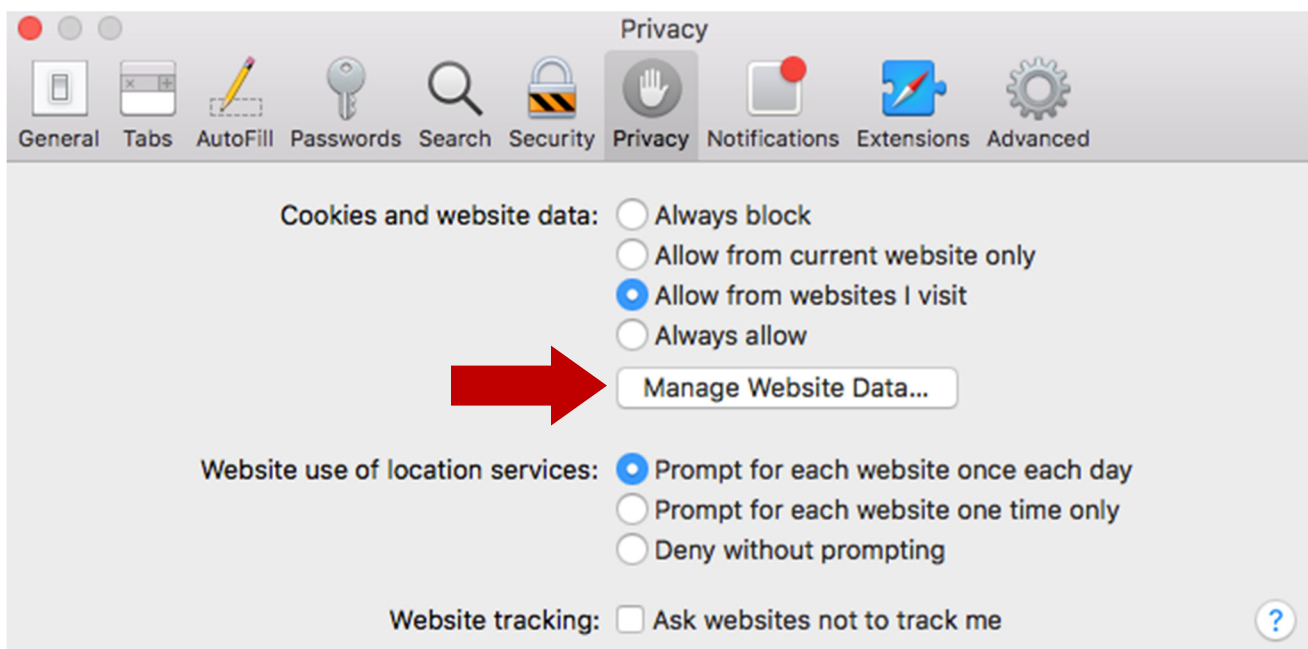
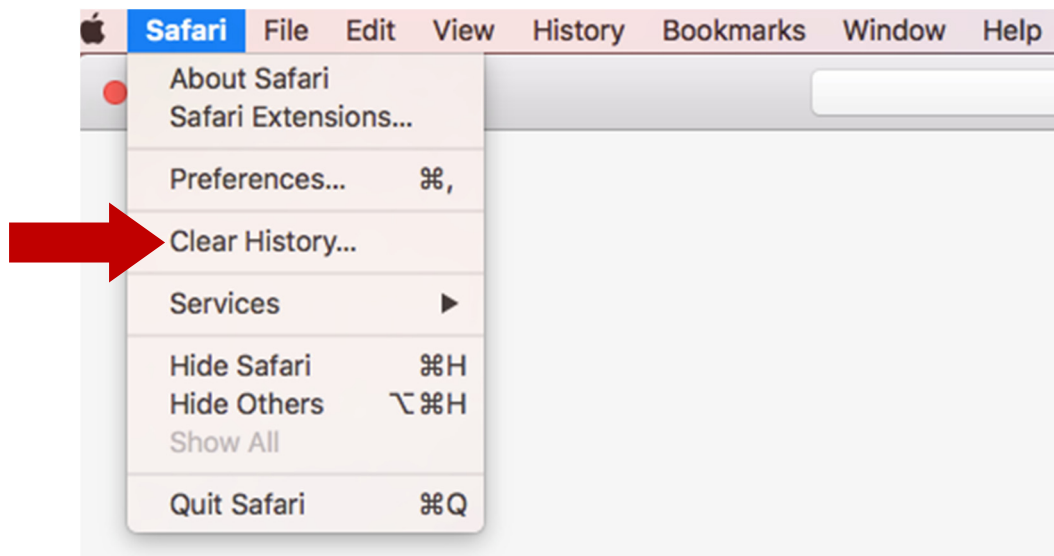
Google Chrome

1. Hit Ctrl+H on your keyboard to open the browser history.
2. Click the "Clear browsing data..." button.
3. Select "the beginning of time" from the "Clear the following items from from" drop-down menu.
4. Select the check boxes for "Browsing history", "Cookies and other site and plug-in data", and "Cached images and files".
5. Click the "Clear browsing data" button.
6. Close out of ALL open Google Chrome browser windows.
7. Wait 5 minutes.
8. Relaunch the browser and access Blackboard.



Safari

1. Select "Clear History" from the Safari menu.
2. A confirmation prompt will display. Click the Clear button.
3. Select "Preferences" from the Safari menu.
4. Click the Privacy icon.
5. Click the "Manage Website Data" button.
6. Click 'Remove All'.
7. A confirmation prompt will display. Click the "Remove Now" button.
8. Close out of ALL open Safari browser windows.
9. Reboot the computer.
10. Relaunch the browser and access Blackboard.



NOTE: INTERNET EXPLORER IS NOT COMPATIBLE WITH BLACKBOARD LEARN. Both students and instructors report frequent problems with creating and submitting work. You are strongly advised not to use IE for Blackboard Learn.

Internet Explorer

1. Select "Delete Browsing History" from the Tools menu.
2. Un-select the check box for "Preserve Favorites website data".
3. Select the check boxes for Temporary Internet files, Cookies, and History.
4. Click Delete.
5. Close out of ALL open Internet Explorer browser windows.
6. Wait 5 minutes.
7. Relaunch the browser and access Blackboard.

