

# Clearing Your Browser's Cache and 25Live Cookies

When new versions of 25Live are deployed or patches have been released, browsers might still be using old stored version data of 25Live's code. This can result in odd display issues or other glitches. Clearing the browser cache is one of the first steps we often try in troubleshooting because it's quick, easy, and can fix a host of problems.

## In This Article:

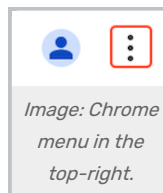
- [Chrome](#)
- [Firefox](#)
- [Microsoft Edge](#)

## Chrome

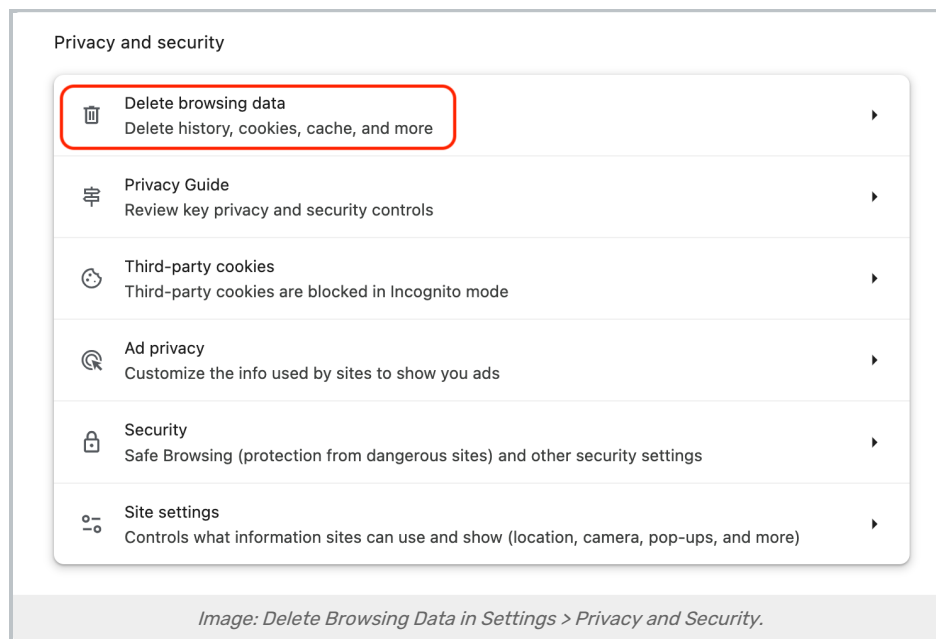
*The below screenshots are from a Mac environment using the Chrome browser.*

### 1. Open Your Browser Cache Settings

- Navigate to the configurations and controls menu in the top right-hand corner of browser, indicated by three dots.

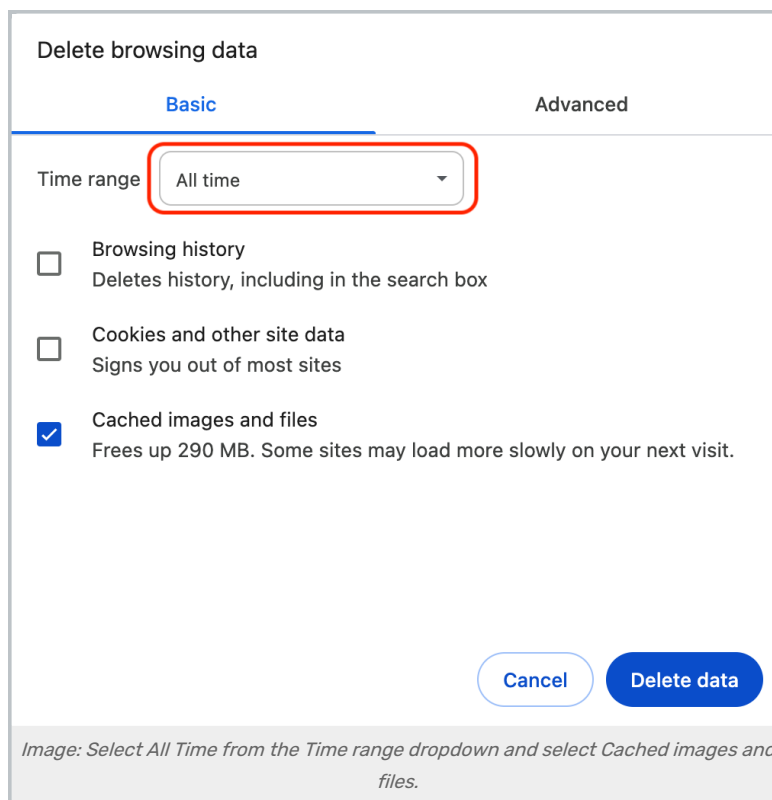


- Tap **Settings** and navigate to **Privacy and security** > **Delete browsing data**.



## 2. Select All Cached Images and Files

- Make sure the **Time range** dropdown is set to **All time**.
- Select the **Cached images and files** checkbox.



### 3. Delete Cached Items

- Press **Delete data**. This will clear your entire browser cache.

### 4. Open Your Cookie Settings

- To clear your 25live cookies, navigate back to **Privacy and security > Third-party cookies > See all site data and permissions**.

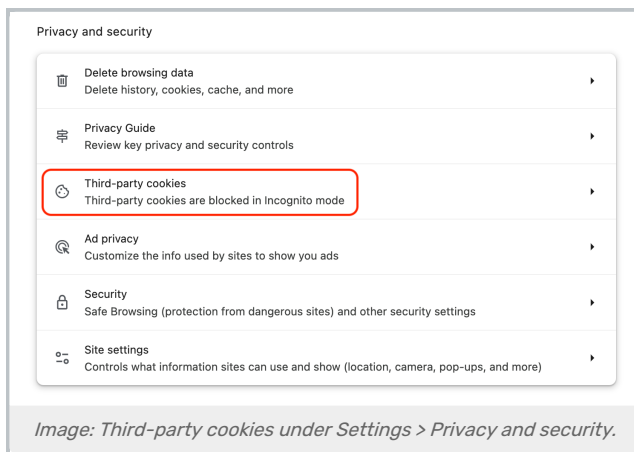


Image: Third-party cookies under Settings > Privacy and security.

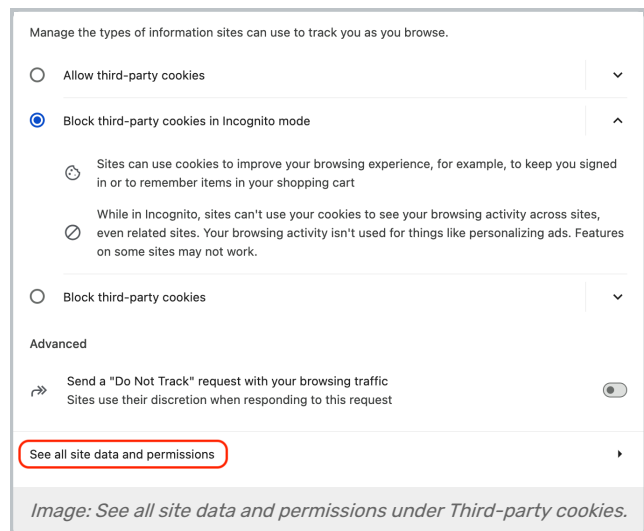


Image: See all site data and permissions under Third-party cookies.

### 5. Select the 25Live or CollegeNET Cookies

- Select **Name** from the **Sort by** dropdown menu, and enter site keywords or the URL in the text box. (i.e. "collegenet"). This will filter your results.
- Press the trashcan icon next to any cookies that you want to delete. Please note that this will sign you out of the selected website.

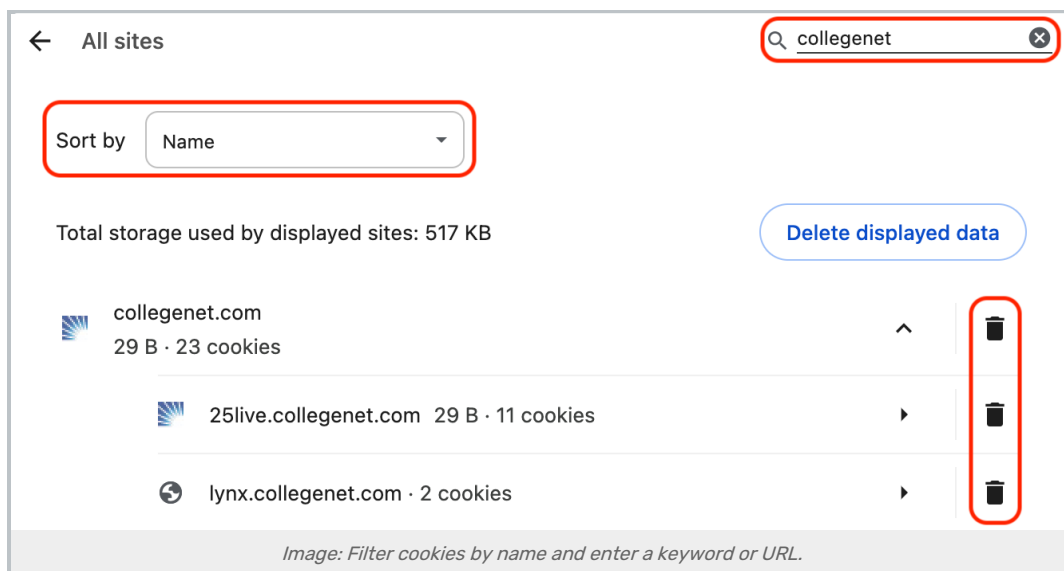


Image: Filter cookies by name and enter a keyword or URL.

## 6. Restart Your Browser

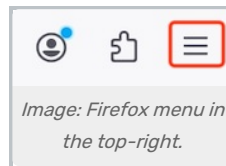
- This will ensure that changes are fully applied and that the updated data is loaded properly.

## Firefox

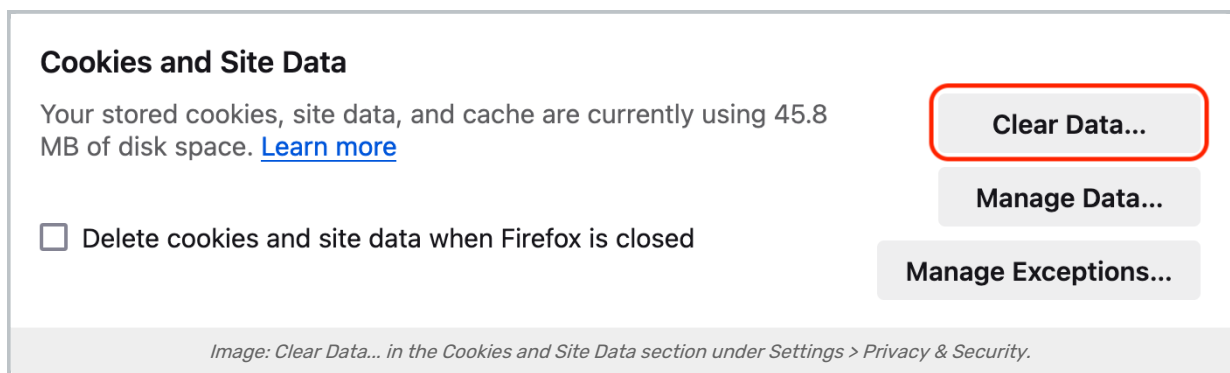
*The below screenshots are from a Mac environment using the Firefox browser.*

### 1. Open Your Browser Cache Settings

- Navigate to the application menu in the top right-hand corner of browser, indicated by three lines.

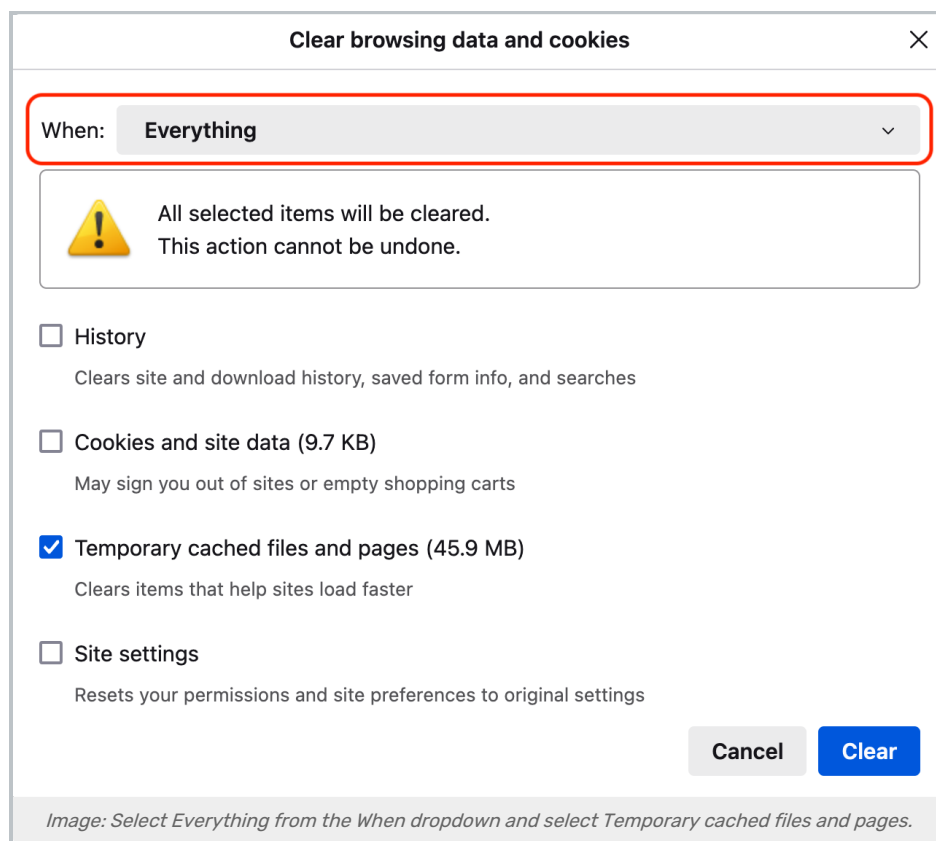


- Tap **Settings** and navigate to **Privacy & Security > Cookies and Site Data**.
- Click on the **Clear Data...** button.



### 2. Select All Cached Images and Files

- Make sure the **When** dropdown is set to **Everything**.
- Select the **Temporary cached files and pages** checkbox.

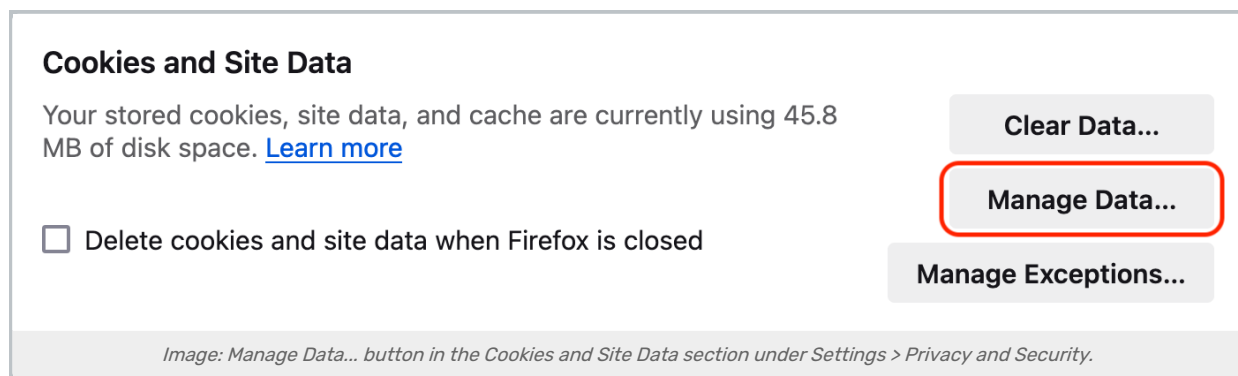


### 3. Delete Cached Items

- Press **Clear**. This will remove your entire browser cache.

### 4. Open Your Cookie Settings

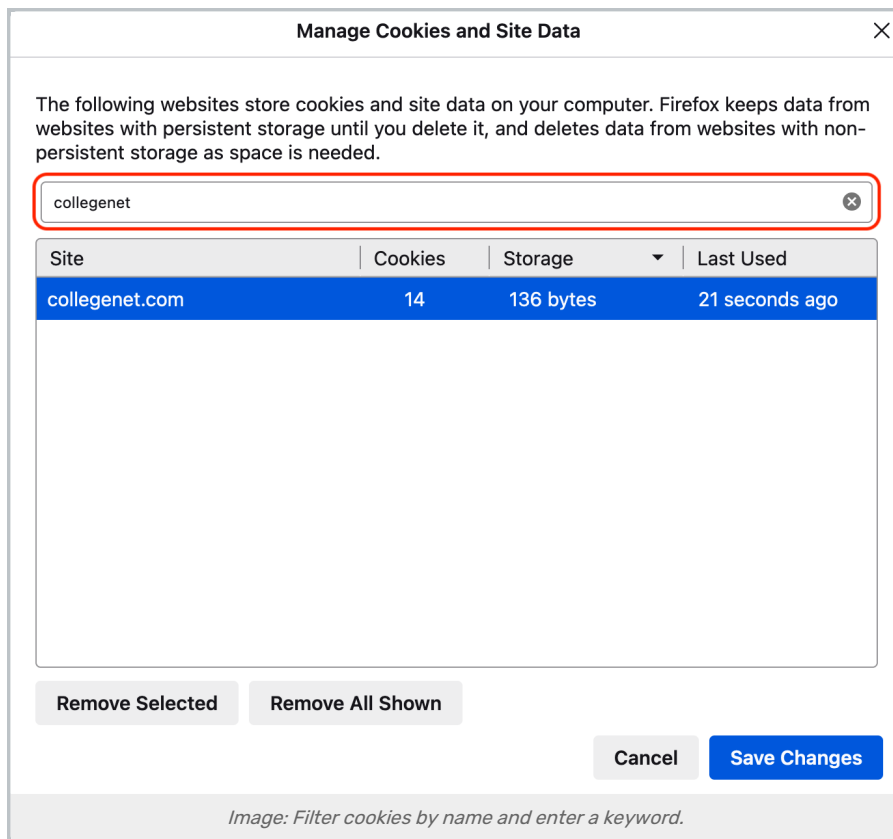
- To clear your 25live cookies, navigate back to **Privacy & Security > Cookies and Site Data**.
- Click on the **Manage Data...** button.



### 5. Select the CollegeNET Cookies

- In the text box, enter site keywords or the URL. (i.e. "collegenet"). This will filter your results.

- Make your selection(s) and press the **Remove Selected** or **Remove All Shown** button. Please note that this will sign you out of the selected website.



- Tap **Save Changes**.

## 6. Restart Your Browser

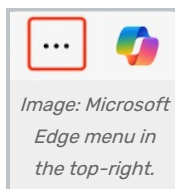
- This will ensure that changes are fully applied and that the updated data is loaded properly.

## Microsoft Edge

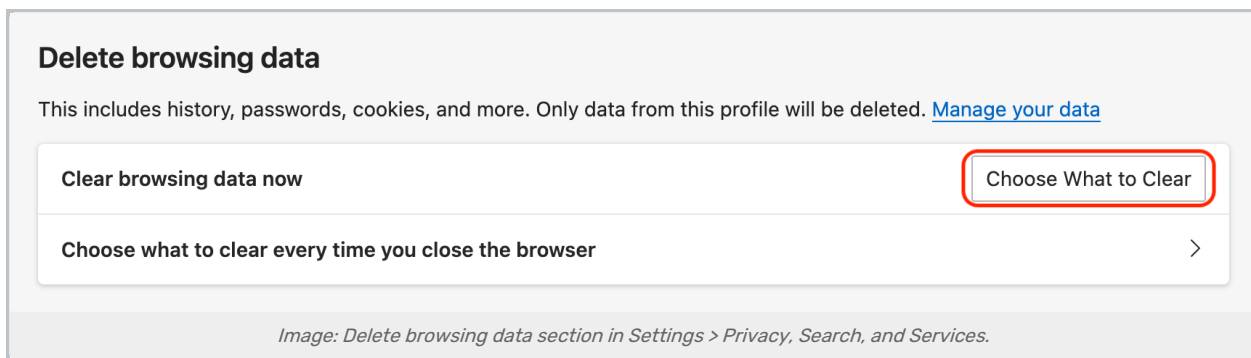
The below screenshots are from a Mac environment using the Microsoft Edge browser.

### 1. Open Your Browser Cache Settings

- Navigate to the settings menu in the top right-hand corner of browser, indicated by three dots.

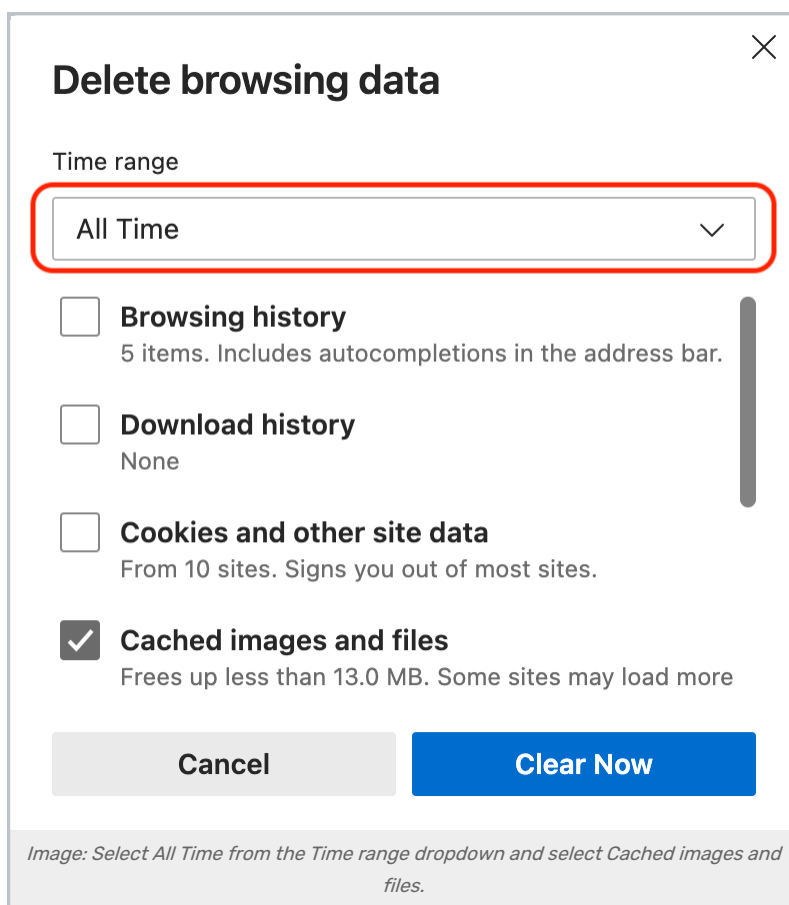


- Tap **Settings** and navigate to **Privacy, Search, and Services > Delete browsing data**.



## 2. Select All Cached Images and Files

- Make sure the **Time range** dropdown is set to **All Time**.
- Select the **Cached images and files** checkbox.

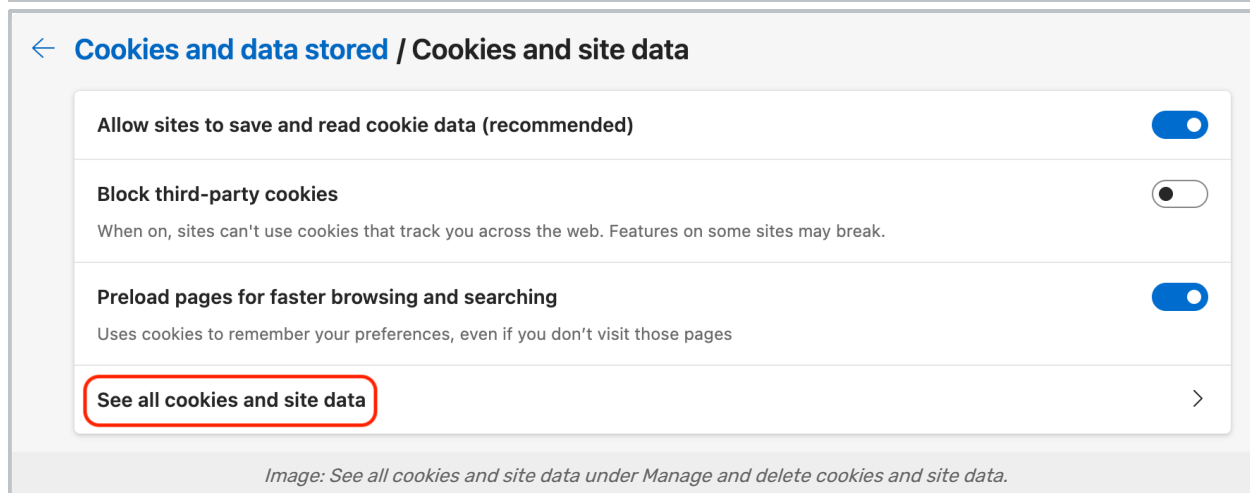
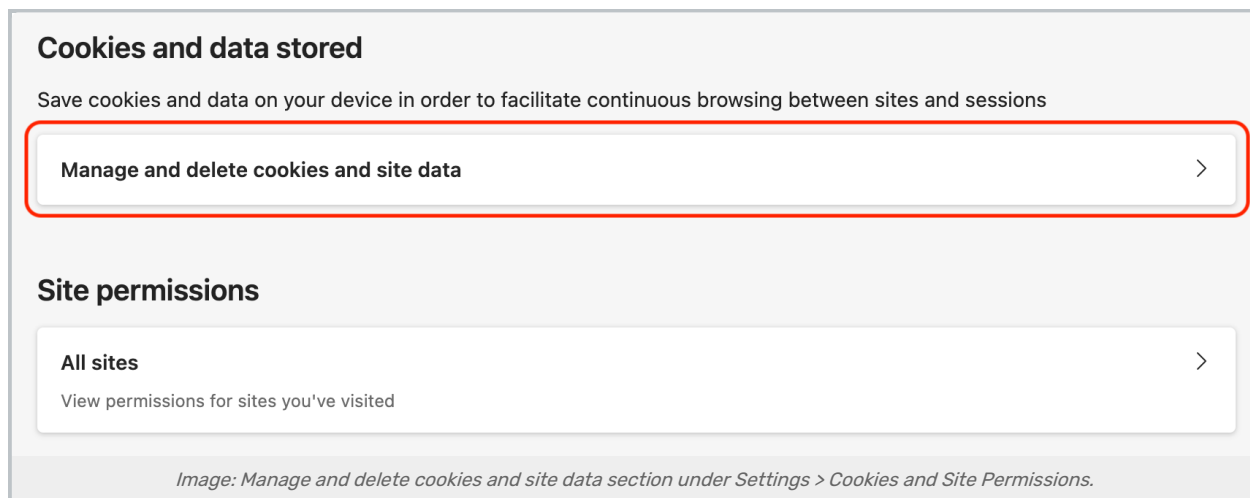


## 3. Delete Cached Items

- Press **Clear Now**. This will clear your entire browser cache.

## 4. Open Your Cookie Settings

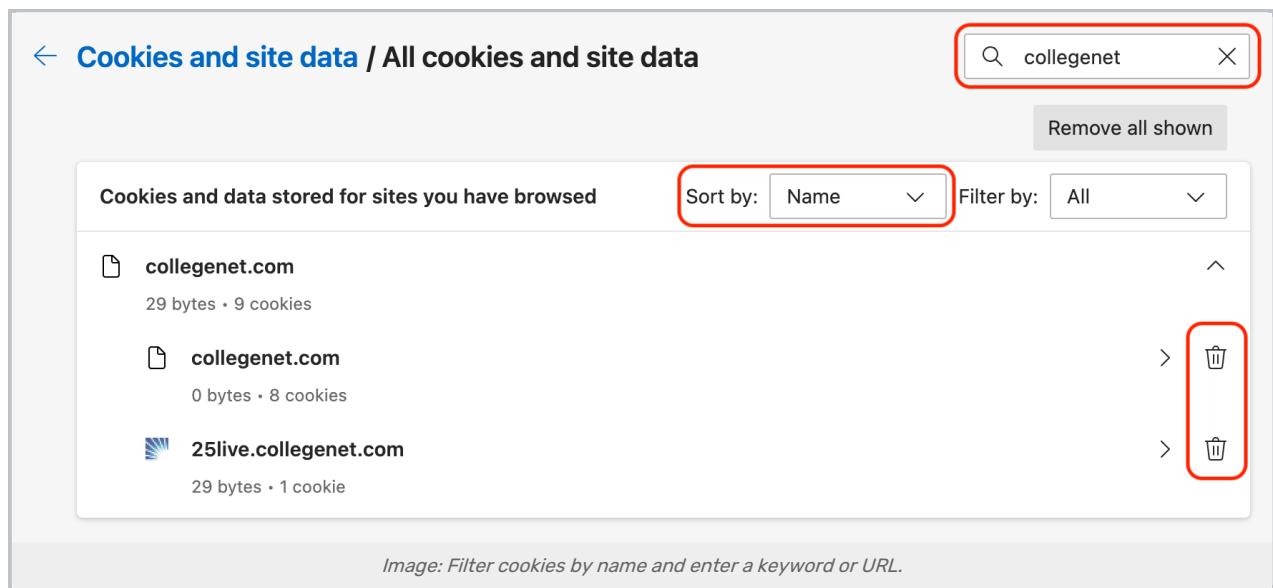
- To clear your 25live cookies, navigate back to the settings menu. Then go to **Cookies and Site Permissions > Manage and delete cookies and site data > See all cookies and site data.**



## 5. Select the CollegeneNET Cookies

- Select **Name** from the **Sort by** dropdown menu, and enter site keywords or the URL in the text box. (i.e. "collegenet"). This will filter your results.
- Press the trashcan icon next to any cookies that you want to delete. Please note that this will sign you out of the selected website.





## 6. Restart Your Browser

- This will ensure that changes are fully applied and that the updated data is loaded properly.