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.

Ū	Delete browsing data Delete history, cookies, cache, and more	•
宰	Privacy Guide Review key privacy and security controls	•
\odot	Third-party cookies Third-party cookies are blocked in Incognito mode	•
R	Ad privacy Customize the info used by sites to show you ads	•
∂	Security Safe Browsing (protection from dangerous sites) and other security settings	•
0- -0	Site settings Controls what information sites can use and show (location, camera, pop-ups, and more)	•

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.

Dele	te browsing data	
	Basic	Advanced
Time	range All time	•
	Browsing history Deletes history, including in th	e search box
	Cookies and other site data Signs you out of most sites	
	Cached images and files Frees up 290 MB. Some sites	nay load more slowly on your next visit.
		Cancel Delete data
Image:	Select All Time from the Time ra	nge dropdown and select Cached images and files.

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.

Ū	Delete browsing data Delete history, cookies, cache, and more	•
字	Privacy Guide Review key privacy and security controls	Þ
3	Third-party cookies Third-party cookies are blocked in Incognito mode	•
()¥	Ad privacy Customize the info used by sites to show you ads	•
3	Security Safe Browsing (protection from dangerous sites) and other security settings	Þ
-0	Site settings Controls what information sites can use and show (location, camera, pop-ups, and more)	•

Man	age the	e types of information sites can use to track you as you browse.	
0	Allow	third-party cookies	~
۲	Block	third-party cookies in Incognito mode	^
	Ó	Sites can use cookies to improve your browsing experience, for example, to keep you s in or to remember items in your shopping cart	igned
	\oslash	While in Incognito, sites can't use your cookies to see your browsing activity across site even related sites. Your browsing activity isn't used for things like personalizing ads. Fe on some sites may not work.	es, eatures
0	Block	third-party cookies	~
Adva	anced		
٨	Senc Sites	I a "Do Not Track" request with your browsing traffic use their discretion when responding to this request	
See	all site	data and permissions	•
Im	age:	See all site data and permissions under Third-party coc	kies.

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.

← All sites		Q collegenet
Sort by Na	me 🔹	
Total storage	used by displayed sites: 517 KB	Delete displayed data
SW colleger 29 B · 2	net.com 3 cookies	^
*	25live.collegenet.com 29 B · 11 cookies	→ ■
3	lynx.collegenet.com · 2 cookies	· 1
	Image: Filter cookies by name and enter a keywor	rd or URL.

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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.

Cookies and Site Data	
Your stored cookies, site data, and cache are currently using 45.8 MB of disk space. <u>Learn more</u>	Clear Data
🗖 Delete esclice and site date when Firefox is closed	Manage Data
Delete cookies and site data when Firefox is closed	Manage Exceptions
Image: Clear Data in the Cookies and Site Data section under Settings > P	rivacy & Security.

2. Select All Cached Images and Files

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

Clear browsing data and cookies	×
When: Everything	~
All selected items will be cleared. This action cannot be undone.	
History Clears site and download history, saved form info, and searches	
Cookies and site data (9.7 KB) May sign you out of sites or empty shopping carts	
Temporary cached files and pages (45.9 MB) Clears items that help sites load faster	
Site settings Resets your permissions and site preferences to original settings Cancel	Clear
Image: Select Everything from the When dropdown and select Temporary cached file	es and pages.

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.

Cookies and Site Data	
Your stored cookies, site data, and cache are currently using 45.8 MB of disk space. <u>Learn more</u>	Clear Data
Delete cookies and site data when Firefox is closed	Manage Data
M	anage Exceptions
Image: Manage Data button in the Cookies and Site Data section under Settings > Priv	acy and Security.

5. Select the CollegeNET Cookies

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

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 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.

	Manage Cookies an	d Site Data	
The following website websites with persiste persistent storage as	s store cookies and site data nt storage until you delete i space is needed.	a on your computer. t, and deletes data fr	Firefox keeps data from rom websites with non-
collegenet			8
Site	Cookies	Storage	Last Used
collegenet.com	14	136 bytes	21 seconds ago
Remove Selected	Remove All Shown		
Remove Selected	Remove All Shown	Canc	el Save Changes

• 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.

Delete browsing data $ imes$
Time range
All Time v
Browsing history 5 items. Includes autocompletions in the address bar.
Download history None
Cookies and other site data From 10 sites. Signs you out of most sites.
Cached images and files Frees up less than 13.0 MB. Some sites may load more
Cancel Clear Now
Image: Select All Time from the Time range dropdown and select Cached images and files.

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.

N	<i>N</i> anage and delete cookies and site data	>
Sit	e permissions	
A	II sites	>
V	'iew permissions for sites you've visited	
	Image: Manage and delete cookies and site data section under Settings > Cookies and Site Permissions.	
_	Image: Manage and delete cookies and site data section under Settings > Cookies and Site Permissions. Cookies and data stored / Cookies and site data	
-	Image: Manage and delete cookies and site data section under Settings > Cookies and Site Permissions. Cookies and data stored / Cookies and site data Allow sites to save and read cookie data (recommended)	
-	Image: Manage and delete cookies and site data section under Settings > Cookies and Site Permissions. Cookies and data stored / Cookies and site data Allow sites to save and read cookie data (recommended) Block third-party cookies	•
-	Image: Manage and delete cookies and site data section under Settings > Cookies and Site Permissions. Cookies and data stored / Cookies and site data Allow sites to save and read cookie data (recommended) Block third-party cookies When on, sites can't use cookies that track you across the web. Features on some sites may break.	•
-	Image: Manage and delete cookies and site data section under Settings > Cookies and Site Permissions. Cookies and data stored / Cookies and site data Allow sites to save and read cookie data (recommended) Block third-party cookies When on, sites can't use cookies that track you across the web. Features on some sites may break. Preload pages for faster browsing and searching	•
-	Image: Manage and delete cookies and site data section under Settings > Cookies and Site Permissions. Cookies and data stored / Cookies and site data Allow sites to save and read cookie data (recommended) Block third-party cookies When on, sites can't use cookies that track you across the web. Features on some sites may break. Preload pages for faster browsing and searching Uses cookies to remember your preferences, even if you don't visit those pages	•

5. Select the 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.



6. Restart Your Browser

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