

## QUICK REFERENCE GUIDE

February 21, 2024

### Clear Browsing Data and History

If you experience difficulties trying to view data or access the Sign In page for all statewide systems, clearing browsing data may help resolve these issues.

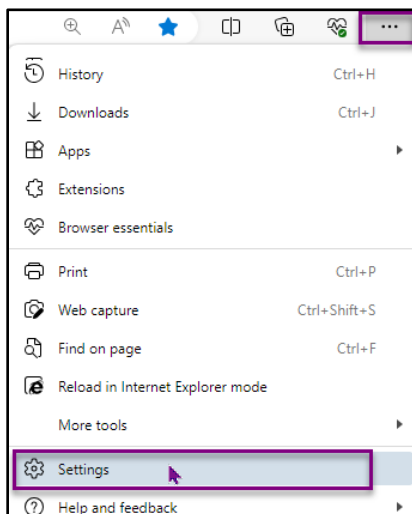
Clear browsing data on your Internet browser when:

- There are system upgrades or issues.
- If pages fail to load, do not load correctly, or display the “404 Error” message.
- MN.IT or SWIFT Help Desk recommends refreshing your Internet browser.

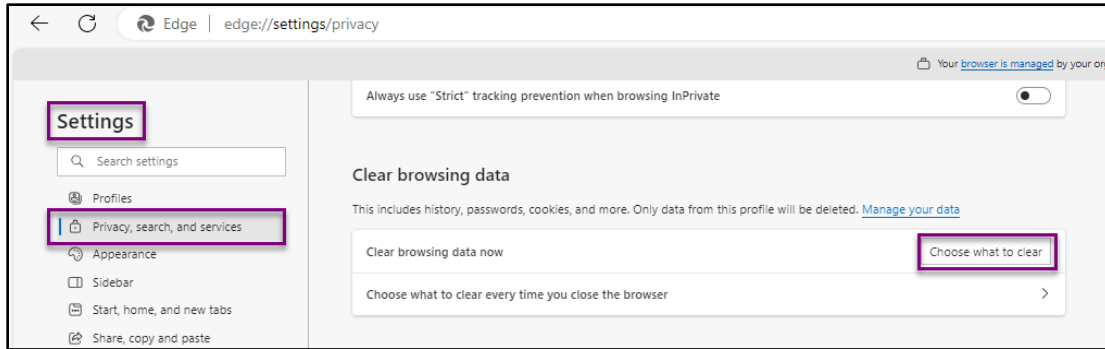
This quick reference guide provides the steps to clear browsing data on Microsoft Edge, Google Chrome, and Mozilla Firefox. **IMPORTANT!** Make sure to follow all the steps listed to correctly clear browsing data on your Internet browser.

### Clear the Browsing Data for Microsoft Edge

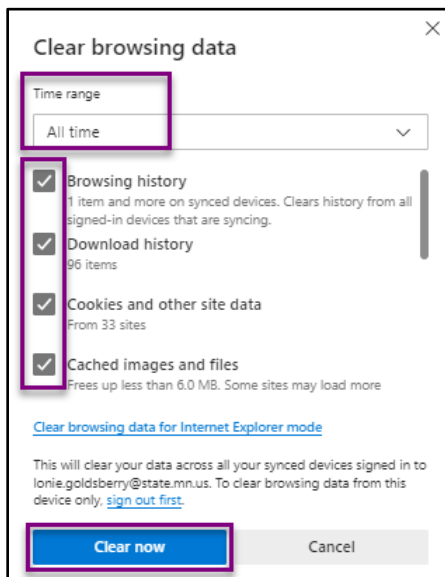
1. On the Microsoft Edge browser, select Settings and more icon, which is the triple-dot icon toward the top right.
2. From the drop-down list, select the “Settings” option.



3. The Settings page displays in a new browser tab. In the left menu, select the “Privacy, search, and services” option.
4. Find the **Clear browsing data** section to the right and select the **Choose what to clear** button.



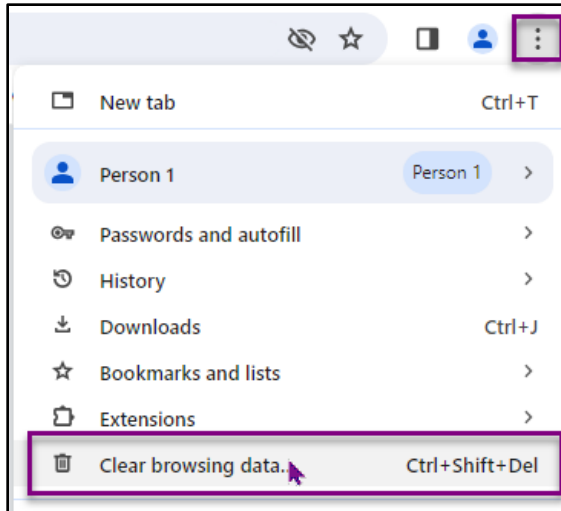
5. The Clear browsing data window opens. Under the **Time range** field, select the down arrow to open the drop-down list, and select the “All time” option.
6. Check each box below, including Browsing history, Download history, Cookies and other site data, and Cached images and files. **Note:** You may need to scroll down to checkmark all boxes.
7. Once every box is checked, Select the **Clear now** button.



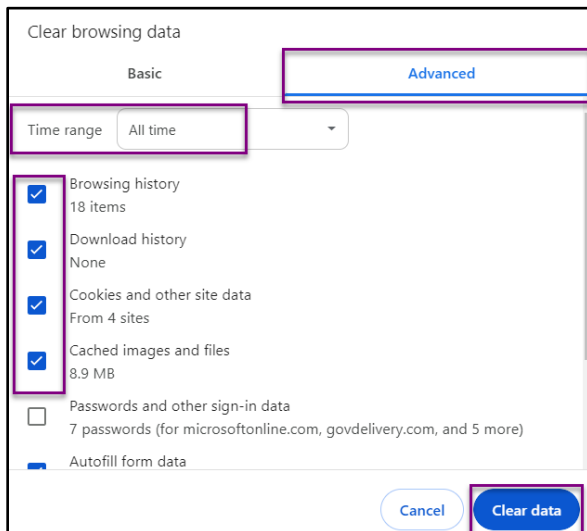
8. Microsoft Edge may take a few moments to clear all the browsing history and cache. After this process is finished, close the Internet browser before opening it again.

## Clear the Browsing Data for Google Chrome

1. Select the **Customize and control Google Chrome** icon, which is the triple-dot icon in the upper right corner of the browser window.
2. From the drop-down list, select the “Clear browsing data” option.



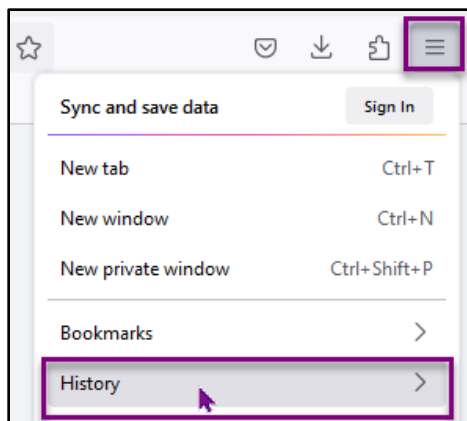
3. Chrome displays the Clear browsing data window. Make sure the **Advanced** tab is selected.
4. Choose the “All time” option in the **Time range** field.
5. Check each box below, including Browsing history, Download history, Cookies and other site data, and Cached images and files. **Note:** You may need to scroll down to checkmark all boxes.
6. Once every box is checked, press the **Clear data** button.



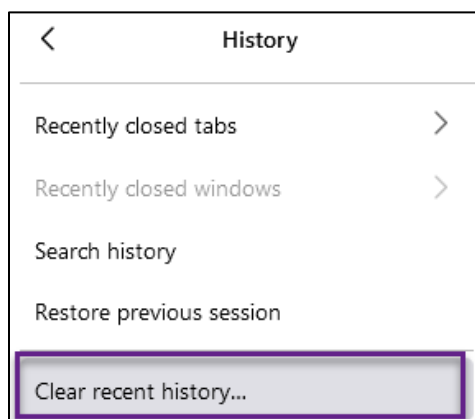
7. Google Chrome may take a few moments to clear all the cache. After this process is finished, close the Internet browser window before opening it again.

## Clear the History for Mozilla Firefox

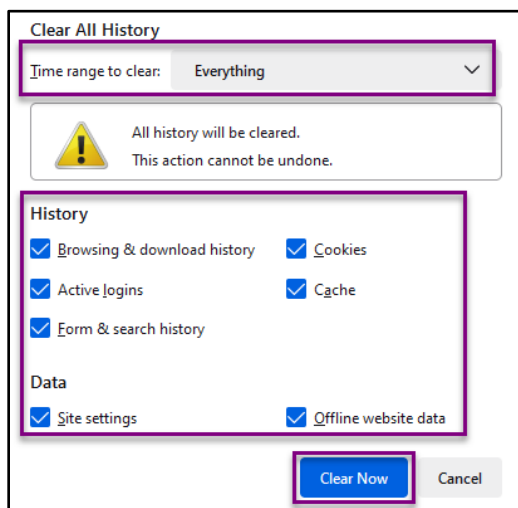
1. Select the **Open application menu** icon, which is the triple-bar icon toward the top right.
2. From the drop-down menu options, select the “History” option.



3. On the History page, select the **Clear recent history** option.



4. The Clear All History window opens. In the **Time range to clear** field, select "Everything" from the drop-down list.
5. In the **History** and **Data** sections, check all the boxes, including, Browsing & download history, Cookies, Active logins, Cache, Form & search history, Site Settings, and Offline website data.
6. Select **Clear Now** button.



7. Mozilla Firefox may take a few moments to clear all the cache. After this process is finished, close the Internet browser window before opening it again.

## Still having problems?

- If you continue to have trouble clearing your cache, contact your agency's technical support group.
- If you cleared your cache but still have trouble, contact the SWIFT Help Desk via email at [SWIFTHelpDesk.MMB@state.mn.us](mailto:SWIFTHelpDesk.MMB@state.mn.us) or phone: 651-201-8100, option 2.