MINNESOTA

QUICK REFERENCE GUIDE

August 11, 2026

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.

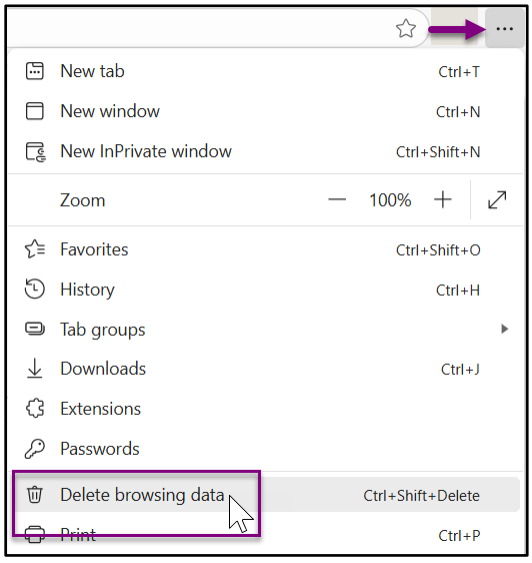
Clear browsing data on your Internet browser when:

- 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.

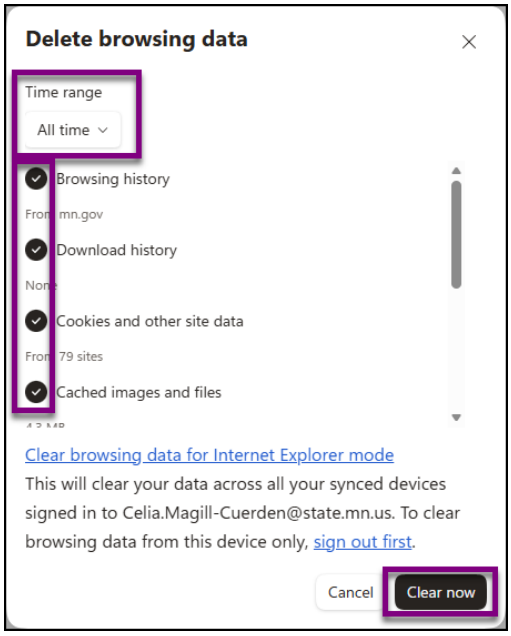
Clear the Browsing Data for Microsoft Edge

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 “Delete browsing data” option.



3. The Delete 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.
4. Check each box below, including Browsing history, Download history, Cookies and other site data, and Cached images and files.

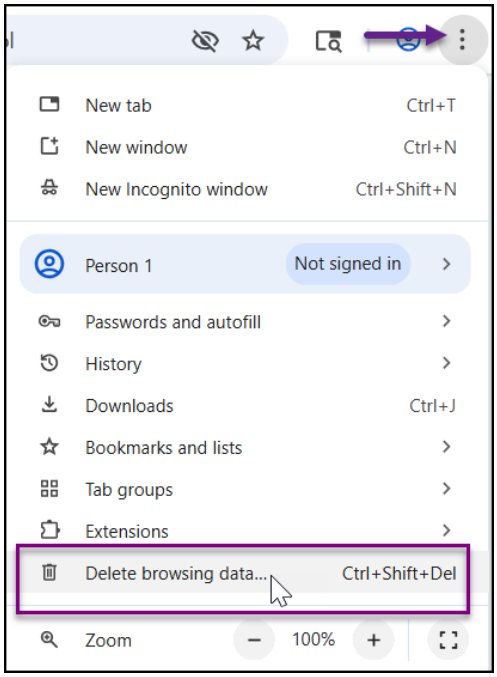
5. Once every box is checked, select the **Clear now** button.



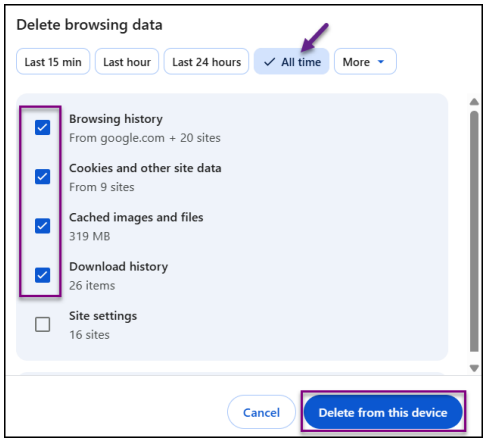
6. Microsoft Edge may take a few moments to clear all the browsing history and cache. After this process is finished, close the Internet browser before opening it again.

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. Select the “Delete browsing data” option.



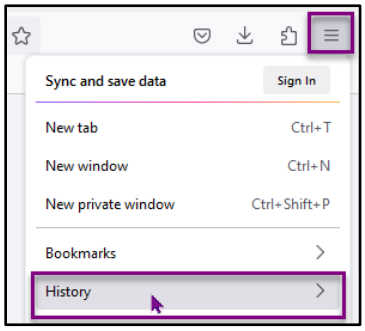
3. Chrome displays the Delete browsing data window.
4. Choose the “All time” option.
5. Check each box below, including Browsing history, Cookies and other site data, Cached images and files, and Download history.
6. Once the boxes are checked, press the **Delete from this device** button.



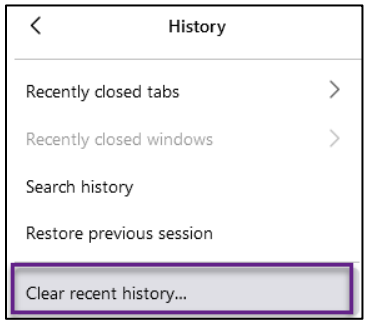
7. Google Chrome may take a few moments to clear all the cache. After this process is finished, close the Internet browser window before opening it again.

Clear the History for Mozilla Firefox

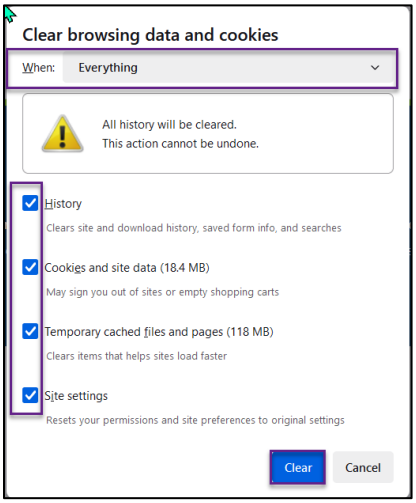
1. Select the **Open application menu** icon, which is the triple-bar icon toward the top right.
2. Select the “History” option.



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



4. The Clear browsing data and cookies window opens. In the **When** field, select “Everything” from the drop-down list.
5. Check all the boxes, History, Cookies and site data, Temporary cached files and pages, Site Settings.
6. Select **Clear** 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 or phone: 651-201-8100, option 2.