

HOW TO CLEAR YOUR CACHE

This Job Aid will help users to: clear their cache in various browsers

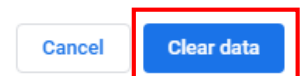
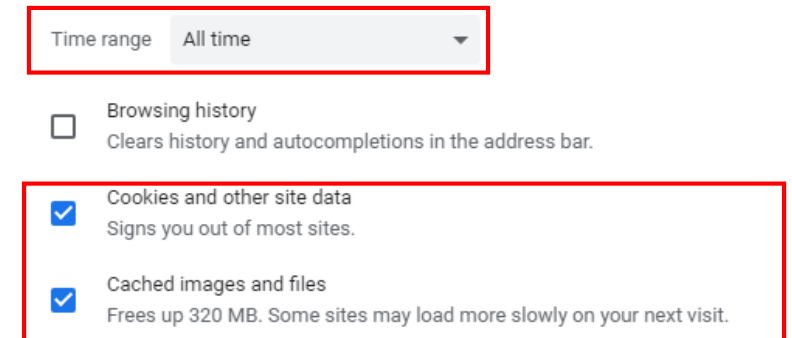
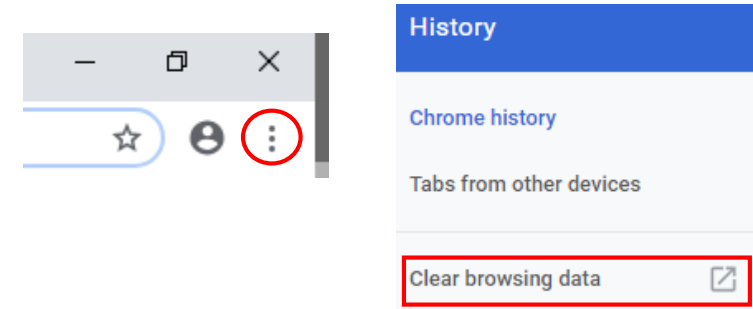
Key Points

- Clearing your cache is necessary if you experienced the “Not Authorized” error when trying to log into UWinsite Student.

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Google Chrome

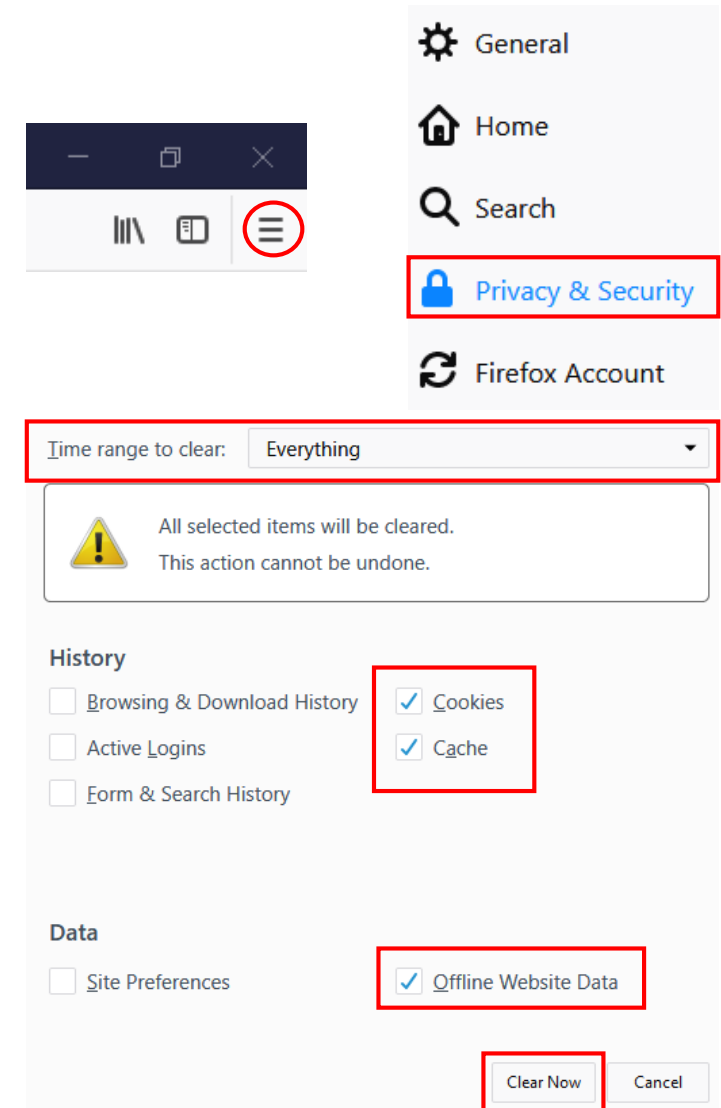
1. Open the browser and select the three dots in the top right-hand corner.
2. A drop-down menu will open. Select **History** > **History**. A page listing the sites you have recently visited will be displayed.
3. In the left navigation menu, click the **Clear browsing data** option.
4. A pop-up window will be displayed.
5. In the **Time range** drop-down, select “All time.”
6. Select the checkboxes for **Cookies and other site data** and **Cached images and files**.
 - **Note:** These selections will not affect your passwords or other sign-in data.
7. Click the **Clear Data** button in the bottom right corner.
8. With your cache and data cleared, log into UWinsite Student at student.uwindsor.ca.



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Mozilla Firefox

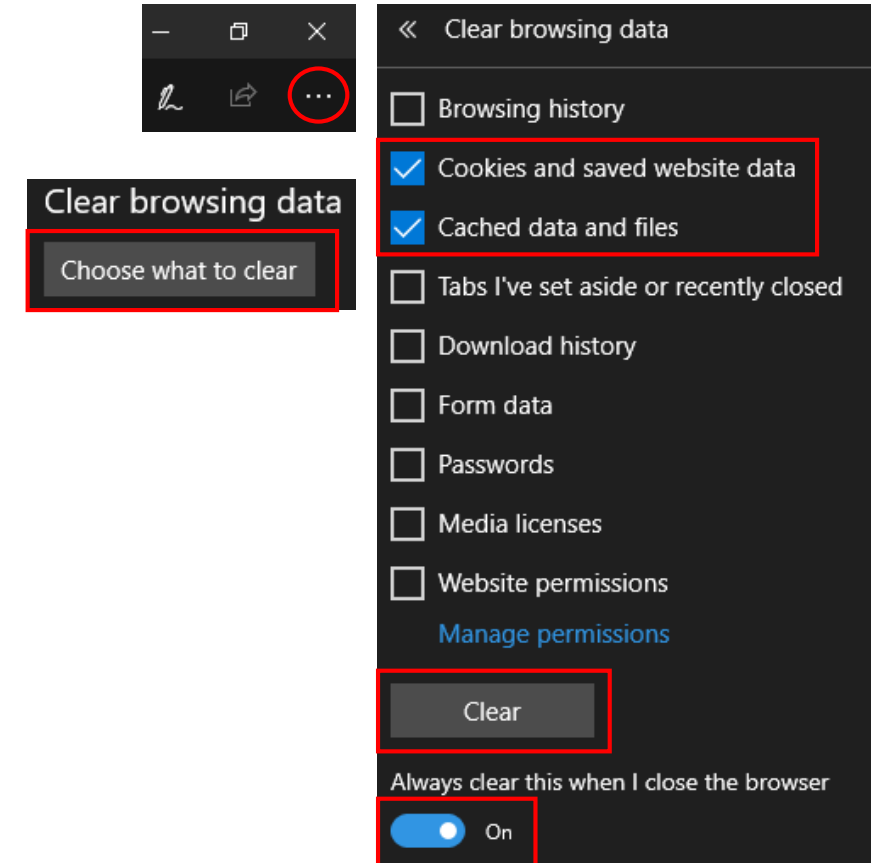
1. Open the browser and select the three lines in the top right-hand corner.
2. A drop-down menu will open. Select **Options**. A page listing your general Firefox options will be displayed.
3. In the left navigation menu, click the **Privacy & Security** option. Then scroll down to the **History** section and select the **Clear History...** button.
4. A pop-up window will be displayed.
5. In the **Time range to clear** drop-down, select “Everything.”
6. Select the checkboxes for **Cookies** and **Cache**.
 - **Note:** These selections will not affect your passwords or other sign-in data.
7. Click the **Clear Now** button in the bottom right corner.
8. With your cache and data cleared, log into UWinsite Student at student.uwindsor.ca.



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Microsoft Edge

1. Open the browser and select the three dots in the top right-hand corner.
2. A drop-down menu will open. Select **Settings**. A page listing your general Edge browsing options will be displayed.
3. Select the **Choose what to clear** button from the **Clear browsing data** section.
4. Select the checkboxes for **Cookies and saved website data** and **Cached data and files**.
5. Click the **Clear** button.
 - Note: If you would like the browser to do this automatically every time you close it, select the “Always clear this when I close the browser” toggle and ensure it says “On”.
6. With your cache and data cleared, log into UWinsite Student at student.uwindsor.ca.



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Internet Explorer

Internet Explorer is not a recommended browser for UWinsite Student. The traditional method of clearing your cache through “Internet options” will not work.