Occasionally Blackboard encounters problems that can be fixed by clearing your web browser’s cache and stored cookies. While this means you may lose any saved settings for websites you regularly visit, it should restore your ability to use Blackboard.

The step-by-step instructions for each web browser vary and the instructions can be different for different versions of the same browser. If the web browser you’re trying isn’t on this list, please see the browser’s help menu. It may also be necessary to wait a few moments while the cookies and cache are deleted.

### Internet Explorer 8.x

#### Clearing the cache:
1. Click the Tools menu.
2. Select Delete Browsing History.
3. Select the checkbox next to "Temporary Internet Files."
4. Click Delete.

#### Deleting cookies:
1. Click the Tools menu.
2. Select Delete Browsing History.
3. Select the checkbox next to Cookies.
4. Click Delete.
5. Click Okay after the cookies have been deleted from your machine.

### Firefox

#### Clearing the cache:
1. Click the Tools menu.
2. Select Clear Recent History.
4. Select the "Details" checkbox.
5. Select the "Cache" checkbox.
6. Click Clear Now.

#### Deleting cookies:
1. Click the Tools menu.
2. Select Clear Recent History.
4. Select the "Details" checkbox.
5. Select the "Cookies" checkbox.
6. Click Clear Now.

### Safari

#### Clearing the cache:
1. Click the Safari menu.
2. Select Empty Cache.
3. Click Empty.

#### Clearing your cookies:
1. Click the Safari menu.
2. Click Preferences.
3. Click Privacy.
4. Click Remove All Website Data.
5. Click Remove Now.
6. Close the "Preferences" dialog box.