Clearing Browser Cookies and Cache

A Nearmap support technician may ask you to clear your Web browser cookies, cache, and/or form data.

> ⓘ **Please note:** These steps will also clear the cookies, cache and/or form data from other sites you use, so please check with your in-house IT support if you have any concerns about that.

This document explains how to clear cookies, cache and form data from all of the browsers we support:

- Chrome
- Internet Explorer
- Firefox
- Safari

Chrome

1. Click the **Menu** (three horizontal lines) icon in the top-right corner of your browser window.
2. Click **Settings**.
3. In the **Search settings** box, type **clear**.
4. Click **Clear browsing data**.
5. Ensure that you are obliterating items from **the beginning of time**.
6. Ensure that the following options are checked:
   - **Cookies and other site and plugin data**
   - **Cached images and files**
   - **Passwords**
   - **Autofill form data** (if you've been asked to clear forms data)

Here's what your screen should look like:
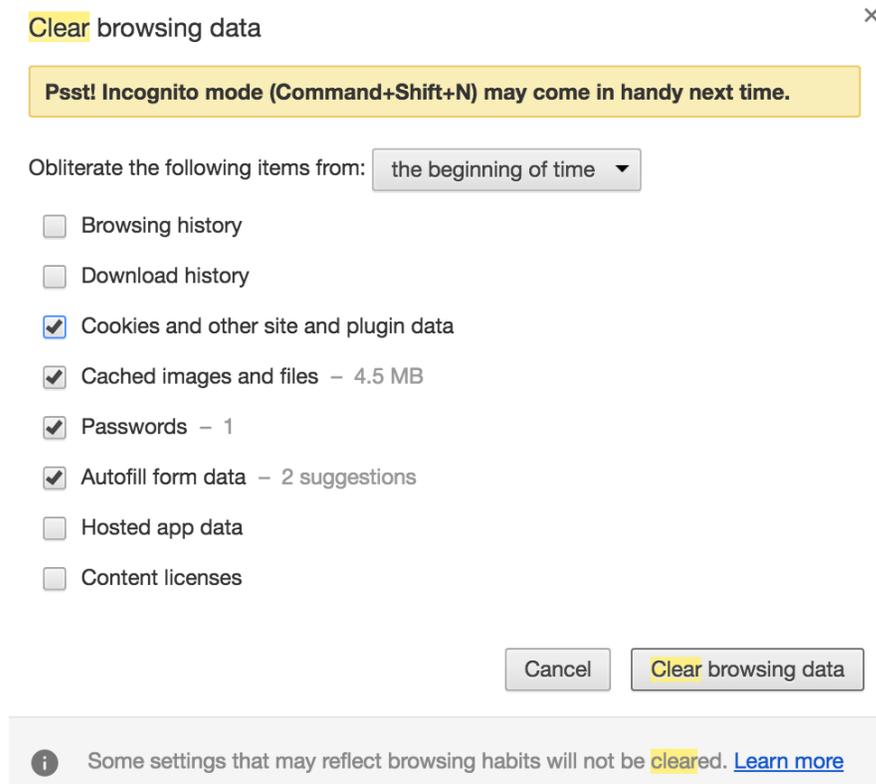
Clear browsing data ✕

> Psst! Incognito mode (Command+Shift+N) may come in handy next time.

Obliterate the following items from: the beginning of time ▾

- ☐ Browsing history
- ☐ Download history
- ☑ Cookies and other site and plugin data
- ☑ Cached images and files – 4.5 MB
- ☑ Passwords – 1
- ☑ Autofill form data – 2 suggestions
- ☐ Hosted app data
- ☐ Content licenses

Cancel   **Clear** browsing data

ⓘ Some settings that may reflect browsing habits will not be cleared. Learn more

7. Click **Clear browsing data**.

Internet Explorer

1. Click the **Settings** icon (shaped like a gear) in the top-right corner of the browser window.

2. Select **Safety > Delete browsing history**.
3. If Nearmap is in your Favourites, un-check **Preserve Favourites website data**.
4. Make sure that **Temporary Internet files and website files** is checked.
5. Make sure that **Cookies and website data** is checked.
6. If you've been asked to clear form data as well, make sure **Form data** is checked too.

Here's what your screen should look like:
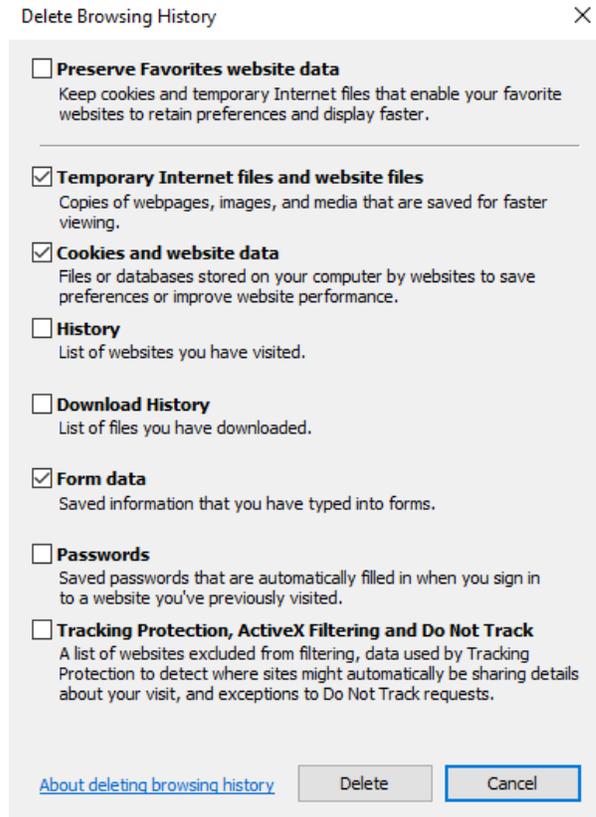
7. Click Delete.

Firefox

1. Click the **Menu** icon (three horizontal lines) in the top-right corner of your screen.
2. Click the **History** icon.
3. Select **Clear Recent History**.
4. Click **Details** to expand the options.
5. Ensure that the following options are checked:
   - **Form & Search History** (if you've been asked to clear forms data)
   - **Cookies**
   - **Cache**
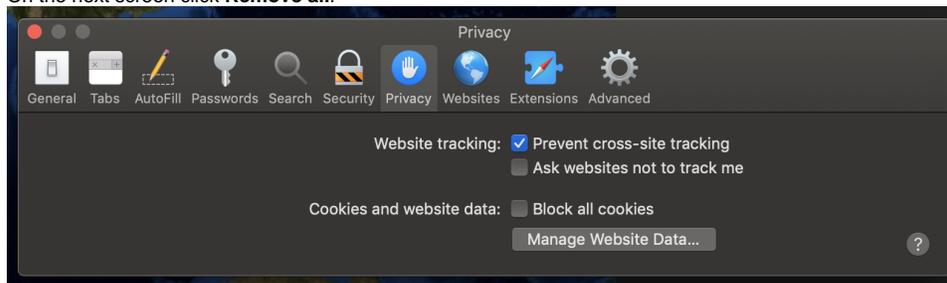   - **Active Logins**

Here's what your screen should look like:
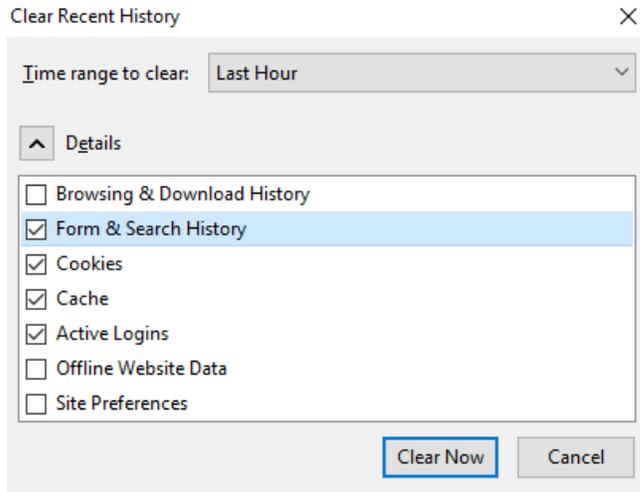
6. Click **Clear Now**.

Safari

Clear Cookies and Cache

1. From the **Safari** menu in the top-left of the Safari window, click **Preferences**.
2. Click the **Privacy** tab.
3. Click **Manage Website Data...**
4. On the next screen click **Remove all**.

Clear Forms Data

You only need to do this part if the Nearmap support tech you've spoken to or emailed with has asked you to clear forms data.

1. From the **Safari** menu in the top-left of the Safari window, click **Preferences**.
2. Click the **Passwords** tab.
3. Locate any and all entries containing "**nearmap**", and click **Remove** to remove them one by one.
4. Confirm the removal of each entry by clicking **Remove** when prompted.