

Clear Browsing History and

Got a **502 Bad Gateway** message? It is time to clear your browser's cache, cookies and history. Select a topic below:

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Read before you begin

Clearing your web browser's cache, cookies, and history may remove data such as the following:

- Saved passwords
- Address bar predictions
- Shopping cart contents, etc.

While you should clear your web browser's cache, cookies, and history periodically in order to prevent or resolve performance problems, you may want to record the saved information first. If you are unable to do so, refer to the [Troubleshooting alternatives](#) section.

For details about browser cache, cookies, and history, see:

- [Web cache](#)
- [HTTP cookie](#)
- [Web browsing history](#)

Notes:

- For desktop browsers, to quickly open menus used to clear your cache, cookies, and history, ensure that the browser is open and selected, and press **Ctrl-Shift-Delete** (Windows) or **Command-Shift-Delete** (Mac). If this doesn't work, follow the appropriate instructions below.
- If the instructions below don't exactly match what you see, you may need to update your web browser to the latest version.

If you don't see instructions below for your specific version or browser, search your browser's **Help** menu for "**clear cache**".

If you're unsure what browser version you're using, from the **Help** menu or your browser's menu, select **About [browser name]**. In Internet Explorer and Firefox, if you don't see the menu bar, press **Alt**.

Troubleshooting Alternatives

If you need to clear your cache, cookies, and history for troubleshooting purposes, but aren't yet prepared to lose the content listed above, you may want to consider using a private browsing window in your preferred browser as a temporary solution:

- [Private Browsing](#) (Firefox)
- [Browse in private with Incognito mode](#) (Chrome desktop and Android)
- [Browse InPrivate in Microsoft Edge](#)
- [Browse privately](#) (Safari)
- [Turn Private Browsing on or off on your iPhone, iPad, or iPod touch](#)

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Desktop browsers

Chrome

1. In the browser bar, enter:

```
chrome://settings/clearBrowserData
```

2. At the top of the "Clear browsing data" window, click **Advanced**.
3. Select the following:
 - **Browsing history**
 - **Download history**
 - **Cookies and other site data**
 - **Cached images and files**

From the "Time range" drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select **All time**.

4. Click **CLEAR DATA**.
5. Exit/quit all browser windows and re-open the browser.

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Firefox

1. From the **History** menu, select **Clear Recent History**.
If the menu bar is hidden, press **Alt** to make it visible.
2. From the **Time range to clear**: drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
4. Click **Clear Now**.
5. Exit/quit all browser windows and re-open the browser.

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Microsoft Edge

1. In the top right, click the Hub icon (looks like star with three horizontal lines).
2. Click the History icon (looks like a clock), and then select **Clear all history**.
3. Select **Browsing history**, then **Cookies and saved website data**, and then **Cached data and files**. Click **Clear**.
4. After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

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Internet Explorer 11

Microsoft ended support for Internet Explorer versions prior to version 11 on January 12, 2016. We strongly recommends that you upgrade to a new operating system if your current system does not support Internet Explorer 11. If you experience difficulty with Internet Explorer, make sure compatibility mode is turned off.

1. Select **Tools > Safety > Delete browsing history...**
If the menu bar is hidden, press **Alt** to make it visible.
2. Deselect **Preserve Favorites website data**, and select:
 - **Temporary Internet files or Temporary Internet files and website files**
 - **Cookies or Cookies and website data**
 - **History**
3. Click **Delete**. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

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Opera

1. From the **Opera** menu, select **Settings**, then **Privacy & Security**, and then **Clear browsing data...**
2. In the dialog box that opens, from the "Obliterate the following items from:" drop-down menu, select **The beginning of time**.
3. Select the following:
 - **Browsing history**
 - **Download history**
 - **Cookies and other site data**
 - **Cached images and files**
4. Click **Clear browsing data**.
5. Exit/quit all browser windows and re-open the browser.

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Safari 8 and later

1. From the **Safari** menu, select **Clear History...** or **Clear History and Website Data...**
2. Select the desired time range, and then click **Clear History**.
3. Go to **Safari > Quit Safari** or press **Command-Q** to exit the browser completely.

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Mobile browsers

Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser, but you should be able to clear your cache and data from your application management settings menu:

1. Go to **Settings** and choose **Apps** or **Application Manager**.
2. Swipe to the **All** tab.
3. In the list of installed apps, find and tap your web browser. Tap **Clear Data** and then **Clear Cache**.
4. Exit/quit all browser windows and re-open the browser.

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Chrome for Android

1. Tap **Chrome menu > Settings**.
2. Tap **(Advanced) Privacy**.
3. From the "Time Range" drop-down menu, select **All Time**.
4. Check **Cookies and Site data and Cached Images and Files**.
5. Tap **Clear data**.
6. Exit/quit all browser windows and re-open the browser.

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Chrome for iOS

1. Tap **Chrome menu > Settings**.
2. Tap **Privacy**.
3. Tap **Clear Browsing Data**.
4. Choose the data type you want to clear.
5. Tap **Clear Browsing Data**.
6. Exit/quit all browser windows and re-open the browser.

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Safari for iOS

1. Open your Settings app.
2. Tap **Safari**.
3. Tap **Clear History and Website Data** and confirm.
4. Exit/quit all browser windows and re-open the browser.

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