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Clear Your Browser Cache and Cookies



Help Center Manager

6 months ago · Updated

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Intro: This article covers how to take some actions with your browser in case this is causing your problems with Navigate.

"Something Looks Weird in Navigate!"

One reason you may be having unexpected issues with Navigate, especially if there is no outage or known issue, is an issue with your browser. This is especially likely if you are having a problem accessing Shared Workspace.

In addition, if your students are reporting a `502 Bad Gateway` error message, tell them to clear their browser history and cache.

Please be sure to:

- Update your browser. If the issue persists, check to see that we [support the browser version](#) you are using.
- Clear your browser cache and cookies using the directions below.
- Make sure you completely close and restart your browser after clearing your cache.

Clear Your Browser Cache and Cookies

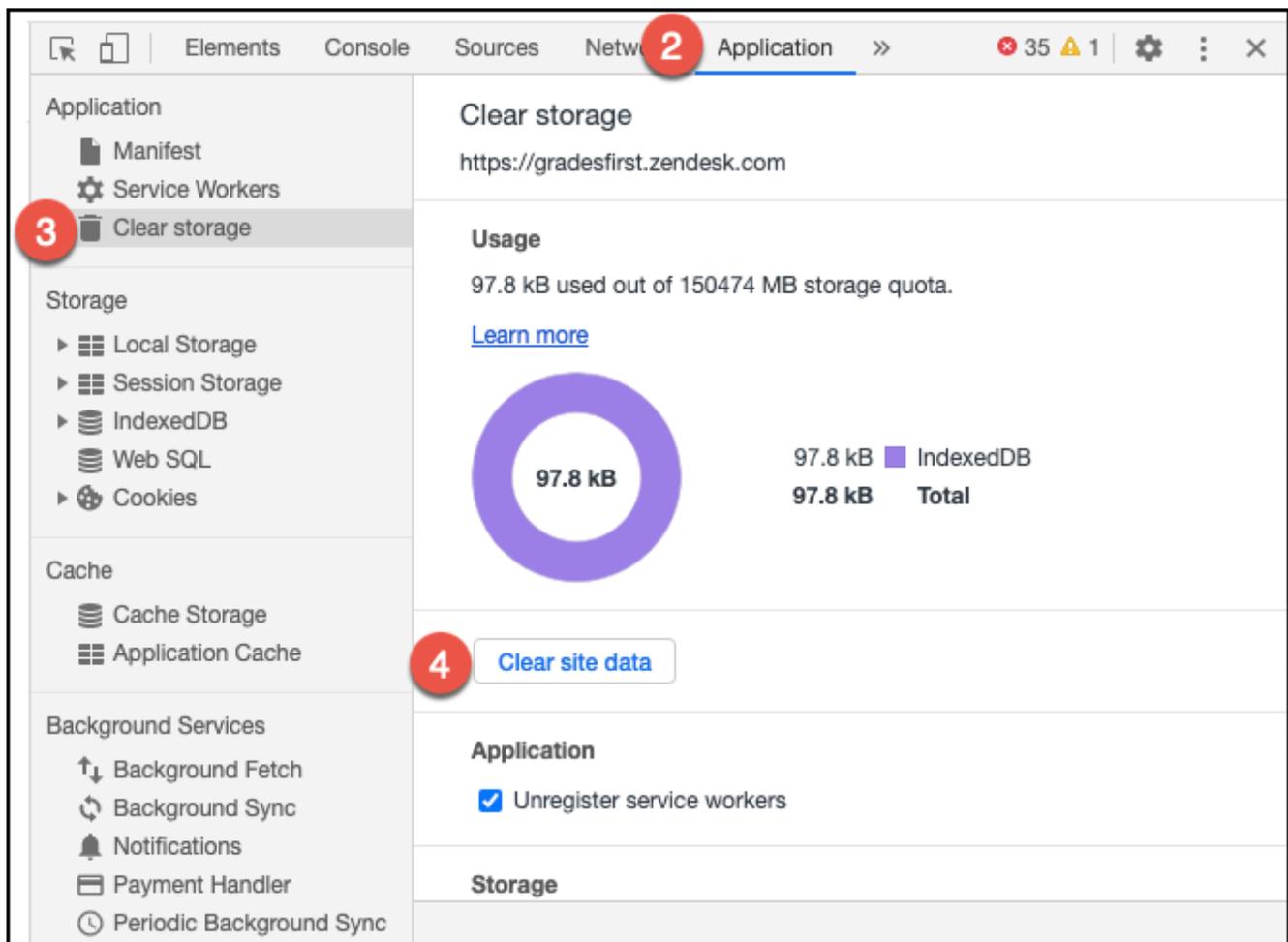
On Chrome:

- On your browser toolbar, open the Chrome menu .
- Click **More tools** > **Clear browsing data**.
- In the box that appears, select the checkboxes for *Cookies and other site and plug-in data* and *Cached images and files*.
- Use the menu at the top to select the amount of data that you want to delete. Select *beginning of time* to delete everything.
- Click *Clear browsing data*.

On Chrome (for Navigate Data Only):

See the image below for where to click from the directions.

1. Right-click on any Navigate page and select **Inspect** from the window.
2. Click the **Application** tab.
3. Click the **Clear Storage** link in the left side menu.
4. Click the **Clear Site Data** button.



On Firefox:

- On your browser toolbar, click the **menu** button.
- Click Preferences.
- Select the **Advanced**.
- Click on the **Network**.
- In the **Cached Web Content** section, click **Clear Now**.

On Microsoft Edge:

- Select **Settings and more** > **Settings** > **Privacy, search, and services** .
- Under **Clear browsing data**, select **Choose what to clear**.
- Choose a time range from the **Time range** drop-down menu.
- Choose the types of data you want to clear. For example, you may want to remove browsing history and cookies but keep passwords and form fill data.
- Select **Clear now**.

On Safari:

- Click the **Safari** tab at the top left of your screen and choose **Preferences...** from the dropdown menu.
- Click the **Advanced** tab of the menu that pops up.
- At the end of the tab, select the *Show Develop menu in menu bar* box and close the Preferences menu.
- Click the **Develop** tab from the Safari menu at the top of the page.
- Click **Empty Caches** from the dropdown menu.

 [Browser Troubleshooting Directions.pdf](#)

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