

Cleaning Browser Cookies in Community4U

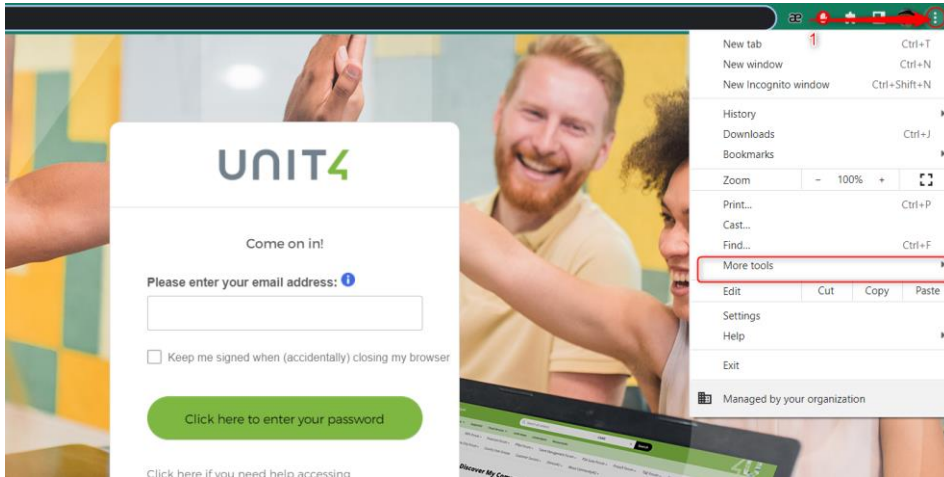
Choose your browser below:

1. **Google Chrome Browser** 2
2. **Firefox Browser**..... 4
3. **Internet Explorer** 5
4. **If you're still facing issues despite cleaning cookies:** 7

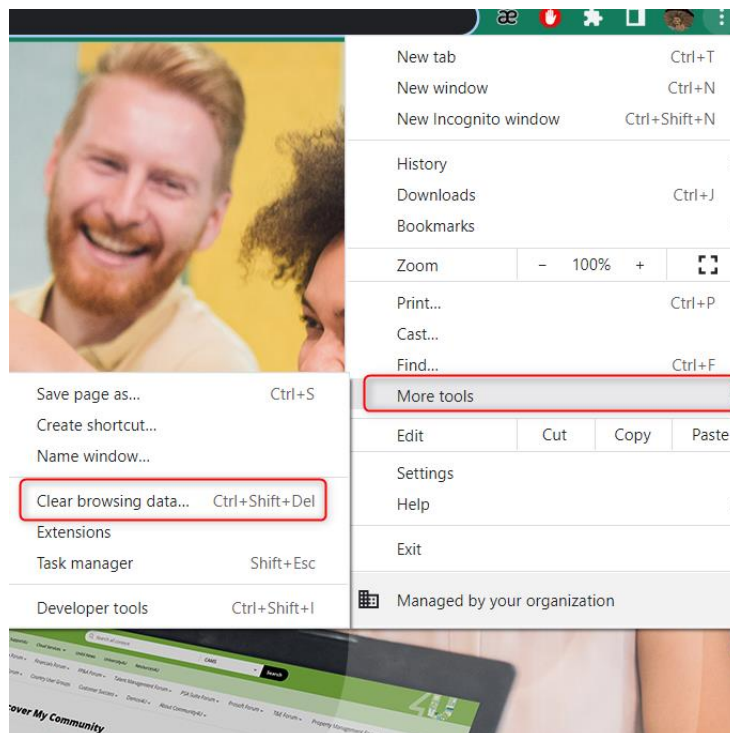
1. Google Chrome Browser

Please follow the steps below to clean your browser's cookies.

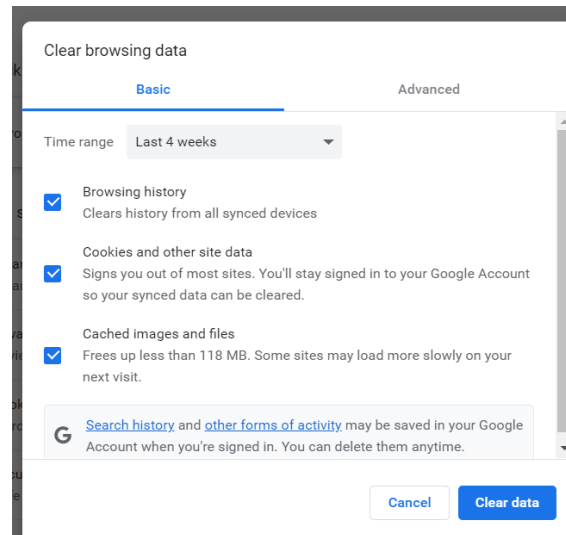
1. To the right of the address bar, tap **More tools**.




2. Then tap **Clear browsing data**:

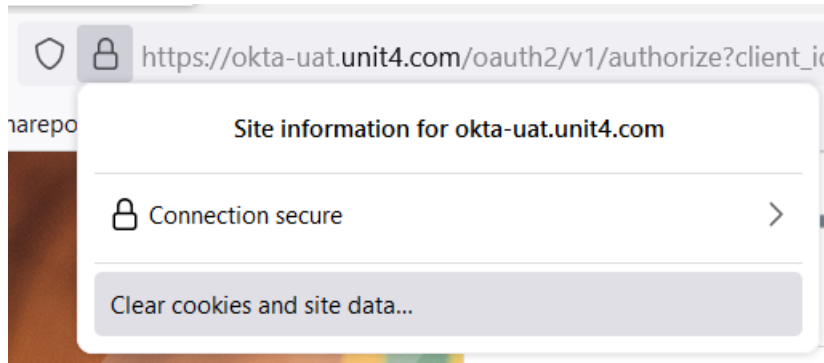


3. Choose a time range, like **Last hour** or **All time**. However, we do advise doing All Time.
4. Check **Cookies and site data** and uncheck all other items.
5. Tap **Clear data - Clear**.

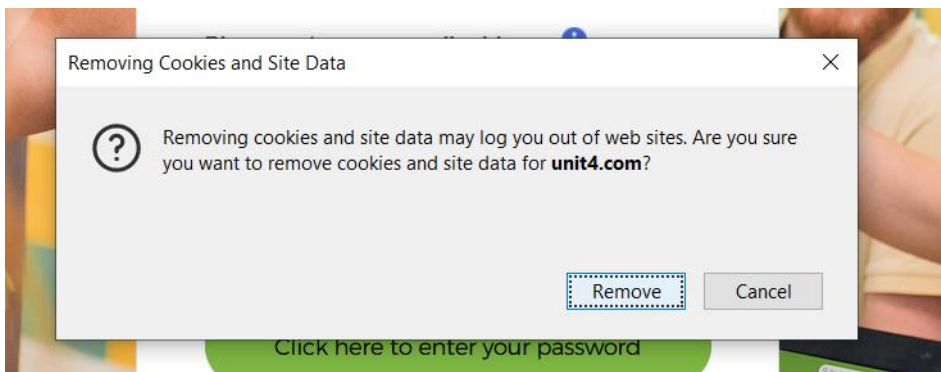


2. Firefox Browser

1. Click the **padlock**  at the left of the address bar:

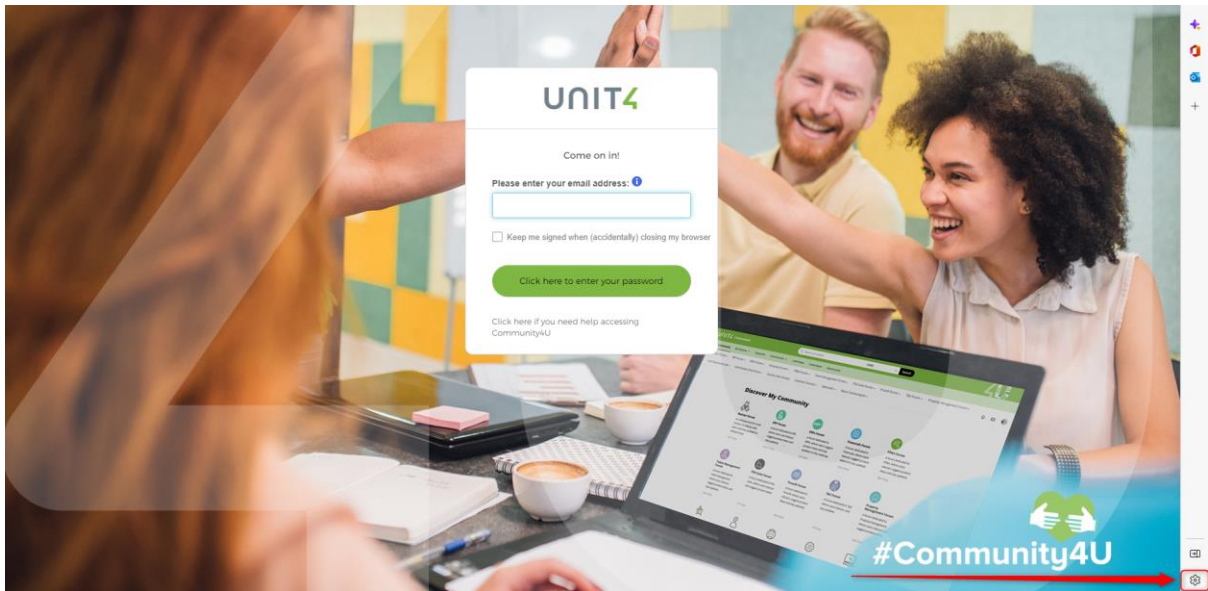


2. Click **Clear Cookies and Site data**.

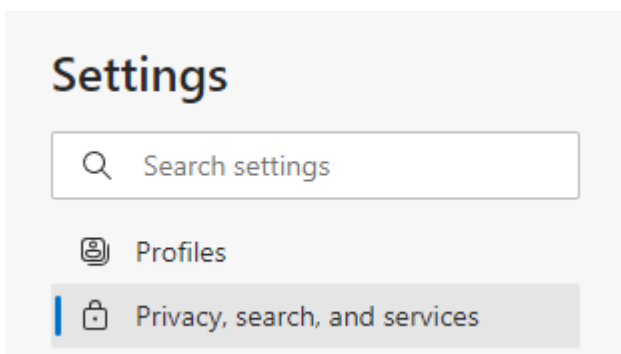


3. Internet Explorer

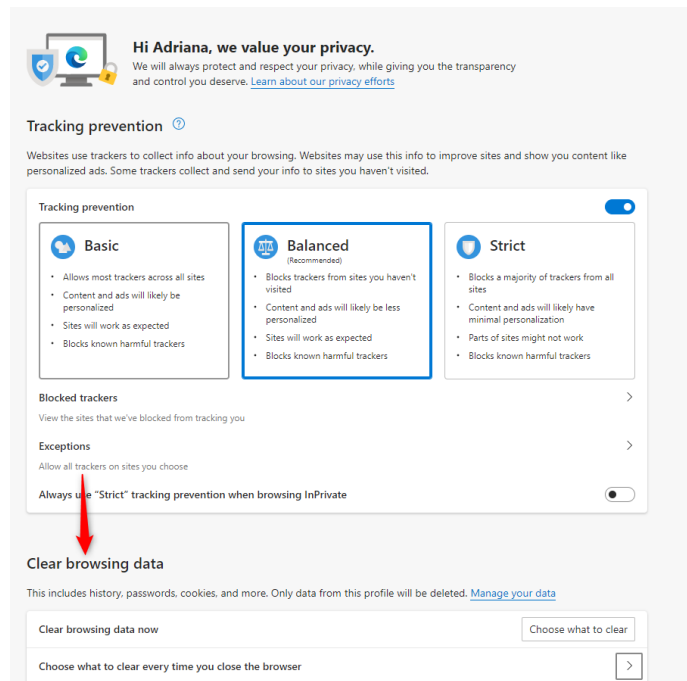
1. In Internet Explorer, select the **Tools** button.



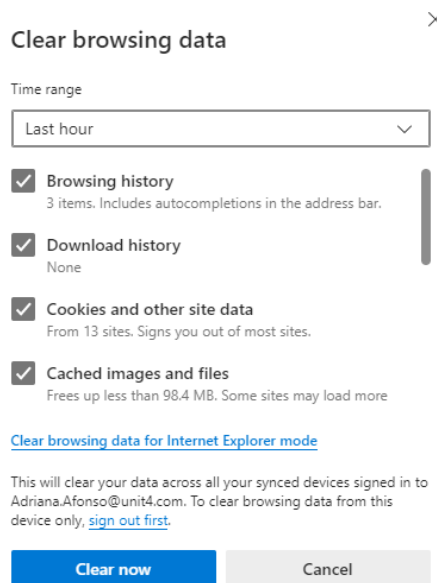
2. Click on **Privacy, search, and services**:



3. Then click on **Clear Browsing Data** and then **Clear browsing data now**:



4. Choose all the information below and click on **All Time**:

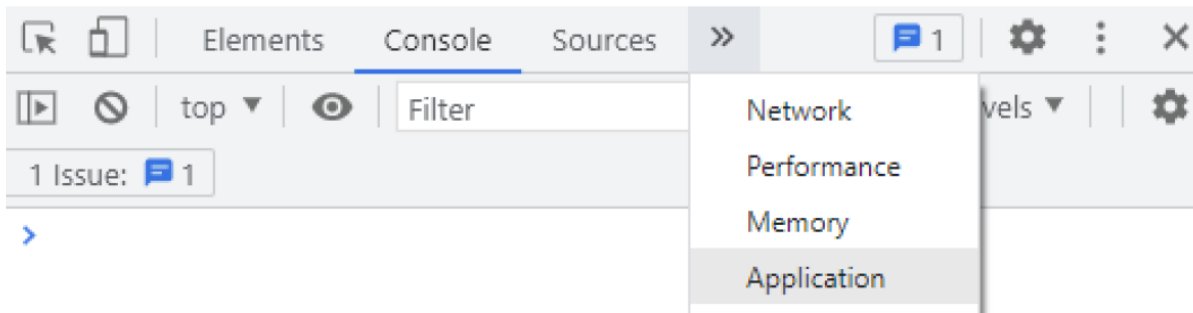


4. If you're still facing issues despite cleaning cookies:

Step-by-Step to apply the fix (delete cookies entirely)

*if you're using Mozilla Firefox, please skip to page 8

1. Press F12 on your keyboard and a new window will open on the right, down, or left. Or right-click on the page and click on inspect. This window is the Inspector.

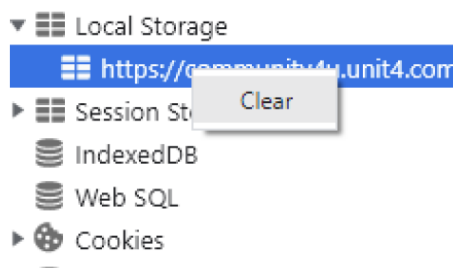


2. On the top bar there's a few options such as: Elements, Console, Sources.... And there is an arrow next to Sources tab. Click over the arrow button and select Application option.

3. The window will change and show different options on the left, there you will see five blocks: application, storage, cache, background services, and frames.

Go to storage blocks and there are three options which you are going to clean. Click over Local Storage to expand it.

4. Click over each option of this tree with the right button of your mouse, there'll be an option will be shown so that you can "Clear". Click over it and you will clean part of the browser's storage.

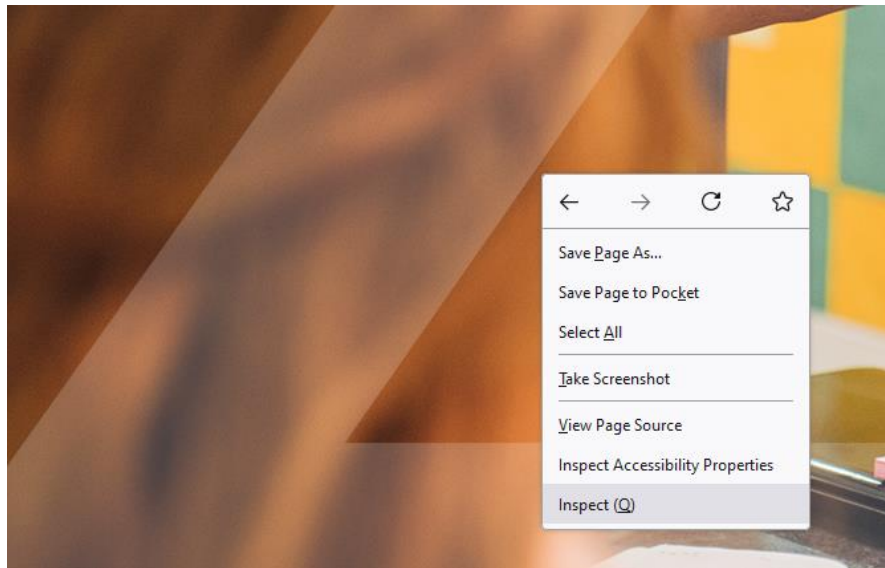


5. Repeat step 4 for Session Storage and Cookies options.

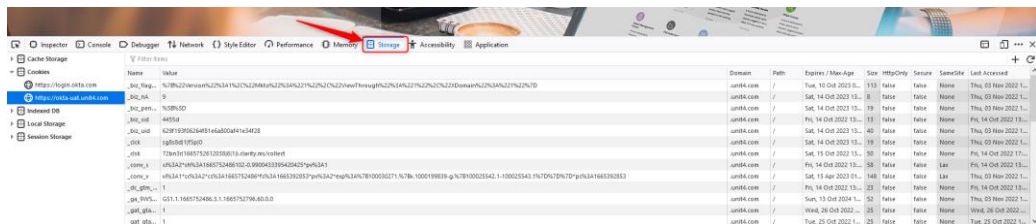
6. When you have completed step 5, you can close this window and refresh the website.

If you're using Mozilla Firefox, follow the steps below:

- Press F12 on your keyboard and a new window will open on the right, down, or left. Or right-click on the page and click on inspect. This window is the Inspector.

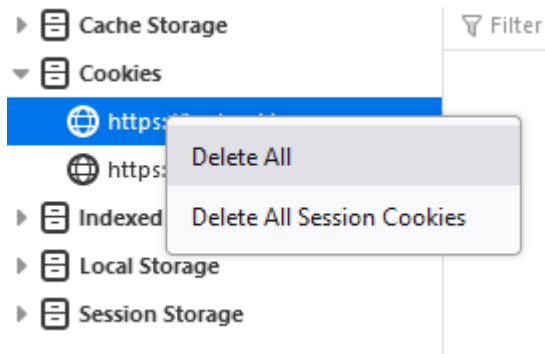


- On the top bar there's a few options such as: Elements, Console, Sources.... Click over the arrow button and select Storage option.



- The window will change and show different options on the left, there you will see five blocks: application, storage, cache, background services, and frames.

Go to storage blocks and there are three options which you are going to clean. Click over Local Storage to expand it.



8. Click over each option of this tree with the right button of your mouse, there'll be an option will be shown so that you can "Delete All". Click over it and you will clean part of the browser's storage.
9. Repeat step 4 for Session Storage and Cookies options.
10. When you have completed step 5, you can close this window and refresh the website.