Clearing Browser History

A number of concerns in Canvas can usually be resolved by clearing the Browser Cache on your local computer. **The browsers recommended for use with Canvas are Firefox and Chrome.** If Internet Explorer or Safari work for you, then continue to use them. But, if you encounter a concern, try Firefox or Chrome.

Canvas supports the two most recent versions of a web browser. For example, as of March 2017, Firefox versions 50 and 51 would be supported.

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I. Clear Firefox History

1. At the top, under the **History** drop down menu, **click Clear Recent History**.
Time Range: Everything

The default checked items will work for most users.

2. **Click Clear Now.**

3. **Close Firefox.**

4. **Reopen Firefox** and **access Canvas.**

II. **Clear Chrome History**

1. In **Chrome**, in the top right corner, **click the icon with three dots.**

2. **Click History.**

3. To the left **click History**
4. On the left click Clear browsing data.

5. Check the **first four boxes**.

6. At the bottom, **click Clear browsing data**.

7. **Close Chrome**.

8. **Reopen Chrome** and access **Canvas**.

### III. Clear Internet Explorer 11 History.

1. With Internet Explorer open **click** on the **Tool menu** and **select** Internet Options
2. Under the **General** tab in the **Browsing History** section **click** on the **Delete** button.

3. **Under Delete Browsing History select:**
   - Preserve Favorites
   - Temporary Internet Files
   - Cookies
   - History

4. **Click Delete.**

5. **Close and reopen Internet Explorer.**
IV. Clear Microsoft Edge History

1. At the top right click on the three dots.

2. Towards the bottom click Settings.

3. Scroll down to Clear browsing data and click Choose what to clear. The default checked items should be fine.

4. Click Clear.

5. Close and reopen Edge.
V. Clear Apple Safari History

1. At the top, under the Safari drop down History, at the bottom select Clear History.

2. Click Clear History.

3. Close and reopen Safari.

VI. Canvas Help / Support

Canvas Help Web Site
http://info.canvas.colostate.edu

Canvas Guides
http://info.canvas.colostate.edu/online-resources.aspx

College Canvas Coordinators
http://info.canvas.colostate.edu/coordinators.aspx

Central Canvas Support
canvashelp@colostate.edu