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 November 2015, Firefox versions 41 and 42 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 Browsing Data

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

2. Click History and recent tabs.

3. To the left click History
4. Check the first four boxes.

5. Click Clear browsing data.


7. Reopen Chrome and access Canvas.

III. Clear Internet Explorer 9/10 (IE) History (Windows)

A. How to tell which version of IE is on your computer

With Internet Explorer open click on the Help menu item and select About Internet Explorer.

This window will list the version of Internet Explorer on your Windows computer.

Note: Internet Explorer versions 8 or 9 are not supported for use with Canvas.
Clear Internet Explorer 10 or 11 Cache.

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 Apple Safari Cache

1. At the top, under the **Safari drop down menu**, select **Preferences**.

2. At the top, **click** on the **Privacy** tab.

3. **Click Remove all Website Date.**

4. **Click Remove Now**

5. **Close Safari. Reopen and login to Canvas.**
V. 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