



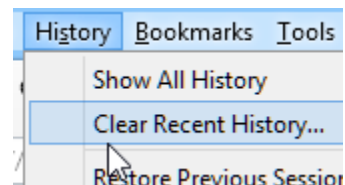
A number of concerns in Canvas can usually be resolved by clearing the Browser Cache on your local computer. **The browsers recommended for use with Canvas are Firefox and Chrome.** If Internet Explorer or Safari work for you, then continue to use them. But, if you encounter a concern, try Firefox or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

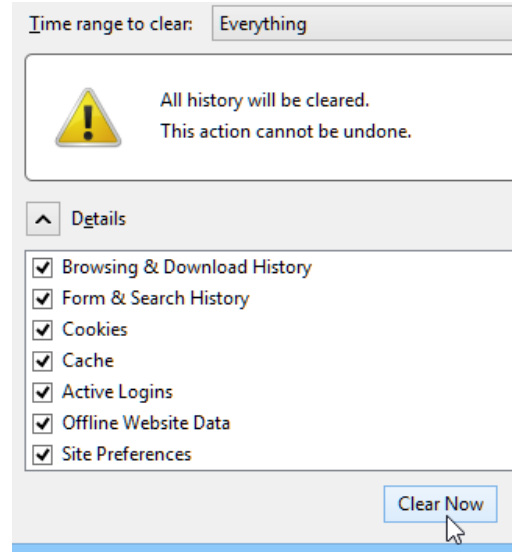
1. At the top, under the **History** drop down menu, *click Clear Recent History*.



Time Range: Everything

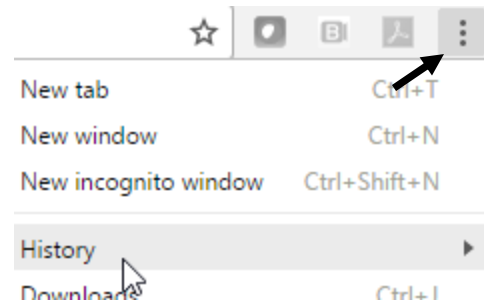
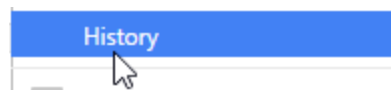
The default checked items will work for most users.

2. Click **Clear Now**.
3. Close **Firefox**.
4. Reopen **Firefox** and access **Canvas**.

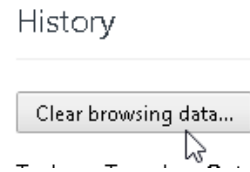


II. Clear Chrome History

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.

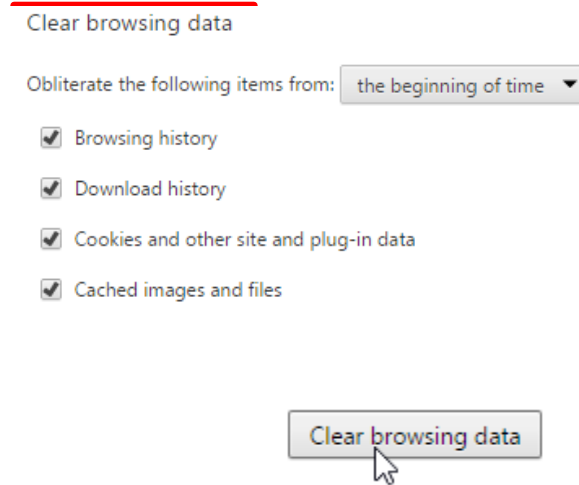


5. Check the **first four boxes**.

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

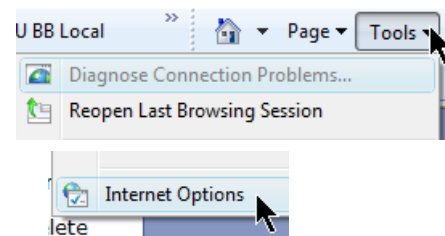
7. *Close* **Chrome**.

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

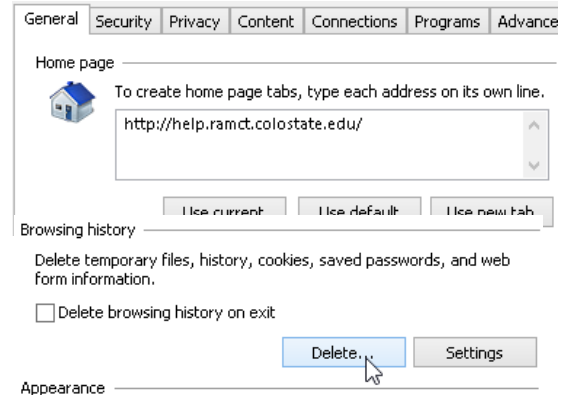


III. Clear Internet Explorer 11 History.

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

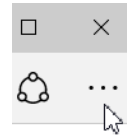
4. *Click Delete.*

5. *Close and reopen Internet Explorer.*

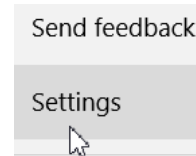


IV. Clear Microsoft Edge History

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

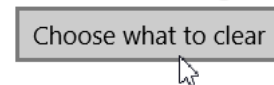


2. Towards the bottom *click* **Settings**.



3. *Scroll down* to **Clear browsing data** and *click* **Choose what to clear**.

Clear browsing data

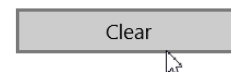


The default checked items should be fine.

4. *Click* **Clear**.

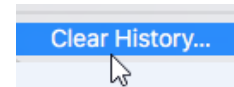
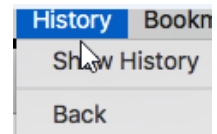
5. *Close and reopen* **Edge**.

- Browsing history
 - Cookies and saved website data
 - Cached data and files
 - Download history
 - Form data
 - Passwords
- Show more ▾

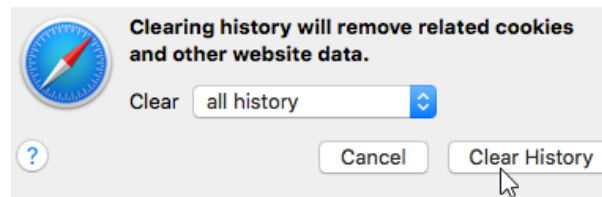


V. Clear Apple Safari History

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