How to delete browsing history, cookies, and cache to assist with housing apps/contracts

Please note: Safari and Google Chrome are not recommend browsers.

If the problem is browser-related, the following error message will be shown:

![Error Message](image)

This error message shows that it’s a browser issue, and nothing is wrong with the application. It’s protecting data in Housing Director, and requiring that all previous history, caches, and cookies are cleared before the student can access our systems.

**Internet Explorer**

1. Open a new IE browser window
2. Under the gear menu on the top right of the browser, select “Internet options”
3. A new window will open. *This is where it gets important!*

4. Ensure the box next to “Delete browsing history on exit” is checked, and then click “Delete…”

   A third window will open—this is where you will be deleting the cache from.

5. Ensure that every box in the window is checked, *except for the top box marked* “Preserve Favorites website data”. Click “Delete”, and then click “OK” to close both windows.
6. Close *EVERY* IE browser window that’s open to clear the cache, history, and cookies.

7. Double-check to make sure all windows are closed, because the application/contract process won’t work if IE isn’t closed!

8. Open a new IE window, and direct the student/parent to umsl.edu/reslife to complete the required items. This should resolve any technical issues.

**Mozilla Firefox**

1. Open a new Firefox browser window

2. Click on the three horizontal, parallel lines on the top-right of the browser window. This will open the menu. Click on “History”.
3. Select “Clear Recent History…” from the menu options.
4. In the window that opens, ensure that the time range is set to “Everything” (1). Then, under “Details” (2), ensure that all of the boxes are checked (3). Finally, click “Clear Now” (4).
5. Close *EVERY* Firefox browser window that’s open to clear the cache, history, and cookies.

6. Double-check to make sure all windows are closed, because the application/contract process won’t work if Firefox isn’t closed!

7. Open a new Firefox window, and direct the student/parent to www.umsl.edu/reslife to complete the required items. This should resolve any technical issues.

**Google Chrome**

1. Open a new Chrome window.

2. Open the menu by clicking on the three parallel, horizontal lines on the top-right of the browser.

   ![Chrome menu](image)

   Click “History”.

   ![Chrome history](image)
3. On the page that opens, click “Clear browsing data…”

4. In the window that pops up, ensure that you are obliterating items from “the beginning of time” (1), and that all boxes are checked (2). Then, click “Clear browsing data” (3).

5. Close **EVERY** Chrome browser window that’s open to clear the cache, history, and cookies.

6. Double-check to make sure all windows are closed, because the application/contract process won’t work if Chrome isn’t closed!

7. Open a new Chrome window, and direct the student/parent to www.umsl.edu/reslife to complete the required items. This should resolve any technical issues.
OTHER POSSIBLE ERROR MESSAGE

If the student gets a message saying they are “ineligible”, this is a different issue and is not related to the internet browser or security. Direct all these issues to Adriana Nieman, at (314) 516-4389.