




Clearing cookies, cache, and local data to resolve authentication issues

Tags: ACC

In order to clear saved data, such as authentication tokens from your web browser, the following guides can be used for various browsers.

Chrome

1. On your computer, open Chrome.
2. At the top right, click **More**  **> Settings**.
3. At the bottom, click **Advanced**.
4. Under **Privacy and security**, click **Content settings**.
5. Click **Cookies**.
6. Under **See all cookies and site data**, search for the website's name.

 All cookies and site data

 Search cookies

7. To the right of the site, click **Remove**  .

See full instructions on the [Google Chrome Help Center \(external site, opens in new tab\)](#) .

Firefox

1. Click the menu button and choose **Preferences**.
2. Select the **Privacy & Security** panel and go to the **History** section.
3. In the drop-down menu next to **Firefox will**, choose **Use custom settings for history**.
4. Click **Show Cookies....** The Cookies window will appear.
5. In the **Search:** field, type the name of the site whose cookies you want to remove. The cookies that match your search will be displayed.
6. Select the cookie(s) in the list to remove and click **Remove Selected**.
7. Close the Cookies window. Close the about:preferences page.

See full instructions on [Mozilla's Support website \(external site, opens in new tab\)](#) .

Safari

Choose **Safari > Preferences**, click **Privacy**, then do any of the following:

- Remove stored cookies and data: Click **Manage Website Data**, select one or more websites, then click **Remove** or **Remove All**.

See full instructions on the [Safari User Guide \(external site, opens in new tab\)](#).

Internet Explorer 10, 11, Edge

See instructions on [The Windows Club \(external site, opens in new tab\)](#).

If you need help, please email [Pluralsight Support \(opens email form\)](#) for 24/7 assistance.