

How to Clear Your Cache

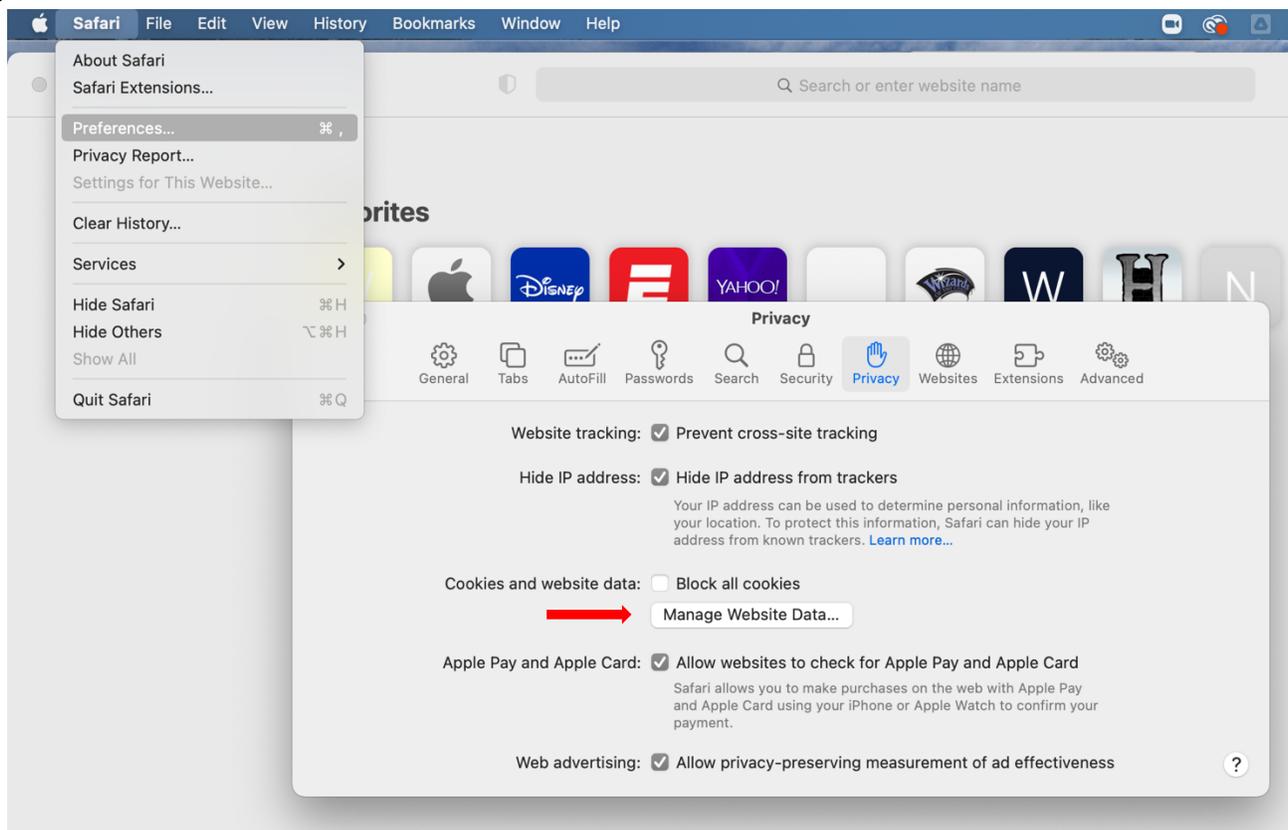
ctcLink uses a large number of “cookies” which help the app remember your preferences and make the site run more smoothly, but these can fill up your cache (a behind the scenes repository of website data) and cause problems when logging in.

One known symptom of this is your password may no longer work. There may be other issues which crop up, so a first step should always include both logging out of any open instances of ctcLink, clearing your cache and closing all open browser windows.

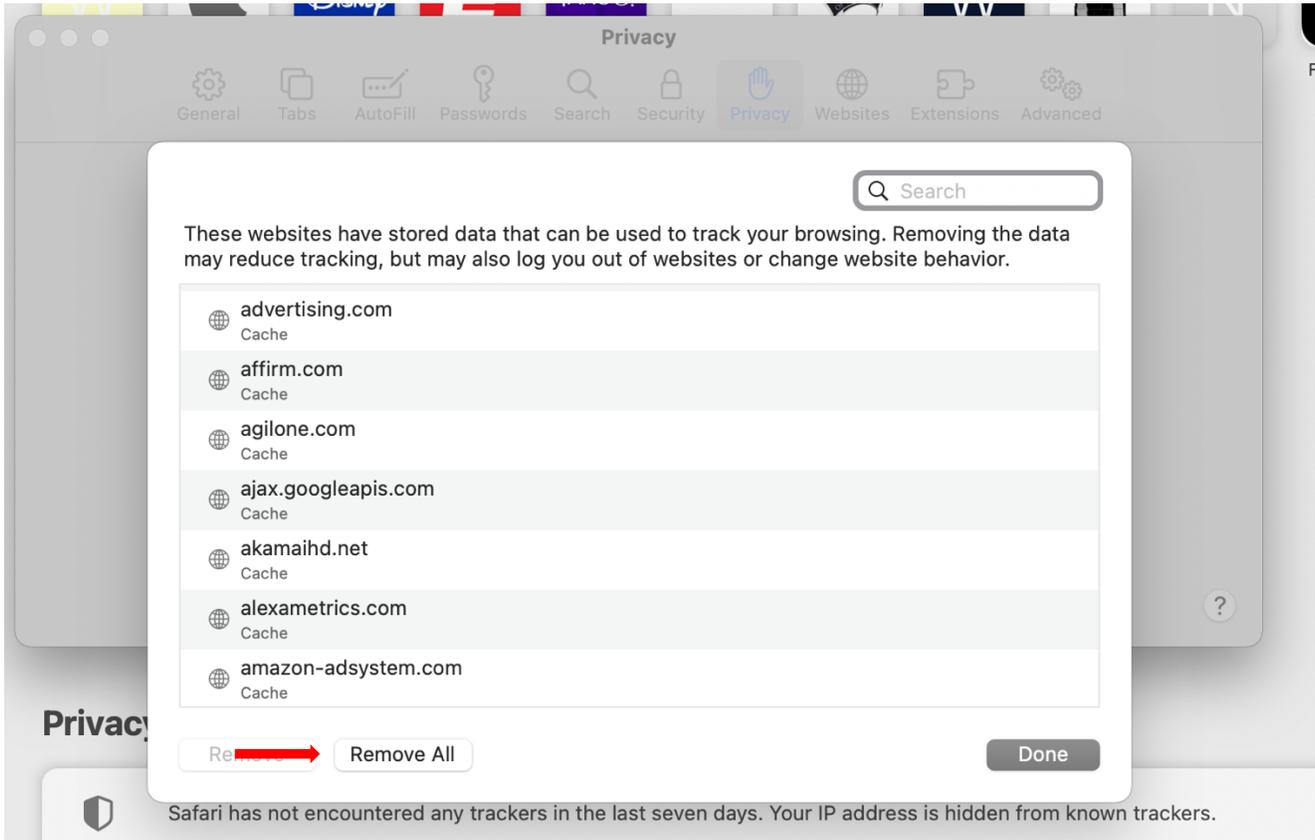
Here are some links to instructions for clearing your cache using the most common browsers:

- For [Apple Safari](#)

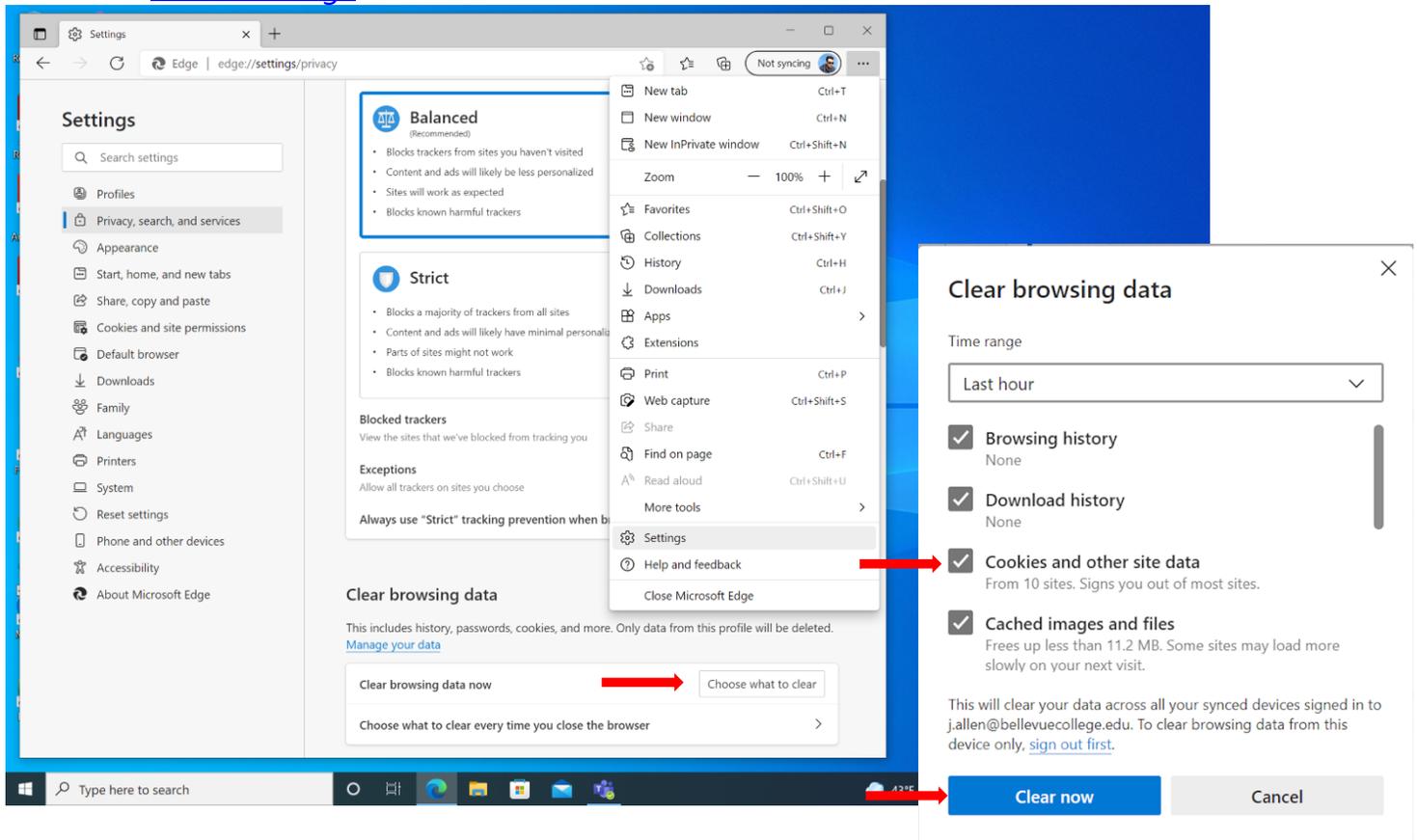
Step 1:



Step 2:



• For [Microsoft Edge](#)



- For [Mozilla FireFox](#)

The screenshot shows the Firefox browser interface with the Settings page open to the Privacy section. The address bar shows 'about:preferences#privacy'. The left sidebar contains navigation options: General, Home, Search, Privacy & Security (highlighted), and Sync. The main content area is titled 'Browser Privacy' and features 'Enhanced Tracking Protection' with a shield icon and a description: 'Trackers follow you around online to collect information about your browsing habits and interests. Firefox blocks many of these trackers and other malicious scripts. [Learn more](#)'. Below this, there are three protection levels: 'Standard' (selected), 'Balanced', and 'Custom'. The 'Standard' level is described as 'Balanced for protection and performance. Pages will load normally.' and lists blocked items: 'Social media trackers', 'Cross-site tracking cookies', and 'Cross-site cookies in Private Windows'. The 'Balanced' level is described as 'Stronger protection, but may cause some sites or content to break.' The 'Custom' level is described as 'Choose which trackers and scripts to block.' Below the protection levels, there is a section for 'Send websites a "Do Not Track" signal that you don't want to be tracked [Learn more](#)' with two options: 'Always' and 'Only when Firefox is set to block known trackers' (selected). The 'Cookies and Site Data' section shows 'Your stored cookies, site data, and cache are currently using 12.7 MB of disk space. [Learn more](#)' with buttons for 'Clear Data...', 'Manage Data...', and 'Manage Exceptions...'. The 'Logins and Passwords' section has a checked option 'Ask to save logins and passwords for websites' and a button for 'Exceptions...'. A red arrow labeled 'Scroll Down' points to the 'Privacy & Security' option in the sidebar. Another red arrow points to the '12.7' in the 'Cookies and Site Data' section.

- For [Google Chrome](#)

The screenshot shows the Google Chrome Settings page, specifically the 'Privacy and security' section. A red arrow points to the 'Clear browsing data' option in the list. A modal dialog box titled 'Clear browsing data' is open, showing the 'Basic' tab. The 'Time range' is set to 'All time'. Three options are checked: 'Browsing history', 'Cookies and other site data', and 'Cached images and files'. A red arrow points to the 'Clear data' button at the bottom right of the dialog box.



Another workaround for cookie management is to open an “incognito” or “private browser” window because the cache will be automatically cleared when you close the window out.

Alternatively, you can use a separate browser just for ctcLink, separate from Canvas or other work-related browsing. For example if you prefer to use Chrome for email and other tasks, use Firefox just for using ctcLink. This way you will be able to keep your cookies and stay logged in to Canvas, Outlook, and other sites in your main browser.

In addition, be sure to make sure that your operating system and browser are up-to-date with the latest versions.. This is good practice for security purposes as well.