

How to Clear Your Cache

ctcLink

TRAINING

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:

- Step 1: History Bookmarks Window Help Safari File 💷 📦 🖻 About Safari Safari Extensions... Q Search or enter website name Privacy Report... Settings for This Website. orites Clear History... > Services AHOO Hide Safari жΗ Privacy Hide Others τжн P හිසු Q டு P £63 G Α ····/ Show All AutoFill Passwords Search Security Privacy Websites Extensions Advanced Tabs General Quit Safari жQ Website tracking: 🔽 Prevent cross-site tracking Hide IP address: 🔽 Hide IP address from trackers Your IP address can be used to determine personal information, like your location. To protect this information, Safari can hide your IF address from known trackers. Learn more... Cookies and website data: Block all cookies Manage Website Data... Apple Pay and Apple Card: 💟 Allow websites to check for Apple Pay and Apple Card Safari allows you to make purchases on the web with Apple Pay and Apple Card using your iPhone or Apple Watch to confirm your payment. Web advertising:
 Allow privacy-preserving measurement of ad effectiveness ?
- For <u>Apple Safari</u>

Step 2:



• For <u>Microsoft Edge</u>

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		New tab	Ctrl+T			
Settings	Balanced (Recommended) Blocks trackers from sites you haven't visited Content and ads will likely be less personalized	New window	Ctrl+N			
Settings		R New InPrivate wind	low Ctrl+Shift+N			
Q Search settings		Zoom	- 100% + 2			
Profiles	Sites will work as expected	20011				
Privacy, search, and services	Blocks known harmful trackers	ל≌ Favorites	Ctrl+Shift+O			
Appearance		Collections	Ctrl+Shift+Y			
Start, home, and new tabs	Strict	History	Ctrl+H			
🖻 Share, copy and paste	Diardes a majority of trackers from all sites	⊥ Downloads	Ctrl+J	Clear browsing data		
Cookies and site permissions	Content and ads will likely have minimal personalize	B Apps	>	T		
Default browser	Parts of sites might not work	€ Extensions		lime range		
⊥ Downloads	Blocks known harmful trackers	Print	Ctrl+P	Last hour		
양 Family	Dis sked to skow	Web capture	Ctrl+Shift+S			
A ² t Languages	View the sites that we've blocked from tracking you	🖄 Share		Browsing history		
Printers	Exceptions	හි Find on page	Ctrl+F	None		
System	Allow all trackers on sites you choose	A [™] Read aloud	Ctrl+Shift+U	Desimilated history		
O Reset settings	Always use "Strict" tracking prevention when b	More tools	>	None		
Phone and other devices		ô Settings				
🛣 Accessibility		⑦ Help and feedback	_	Cookies and other site data		
About Microsoft Edge	Clear browsing data	Close Microsoft Edg	ge	From 10 sites. Signs you out of most sites	5.	
	This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage your data			Cached images and files Frees up less than 11.2 MB. Some sites may load more		
	Clear browsing data now	Choose	e what to clear	slowly on your next visit.		
	Choose what to clear every time you close the l	browser	>	This will clear your data across all your synced j.allen@bellevuecollege.edu. To clear browsing device only, <u>sign out first</u> .	devices signed data from this	
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• For Mozilla FireFox



• For Google Chrome

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			Time r	All time	•						
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		-	•	Cookies and other site data Signs you out of most sites. Yo your synced data can be cleare	u'll stay signed in to your Google Account d.	(SO					
			~	Cached images and files Frees up 290 MB. Some sites m	nay load more slowly on your next visit.						
					Cancel Clear da	ta					

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.

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