

# How to Clear Cache and Cookies

Last Updated: Jul 13, 2017 04:34PM EDT

If you're experiencing slowness in TicketAgent or Member Home, this is likely due to an issue with your web browser. Clearing your browser cache and cookies is an easy way to speed things back up. Below, you'll find instructions for the most popular web browsers used in Windows and Mac OS X. We also provide hot keys (keyboard shortcuts) that will clear your cache and cookies instantly.

Note: TicketAgent runs through Internet Explorer or Safari, depending on your operating system. If you're experiencing slowness with TicketAgent, clear cache and cookies in the appropriate browser first.

We strongly recommend that you always run the latest version of your browser software.

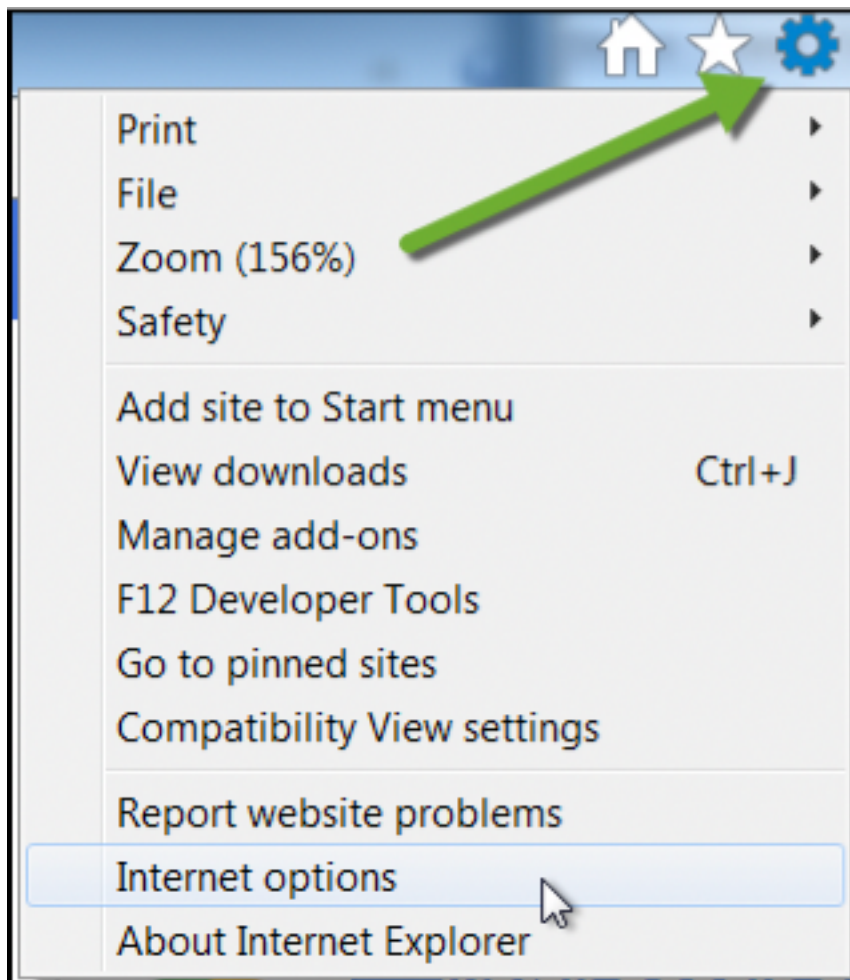
- [Internet Explorer \(Windows\)](#)
- [Firefox \(Windows\)](#)
- [Chrome \(Windows\)](#)
- [Safari \(Mac OS X\)](#)
- [Firefox \(Mac OS X\)](#)
- [Chrome \(Mac OS X\)](#)

## Internet Explorer (Windows)

**Hot key:** Ctrl-Shift-Delete

1. Click the **Settings** icon. Select **Internet Options**.

[Top](#)



2. In the **General** tab, find the **Browser History** section. Click the **Delete** button. 3. Check the boxes for **Temporary Internet Files** and **Cookies**.

4. Click the **Delete** button. This process may take 1 to 2 minutes to complete.

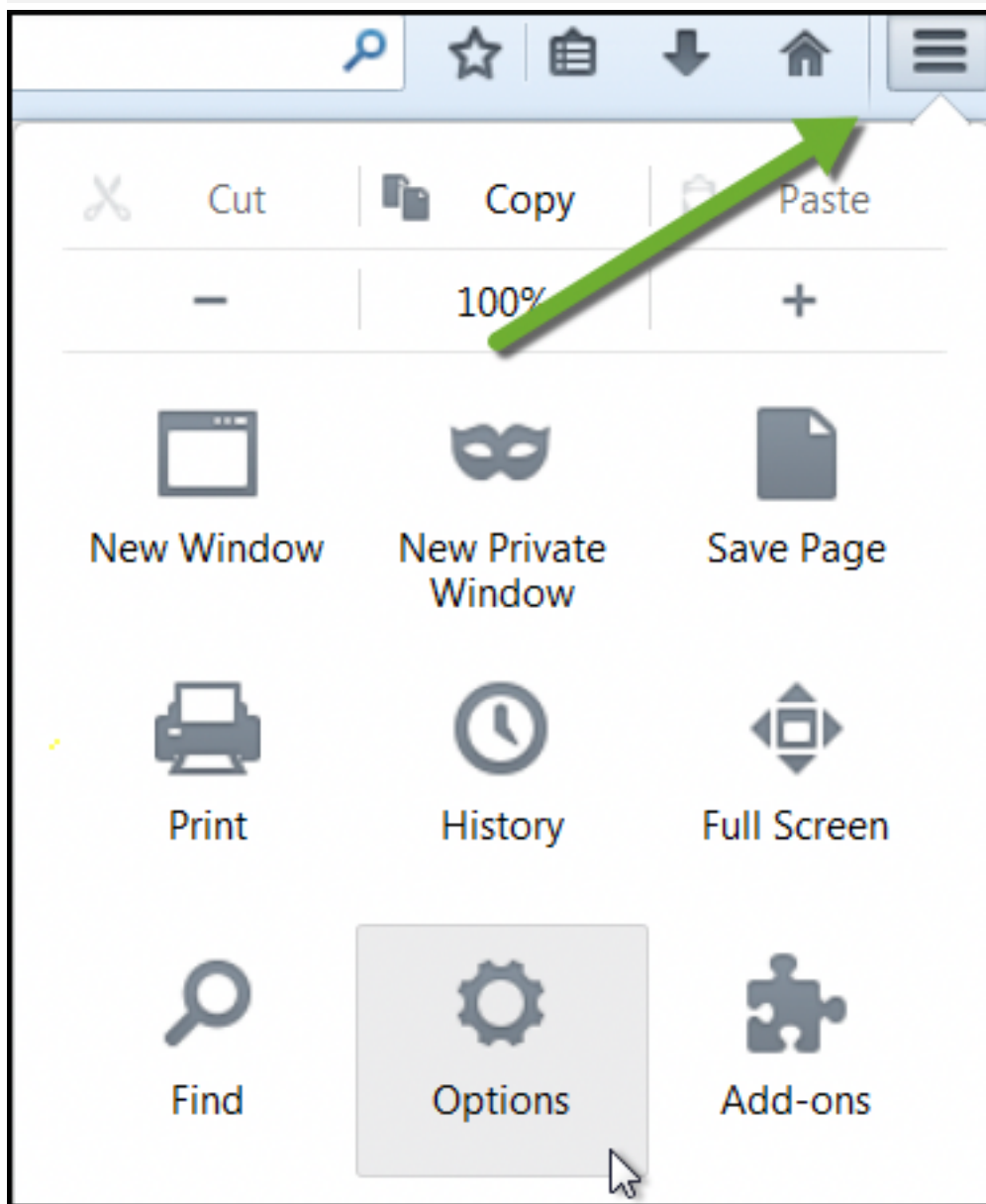
## Firefox (Windows)

**Hot key:** Ctrl-Shift-Delete 1. Click the **Settings** icon.

2. Click **Options**.

3. Click **Privacy** at the top of the window. 4. Click **Clear all history**.

[Top](#)



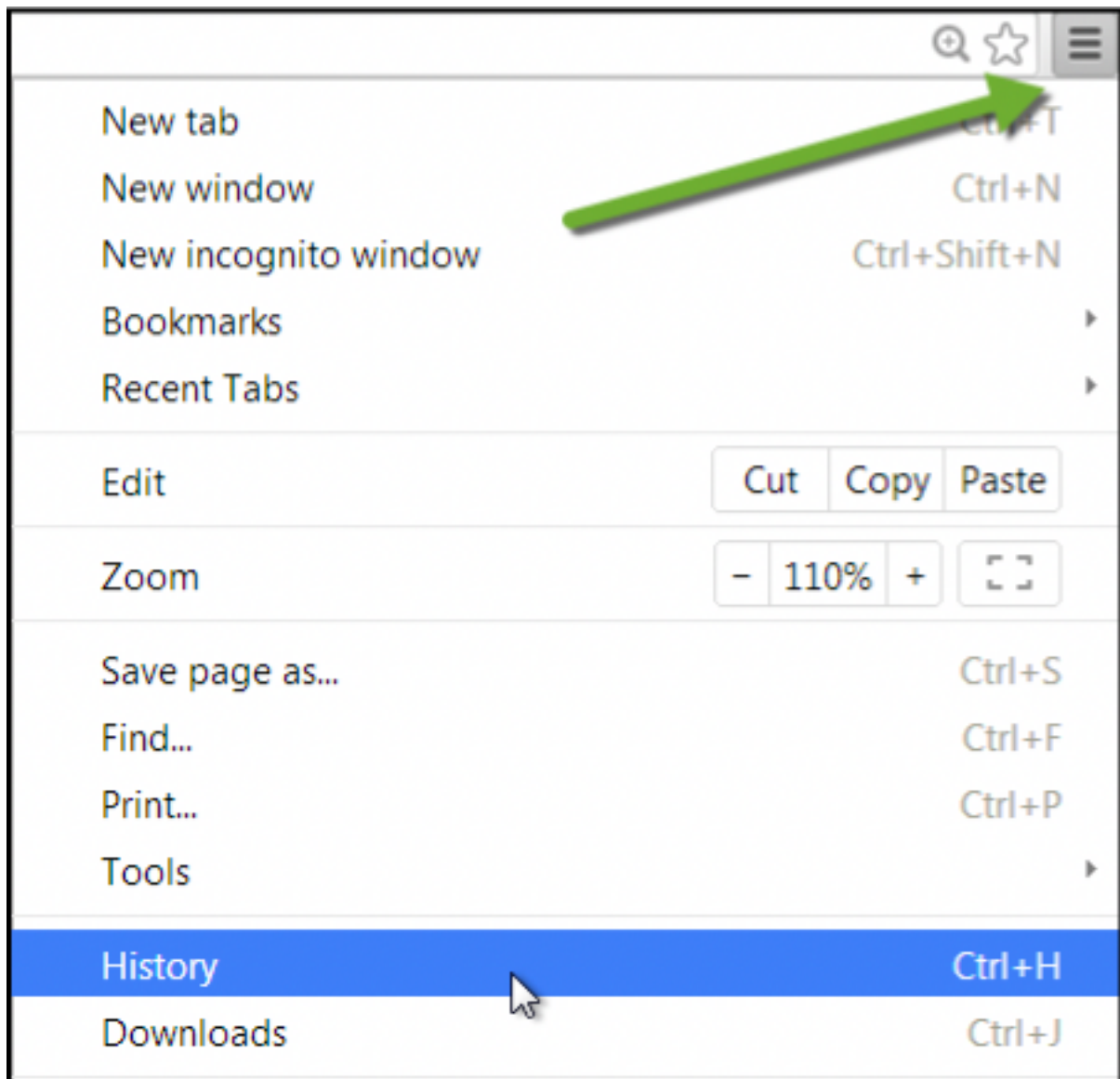
5. Check both **Cookies** and **Cache**. Click **Clear now**.

## Chrome (Windows)

**Hot key:** Ctrl-Shift-Delete

1. Click the **Settings** icon, then click **History**.

[Top](#)



2. Click the **Clear browser history** button.

3. Check the boxes for both **Cookies and other site and plug-in data** and **Cached images and files**.
4. **Click the Clear Browsing Data button**. This process may take 1 to 2 minutes to complete.

## Safari (Mac OS X)

**Hot key:** ⌘ + Comma

1. Open the **Safari** menu at the top of your screen. Click **Preferences**.
2. Click **Privacy**.
3. Click **Remove All Website data**. This process may take 1 to 2 minutes to complete.

[Top](#)

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## Firefox (Mac OS X)

**Hot key:** ⌘ + Shift + Delete

1. Open the **History** menu at the top of your screen. Click **Clear Recent History**.
2. Click **Clear Now**. This process may take 1 to 2 minutes to complete.

[Top](#)

## Chrome (Mac OS X)

**Hot key:** ⌘ + Shift + Delete

1. Click the **Settings** icon, then click **History**.
2. Click the **Clear browser history** button.

3. Check the boxes for both **Cookies and other site and plug-in data** and **Cached images and files**.
4. Click the **Clear Browsing Data** button. This process may take 1 to 2 minutes to complete.

