

# INTRODUCTION

Cookies are files from web sites that are kept on a user's computer. They allow servers to deliver web pages tailored to a particular user's preferences. They are a normal part of web browsing, and pose little risk to users. Sometimes a user's ForMAP session will experience an error, and the only way to solve the issue is to clear the web browser's cookies. This guide will show you how to clear cookies on the most popular web browsers.

# INSTRUCTIONS FOR DELETING WEB BROWSER COOKIES

If your issue persists after following these steps, please contact the ForMAP Help Desk for follow-up troubleshooting:

- <u>www.formap.info</u>
- <u>support@formap.info</u>
- <u>SM.FS.formap@usda.gov</u>
- 303-275-5341

## **Internet Explorer**

- 1. Close ALL Internet Explorer windows.
- 2. Open a new Internet Explorer browser window.
- 3. Press Ctrl-Shift-Delete the following window will be displayed (IE 11 window on the left, IE 8 window on the right):

Delete Browsing History	Delete Browsing History
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
<ul> <li><b>Iemporary Internet files</b>         Copies of webpages, images, and media that are saved for faster viewing.         </li> <li><b>Cookies</b>         Files stored on your computer by websites to save preferences such as login information.         History     </li> </ul>	<ul> <li>Temporary Internet files and website files         Copies of webpages, images, and media that are saved for faster         viewing.</li> <li>Cookies and website data         Files or databases stored on your computer by websites to save         preferences or improve website performance.         History         List of websites you have visited.</li> </ul>
List of websites you have visited. Form data Saved information that you have typed into forms.	<ul> <li>Download History         List of files you have downloaded.     </li> <li>Form data         Saved information that you have typed into forms.     </li> </ul>
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.           InPrivate Filtering data	Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit. Some <u>settings</u> are managed by your system administrator.	Tracking Protection, ActiveX Hittering and Do Not Track     A list of websites excluded from filtering, data used by Tracking     Protection to detect where sites might automatically be sharing details     about your visit, and exceptions to Do Not Track requests.     Some <u>settings</u> are managed by your system administrator.
About deleting browsing history Delete Cancel	About deleting browsing history Delete Cancel

- 4. Make sure that you check only the "Cookies and website data" in IE11 (or "Cookies" in IE8) as shown above.
- 5. Click on "Delete".
- 6. The system will show a success window at the bottom of the browser window that says "Internet Explorer has finished deleting the selected browsing history."
- 7. Close the browser window.
- 8. Open a fresh Internet Explorer window, direct your browser to ForMAP, and log in with your eAuth credentials.

#### **Google Chrome**

- 1. Close ALL Chrome windows.
- 2. Open a new Google Chrome window.
- 3. Press Ctrl-Shift-Delete the following window will be displayed (or something similar, depending on your version):

Clear browsing data					
		Basic		Advanced	
Time	range	All time	•		•
	Browsi 839 ite	ing history ms			₽
	Downlo 964 ite	oad history ms			₽
	Cookie From 3	es and other site data 817 sites (you won't be sigr	ned out of you	ur Google Account)	- 1
	Cacheo 201 MI	d images and files B			- 1
	Passw None	ords and other sign-in data	à		
	Autofil	l form data			-
				Cancel	ear data

- 4. Make sure that you check only the "Cookies and other site data" as shown above.
- 5. Click on "Clear data".
- 6. The system will clear the browsing data, and the pop-up screen will disappear.
- 7. Close the browser window.
- 8. Open a fresh Chrome window, direct your browser to ForMAP, and log in with your eAuth credentials.

# Mozilla Firefox

- 1. Close ALL Firefox windows.
- 2. Open a new Firefox browser window.
- 3. Press Ctrl-Shift-Delete the following window will be displayed (or something similar, depending on your version):

; governme	Clear All History		
n	Time range to clear: <b>Everythi</b>	ing 🗸	
F AGRIC			
MANAGE	All selected items	will be cleared. be undone.	
'll take	History		
cessing	<u>B</u> rowsing & download history	v <mark>∨</mark> <u>C</u> ookies	r create a
-	Active <u>l</u> ogins	C <u>a</u> che	
	<b>Eorm &amp; search history</b>		
	Data		
	<u>S</u> ite settings	Offline website data	
		OK Cancel	
exander,		Password	Ē

- 4. Make sure that you check only the "Cookies" checkbox as shown above.
- 5. Select the Time Range as "Everything"
- 6. Click on "OK".
- 7. The system will clear the browsing data and the pop-up screen will disappear.
- 8. Close the browser window.
- 9. Open a fresh Firefox window, direct your browser to ForMAP, and log in with your eAuth credentials.

## Microsoft Edge

- 1. Close ALL Edge windows.
- 2. Open a new Edge browser window.

3. Press Ctrl-Shift-Delete – the following window will be displayed (or something similar, depending on your version):

Clear browsing data				
Time range				
All time	$\sim$			
Browsing history 162 items. Includes autocompletions in the address bar.	ð			
Download history 12 items	ð			
Cookies and other site data From 9 sites. Signs you out of most sites.				
Cached images and files Frees up 4.9 MB. Some sites may load more slowly on your				
Clear browsing data for Internet Explorer mode				
This will clear your data across all your synced devices signed in to joshua.c.baldwin@usda.gov. To clear browsing data from this device only, sign out first.				
Clear now Cancel				

- 4. Make sure that you check only the "Cookies" checkbox as shown above.
  - 5. Select the Time Range as "All time"
  - 6. Click on "Clear now".
  - 7. The system will clear the browsing data and the pop-up screen will disappear.
  - 8. Close the browser window.
  - 9. Open a fresh Firefox window, direct your browser to ForMAP, and log in with your eAuth credentials.