

# Clear Cache and Cookies

Complete the procedures in this section that apply to your web browser.

## Google Chrome:

1. In the browser bar, enter **chrome://settings/clearBrowserData**.
2. Select the following checkboxes:
  - Browsing history
  - Download history
  - Cookies and other site and plug-in data
  - Cached images and files
3. From the **Obliterate the following items from** dropdown list, select **the beginning of time**.
4. Select **Clear browsing data**.
5. Exit all browser windows and reopen Google Chrome.

## Internet Explorer:

### Clear All Internet Explorer Files (Option 1)

Complete steps 1 through 5 to clear your Internet cache and cookies if you are using Internet Explorer as your web browser.

1. Open Internet Explorer.
2. Select and then select  **Internet options**.
3. On the **General** tab, select **Delete**.
4. Select **Apply** and then select **OK**.
5. Exit all Internet Explorer windows.

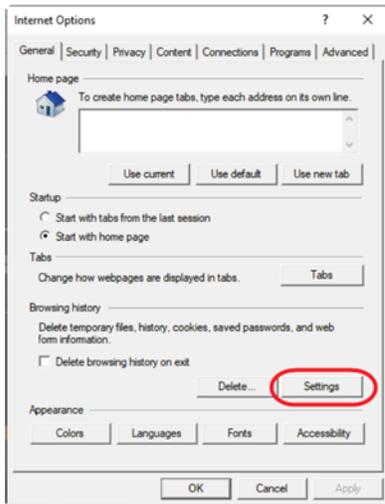
**Important:** If you were unable to successfully complete steps 1 through 5, proceed to the following step **6**.

If you successfully completed steps 1 through 5, proceed to the following step **13**.

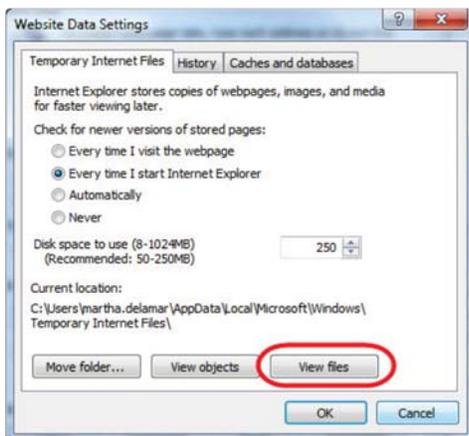
### Clear All Internet Explorer Files (Option 2)

If you were unable to successfully complete steps 1 through 5, your financial institution's group policy may be the reason. Complete steps 6 through 12 to manually clear your Internet cache and cookies.

6. Open Internet Explorer.
7. Select  and then select **Internet options**.
8. On the **General** tab, select **Settings**.



9. Select **View files**.



10. Click anywhere in Windows Explorer and then press **Ctrl+A** to select all files.
11. Press **Delete** on your keyboard to delete all files.
12. Close Windows Explorer, the Website Data Settings dialog box, and then the Internet Options dialog box.

## Adjust Compatibility View Settings

If images of your scanned items do not appear correctly after clearing your Internet cache and cookies, you may need to adjust the compatibility view settings. Complete steps 13 through 20 to adjust your settings.

13. In Internet Explorer, select and then select  **Compatibility View settings**.

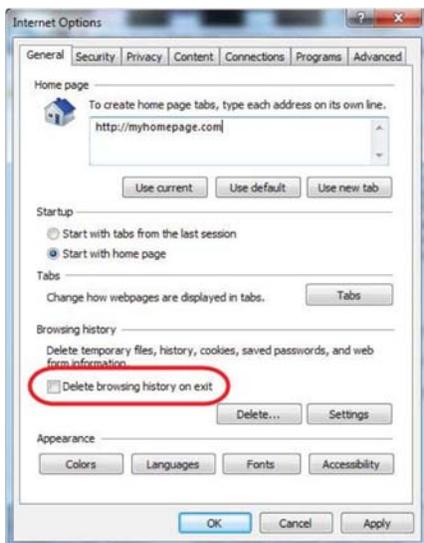
14. In the **Add this website** box, enter **fiservsco.com** and then select **Add**.



15. Select **Close**.

16. In Internet Explorer, select and then select **Internet Options**.

17. On the **General** tab, verify that the **Delete browsing history on exit** checkbox is cleared. If it is selected, clear the checkbox, and then select **Apply**.



18. Select **OK**.

19. Close all Internet Explorer windows.

20. Open Internet Explorer, sign in to Web Capture, and scan the deposit.

## Microsoft Edge:

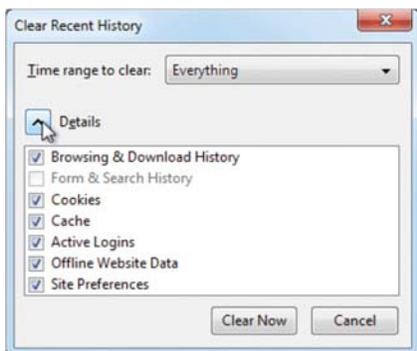
1. In the upper right, select  and then select **History**.
2. Select  and then select Clear browsing data.
3. Select the **Browsing History**, **Cookies and other site data**, and **Cached images and files** checkboxes.
4. Select **Clear now**.
5. Exit all browser windows and reopen Microsoft Edge.

## Mozilla Firefox:

1. Select the Library  button, select **History**, and then select **Clear Recent History**.
- Note:** If the menu bar is hidden, press **Alt** to make it visible.
2. From the **Time range to clear** dropdown list, select **Everything**.



3. Select the down arrow to expand the Details section.
4. Select all available checkboxes in the Details section and then select **Clear Now**.



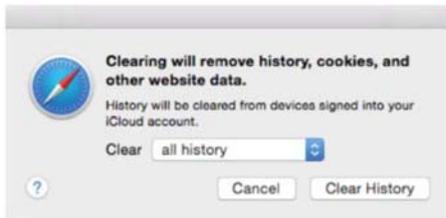
5. Exit all browser windows and reopen Mozilla Firefox.

## Safari:

Complete one of the following procedures to clear your Internet cache and cookies if you are using Safari as your web browser.

### Safari 8.0

1. On the **Safari** menu, select **Clear History and Website Data...**
2. From the **Clear** dropdown list, select **all history** and then select **Clear History**.



3. On the **Safari** menu, select **Quit Safari** or press **Command+Q** to exit the browser, and then reopen Safari.

### Safari 7.9 and below

1. On the **Safari** menu, select **Reset Safari...**
2. Select the **Remove all website data** checkbox and then select **Reset**.

**Note:** If you are using Safari 5.0 or below, select the **Empty the cache** and **Remove all cookies** checkboxes.



3. On the **Safari** menu, select **Quit Safari**, or press **Command+Q** to exit the browser, and then reopen Safari.