

Resetting your Internet Browser

Sometimes the browser gets clogged up with saved data, toolbars and other add-ons that have accumulated. The browser itself can also become corrupted.

First try **Cleaning the browser cache** (see separate document. If that doesn't resolve your problem then you can **reset** your browser to when it was first installed (while still maintaining your Favourites).

Following are instructions on how to reset Microsoft Edge, Internet Explorer, Firefox and Google Chrome.

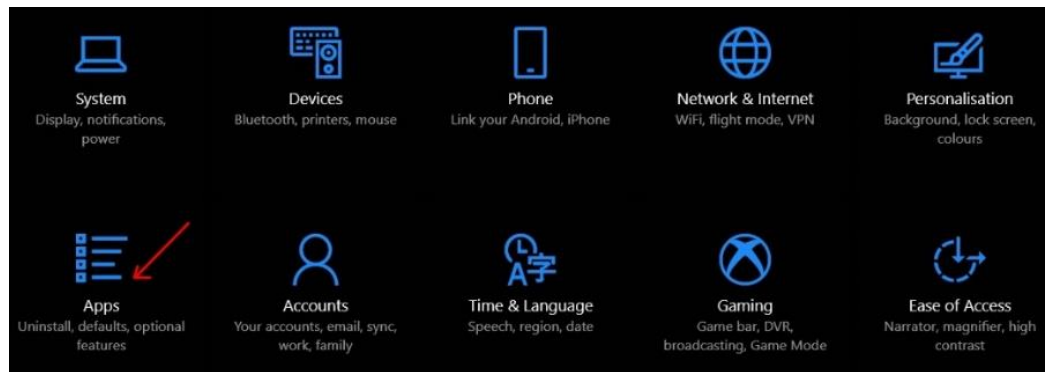
Resetting Microsoft Edge

Edge is reset using the Windows Settings, not in Edge itself. Available only in Windows 10 v1709 or later (To see your version, go *Start > Settings > System > About*, then scroll down to *Windows specification*).

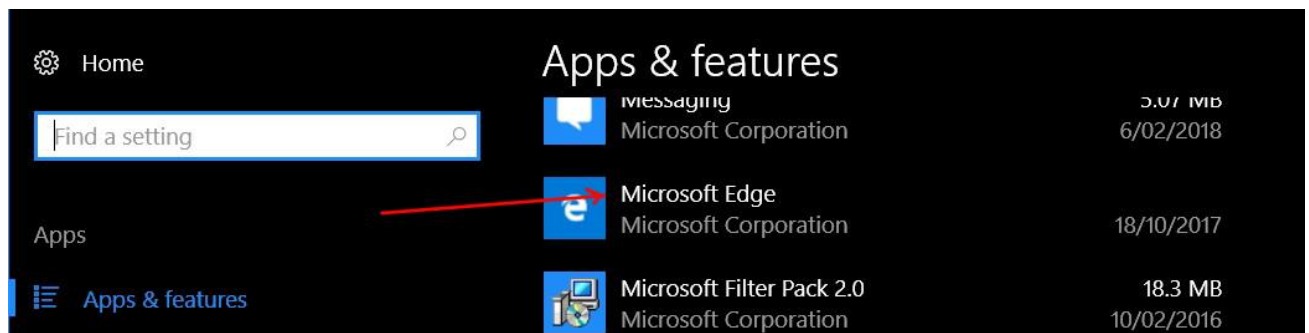
Close Microsoft Edge
Click on Start, then the Settings icon



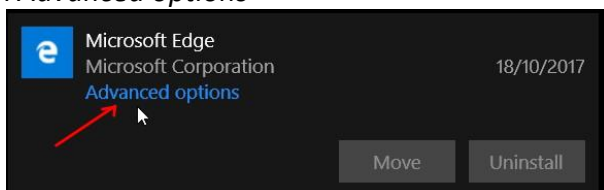
Click Apps



Wait until the list of apps appears then scroll down to *Microsoft Edge*



Click on *Advanced options*



First try *Repair* then if you are still having issues, click on *Reset*

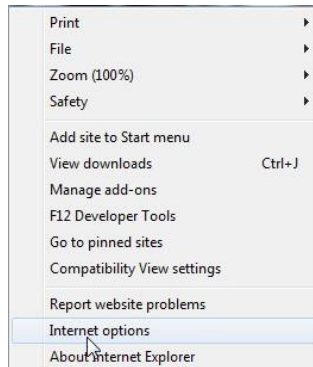


Resetting Internet Explorer

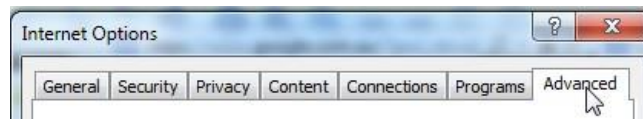
Click on the gear icon



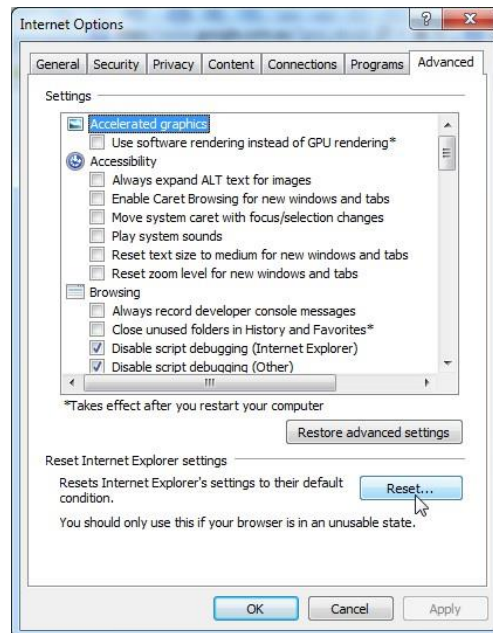
Click *Internet options*



Click *Advanced*



Click *Reset*



Tick *Delete Personal Settings*, then *Reset*. Then close and restart Internet Explorer

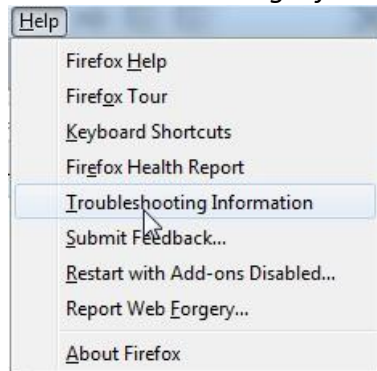


Resetting Firefox

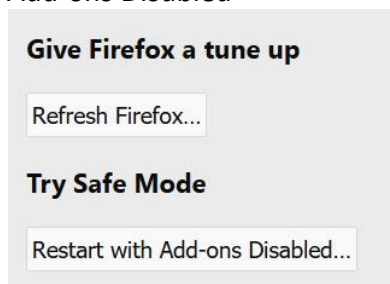
Show the main menu if not already showing (press Alt key), click Help



Click *Troubleshooting Information*



Click *Refresh Firefox*. If you are still having issues, disable add-ons then click *Restart with Add-ons Disabled*



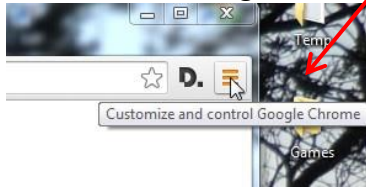
Click *Reset Firefox* on the new window that appears



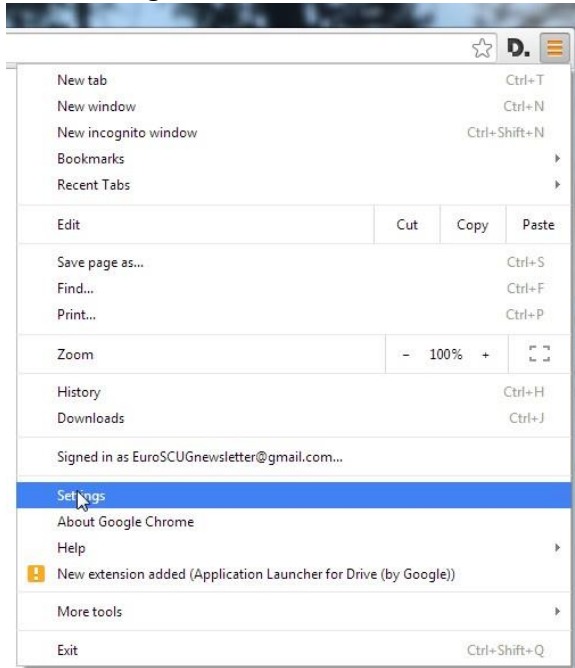
Then close and restart Firefox

Resetting Google Chrome

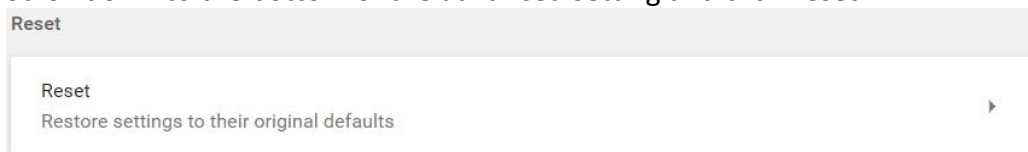
Click on the settings icon



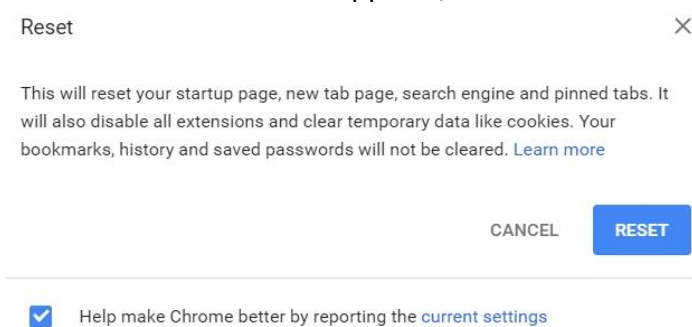
Click *Settings*



Scroll down to the bottom of the settings page and click *Advanced*.
Scroll down to the bottom of the advanced setting and click *Reset*



In the small window that appears, click *Reset*



Then close and restart Google Chrome