

Clearing cache and cookies

Sometimes a student's DreamBox Maths experience may be disrupted due to the cache and cookies stored on the browser. Out-of-date temporary files in the web browser often cause this. Temporary files like these update regularly; if the browser holds on to an older cache or cookies for too long, it can become an issue. Below are instructions for each supported web browser on how to clear out these temporary files. The student's progress or completed work on DreamBox Maths will not be affected.

Google Chrome

1. Click the three dots (Mac) or exclamation point (PC) in the upper right corner of the browser.
2. Choose **Clear Browsing Data**.
3. Choose the time range - **All Time** (recommended) or lesser time frame - in the "Clear the Following Items From" field.
4. Select all items (recommended) (e.g. Browsing history, Cookies and other site data, Cached images and files).
5. Click **Clear Data**.

Internet Explorer

1. Open Internet Explorer.
2. Click on "Tools" in the top-right corner (gear/cog icon).
3. Click "Internet Options".
4. Under "Browsing history" select the button "Delete...".
5. Select: "Temp internet files and cookies". Once selected, click "Delete".
6. When finished, close Internet Explorer and open it again.

Mozilla Firefox

1. Click the hamburger menu in the upper right corner of the browser.
2. Click Preferences (Mac) or Options (PC).
3. Click Privacy in the left menu bar.
4. Click Clear Your Recent History.
5. From the Time range to clear: drop-down menu, select the desired range. To clear your entire cache, select Everything.
6. Click the down arrow next to "Details" to choose which elements of the history to clear.
7. Select Browsing & Download History, Form & Search History, Cookies, Cache and Active Logins
8. Click Clear Now.

Safari Browser on Mac

1. Open Safari.
2. Click the Safari menu.
3. Click "Clear History...".
4. Select "All History...".
5. Click "Clear History".