

# Part A: Steps to Clear Cookies and Cache in various Browsers

To ensure a smooth login with the upgraded CUPIS, colleagues are requested to clear cookies and cache of the browsers before the first login. Alternatively, colleagues may access CUPIS in private mode [[Part B: Private Browsing Procedures](#)] to avoid the incompatibility issue.

## 1. Suggested Web Browsers to access CUPIS



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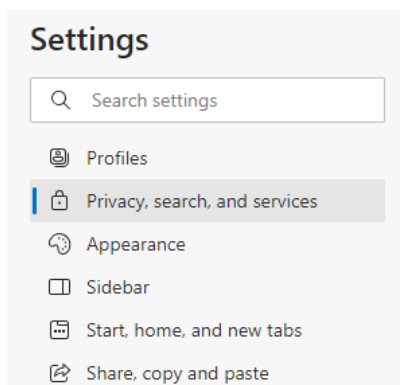
- [Microsoft Edge 106](#) (CUPIS is best viewed with Microsoft Edge)
- [Google Chrome 106](#)
- [Apple Safari 15.6, 14.1.2](#)
- [Mozilla Firefox 105 RR, 102 ESR](#)

## 2. Steps to Clear Cookies and Cache in various Browsers

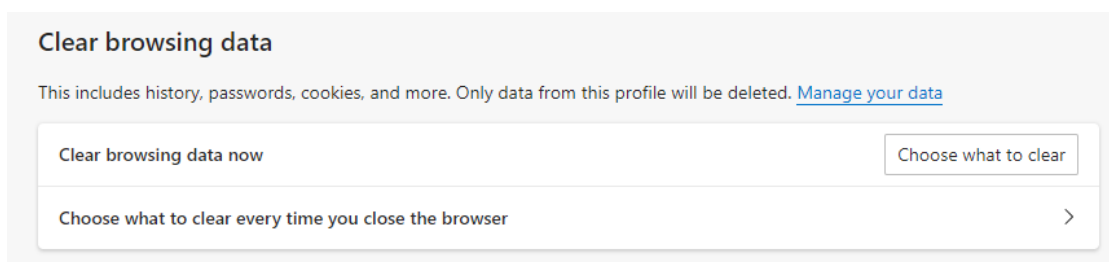
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### 2.1 Microsoft Edge [[Back to Part A](#)]

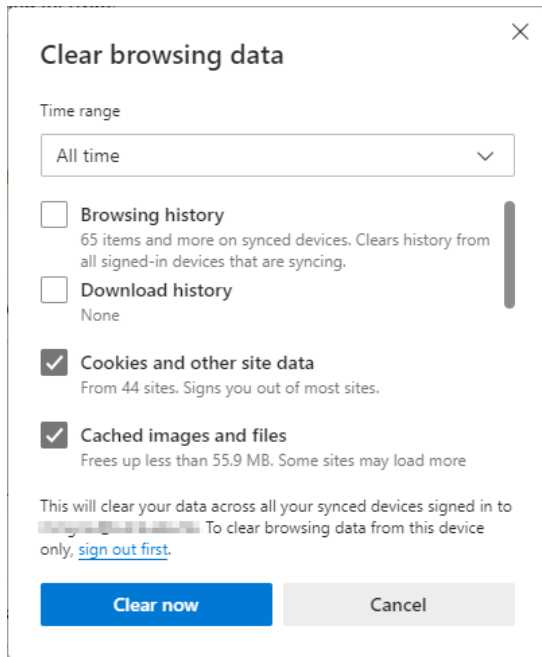
- Launch Microsoft Edge browser.
- Click the Menu icon  at the top-right corner of the browser, then click **Settings**  **Settings**
- Click on "**Privacy, search, and services**".



- Scroll down to "**Clear browsing data**" and click "**Choose what to clear**".




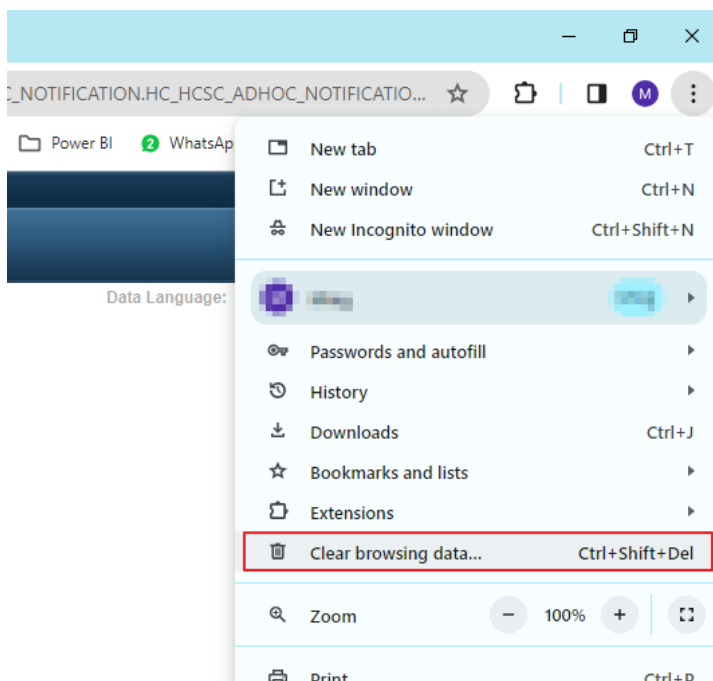
- Change the Time range at the top to "All time" and check the boxes next to "Cookies and other site data" and "Cached images and files". Then, click "Clear now".



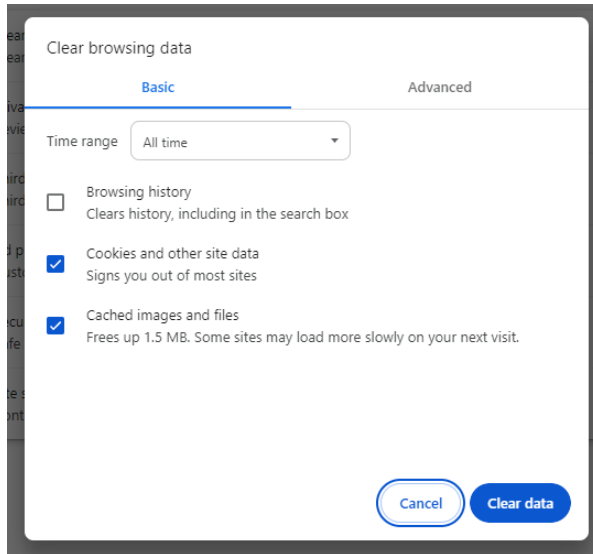
- Restart the browser.

## 2.2 Google Chrome [Back to Part A]

- Launch Google Chrome browser.
- Click More  at the top-right corner and then click "Clear browsing data...".



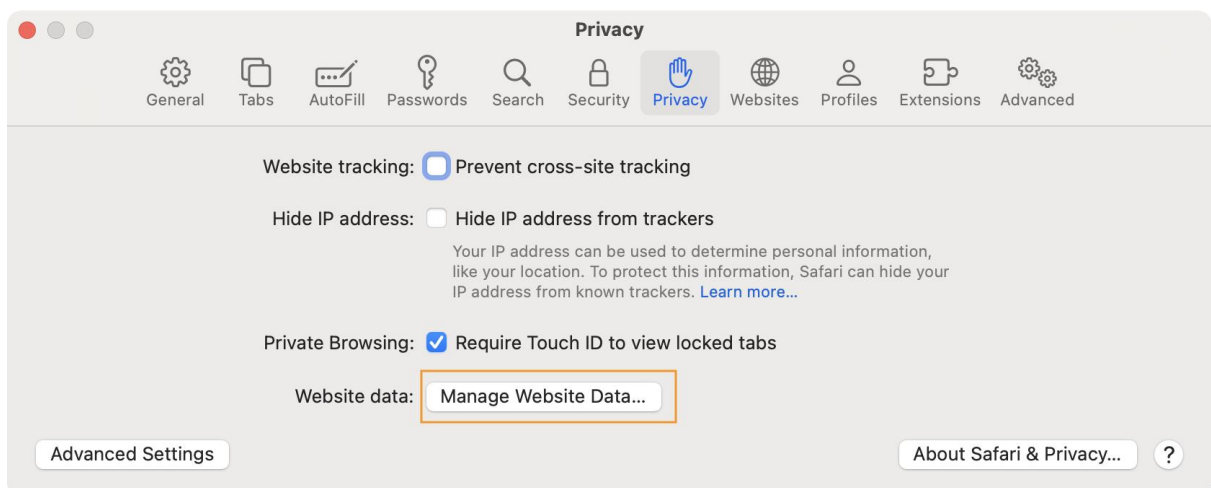
- Change the Time range at the top to "All time" and check the boxes next to "Cookies and other site data" and "Cached images and files". Then, click "Clear now".



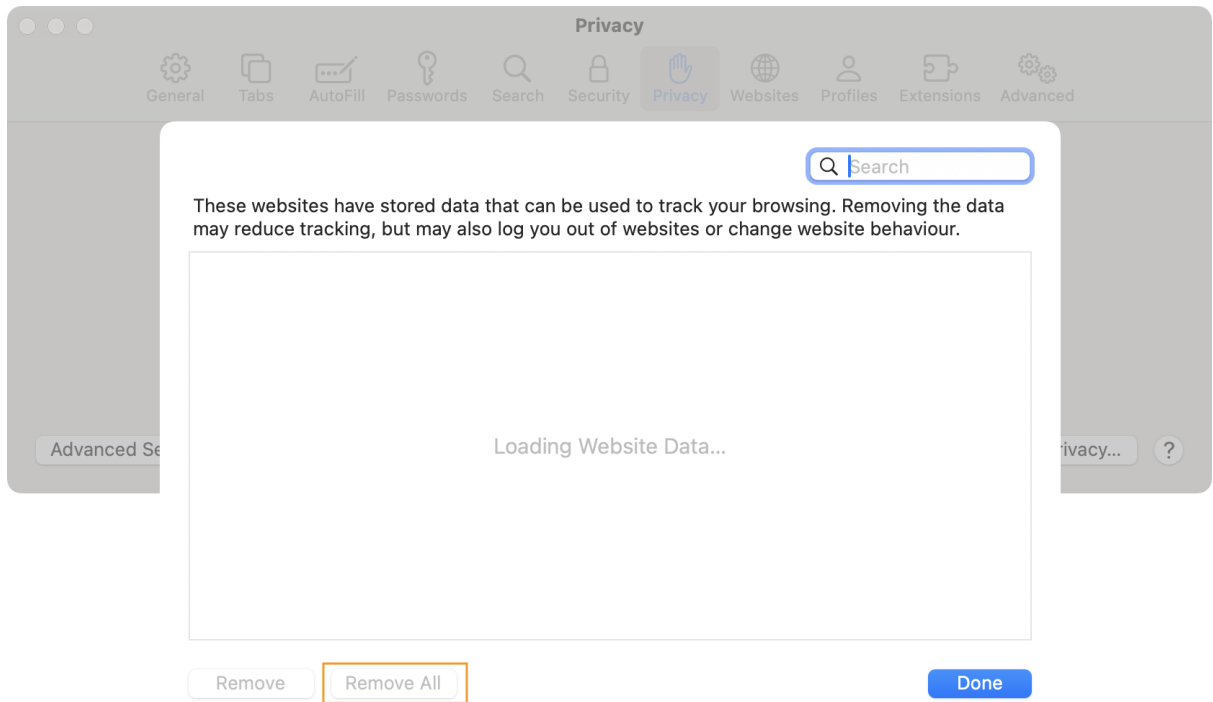
- Click "Clear data".
- Restart the browser.

## 2.3 Apple Safari [Back to Part A]

- Launch Safari browser on your Mac.
- Select Safari -> "Preferences...." or "Settings...".
- Click the "Privacy" tab and select "Manage Website Data...".




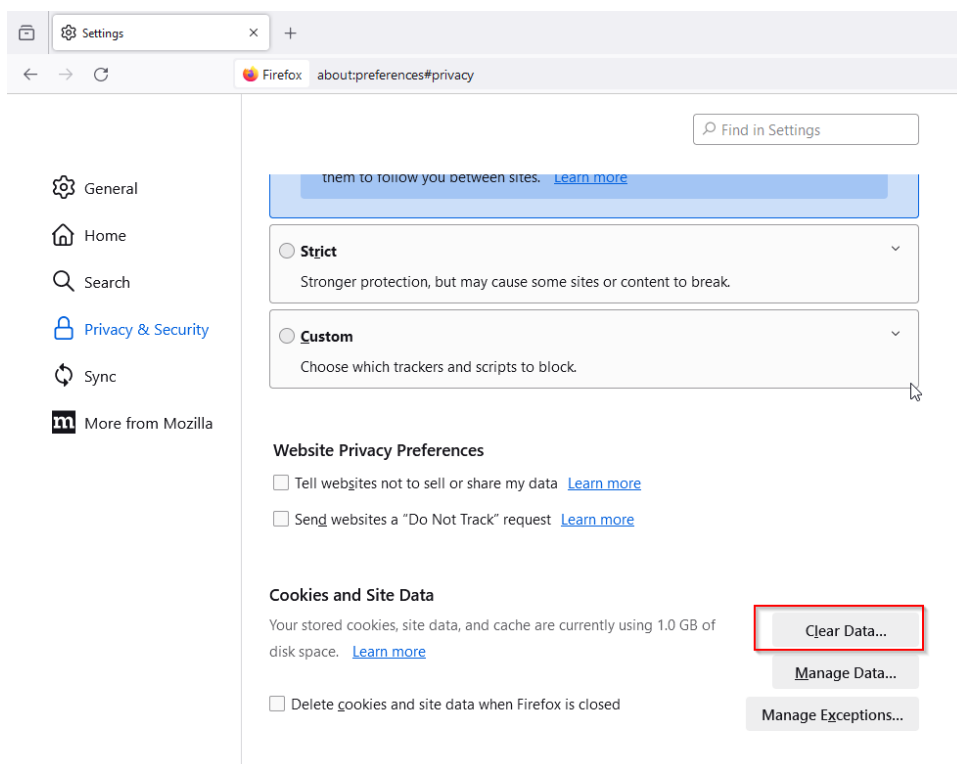
- Click **"Remove All"**.



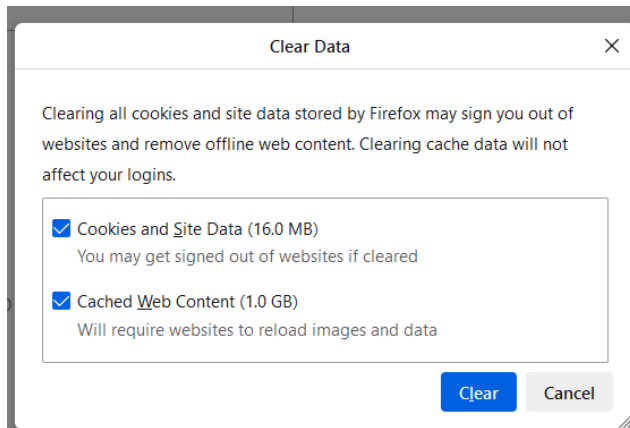
- Restart the browser.

## 2.4 Mozilla Firefox [Back to Part A]

- Launch Mozilla Firefox browser.
- Click  at the top-right corner of the screen, then click **"Settings"**.
- Select **"Privacy & Security"**, scroll down to **"Cookies and Site Data"** and Click **"Clear Data..."**



- Check "**Cookies and Site Data**" and "**Cached Web Content**" and click "**Clear**".



- Click "**Clear now**".
- Restart the browser.

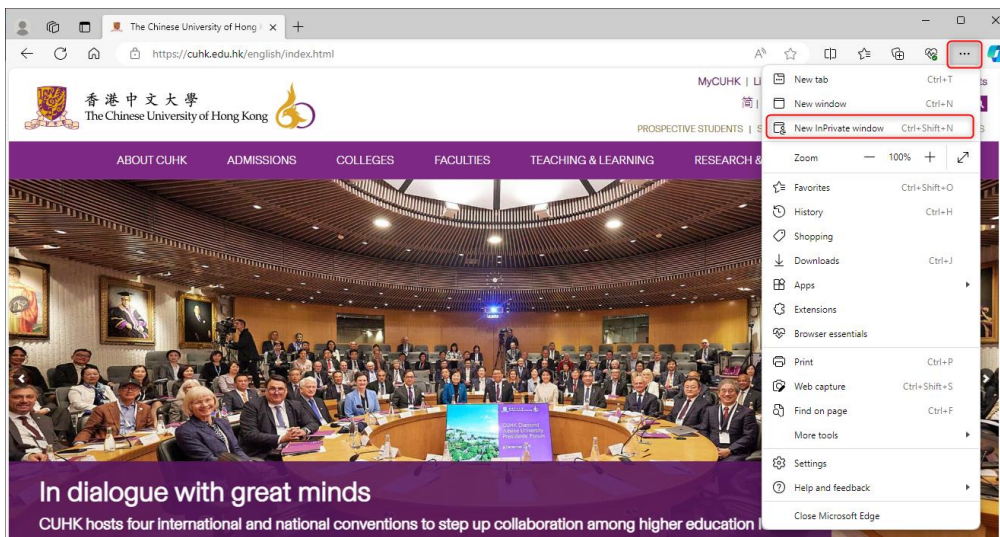
# Part B: Private Browsing Procedures

## 3. Steps of Private Browsing in Various Browsers

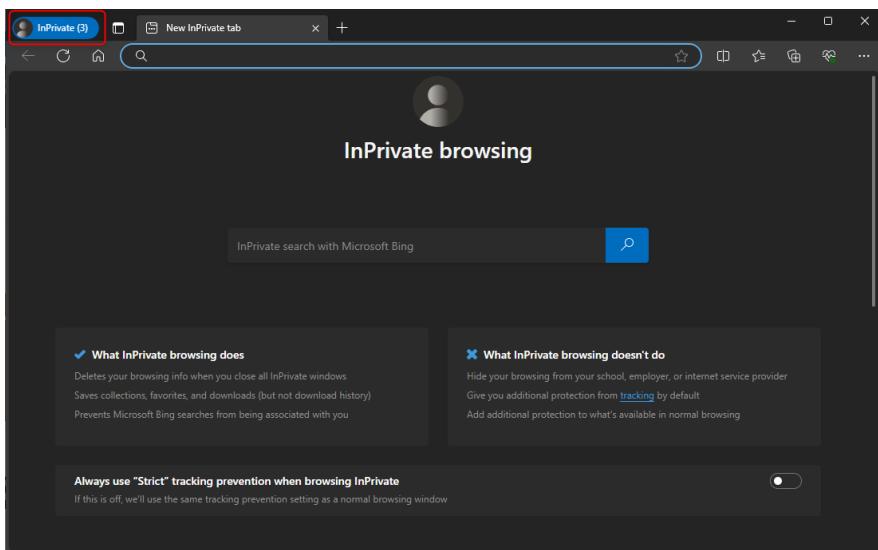
- [3.1 Microsoft Edge](#)
- [3.2 Google Chrome](#)
- [3.3 Apple Safari](#)
- [3.4 Mozilla Firefox](#)

### 3.1 InPrivate Mode on Microsoft Edge [\[Back to Part B\]](#)

- Open Microsoft Edge.
- Select the **three dots** icon at the upper-right corner.
- Select **New InPrivate window** from the drop-down menu.

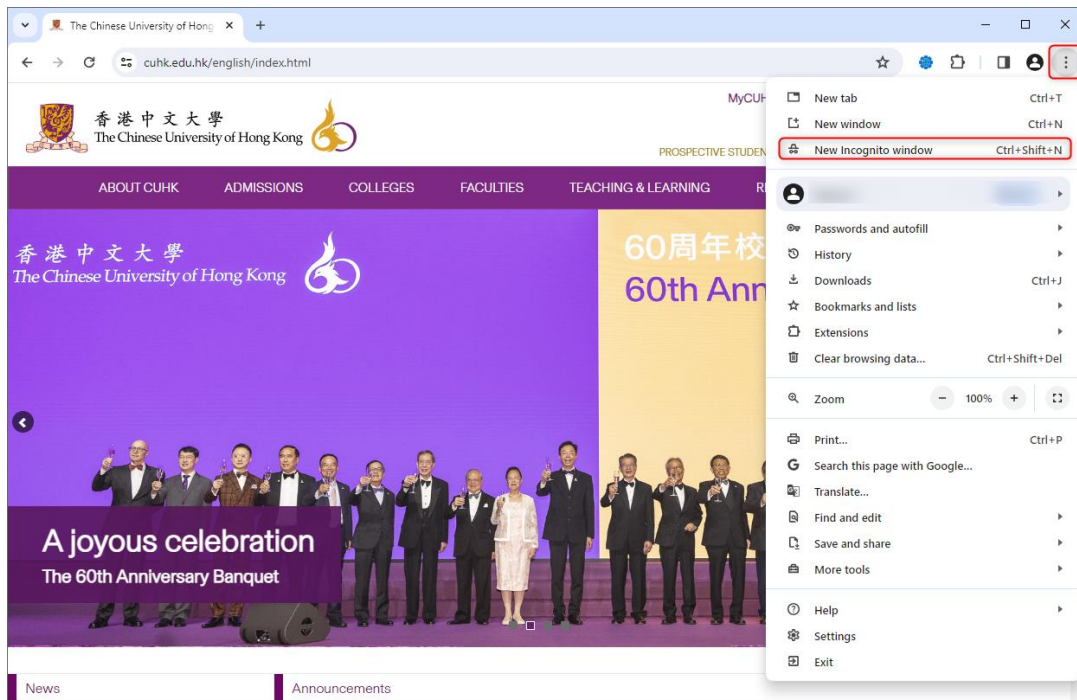


- A new window opens, showing **InPrivate** at the top left.

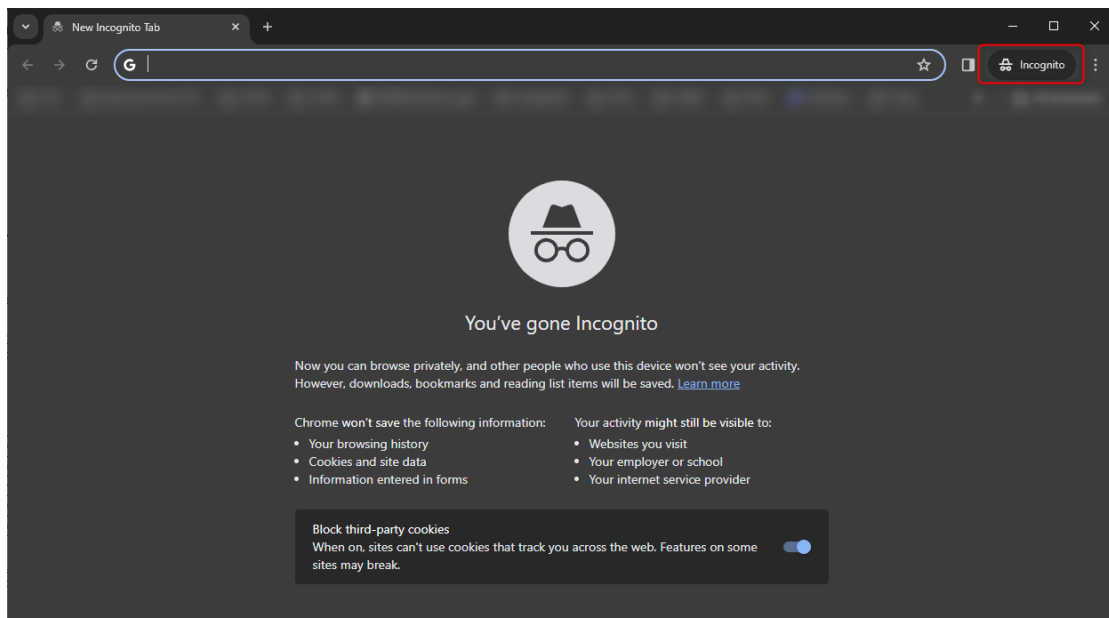


### 3.2 Incognito Browsing on Google Chrome [Back to Part B]

- Open Google Chrome.
- Select the **three dots** icon at the upper-right corner.
- Select **New Incognito window** from the drop-down menu.



- A new window opens, usually darker colored than normal, showing **Incognito** at the top right.

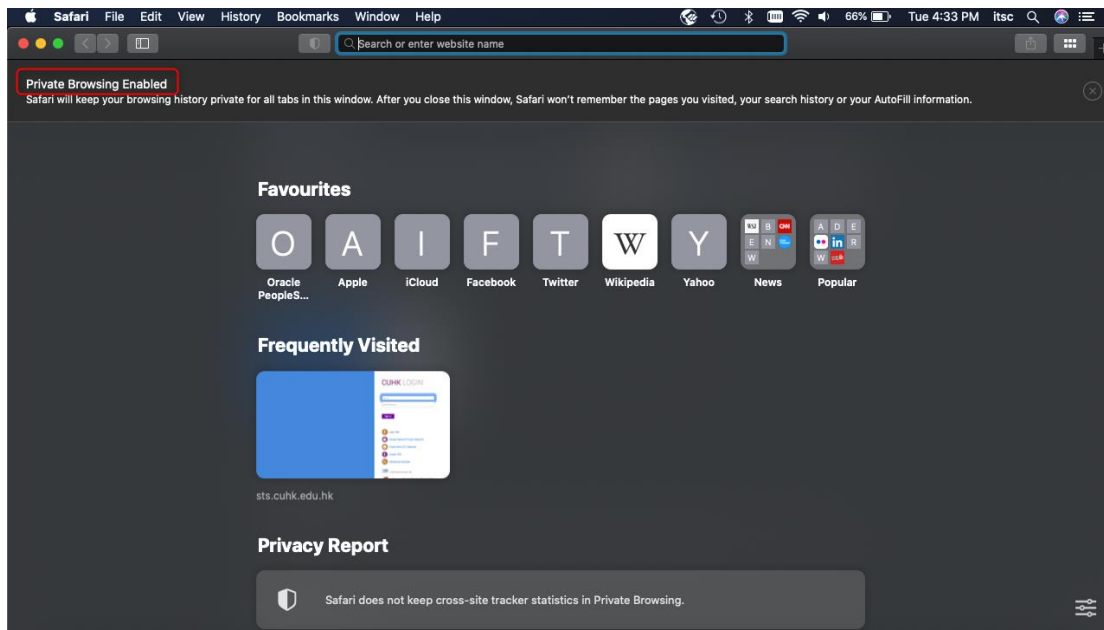


### 3.3 Private Browsing on Apple Safari [Back to Part B]

- Open Safari.
- Select **File** at the top-left corner.
- Select **New Private Window** from the drop-down menu.



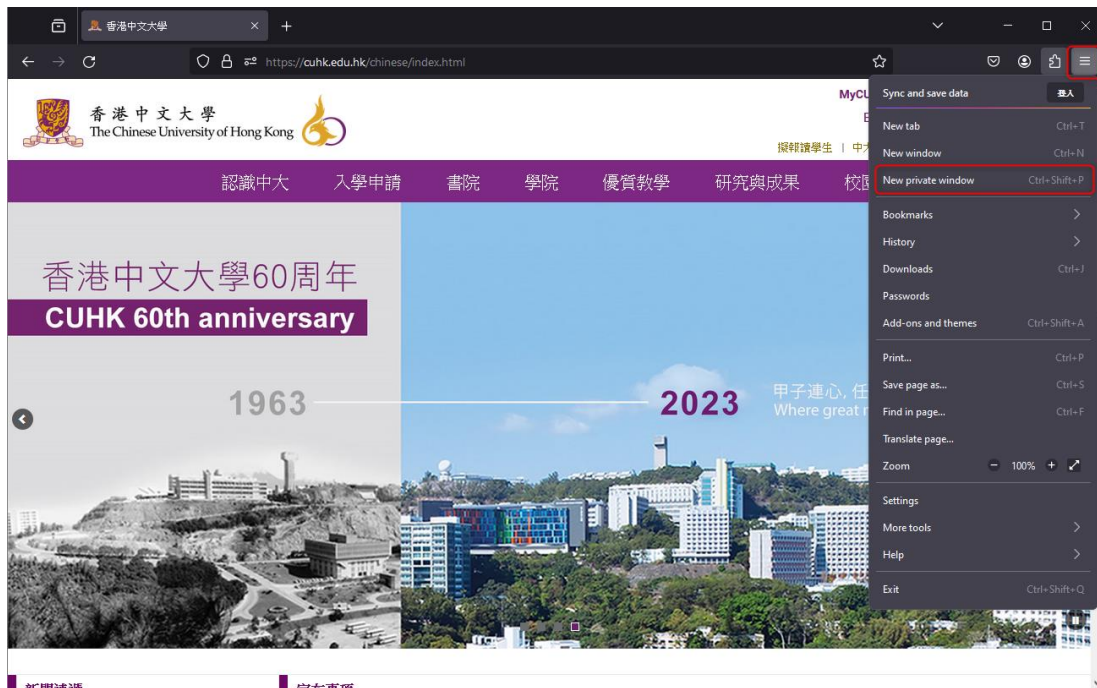
- A new window opens, showing **Private Browsing Enabled** at the top left.





### 3.4 Private Mode on Mozilla Firefox [Back to Part B]

- Open Firefox.
- Select the **three lines icon** at the upper-right corner.
- Select **New private window** from the drop-down menu.



- A purple-themed window opens, showing **Private browsing** at the top right.

