Clearing Cookies & Cached Images in Your Browser

The easiest way to fix this is to use the following trick:

1. Open your Browser
2. Go to the login page https://my.northshore.edu
3. While on the CAS login page press the control (**CTRL**) key and the **F5** simultaneously on your keyboard. This will force a complete reload of the page and resolve your issue.
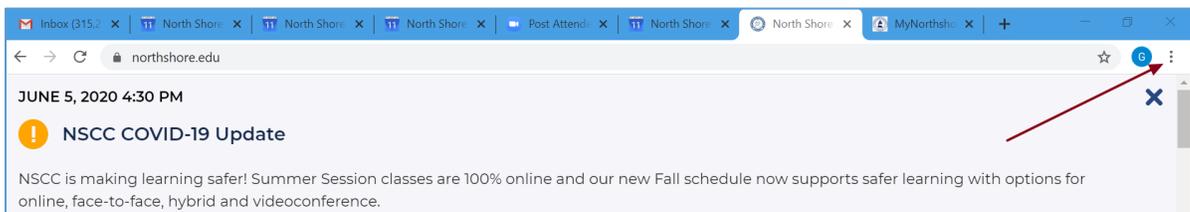
Alternatively you can Delete Cookies and Cached Images in your browser by following the steps below.

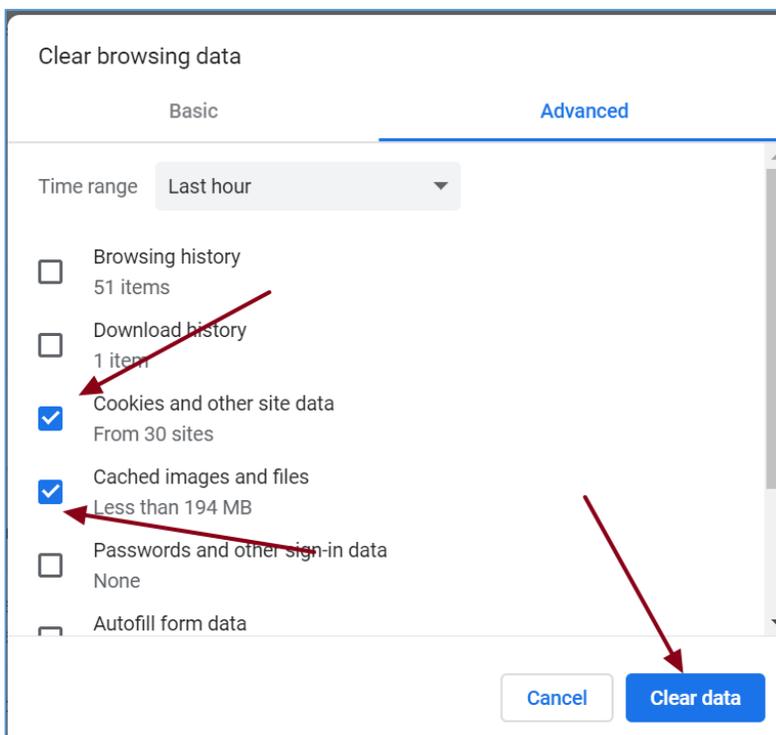**Note:** You do not need to clear your browsing history

Some Examples:

Chrome
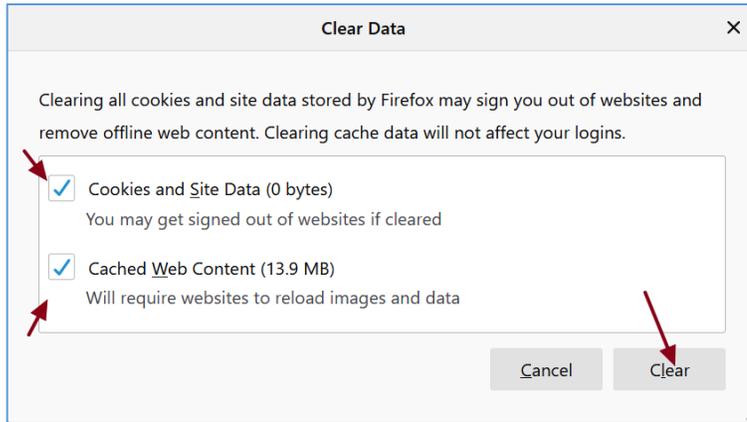
1. Select the **three dots** in the upper right corner

2. Select **Settings**
3. Select **Privacy and Security** – then select **Clear Browsing Data**
4. **Uncheck** everything but **Cookies and other site data** & **Cached images and files.**

Firefox (using latest version of Firefox Browser)

1. Select the **Hamburger Menu** in the upper right corner
2. Select **Options**
3. Select **Privacy and Security** from the left hand menu
4. Scroll down the page and locate the **Cookies and Site data** section. Select **Clear Data** – the screen below will display.   Check off the two options available and select **Clear**
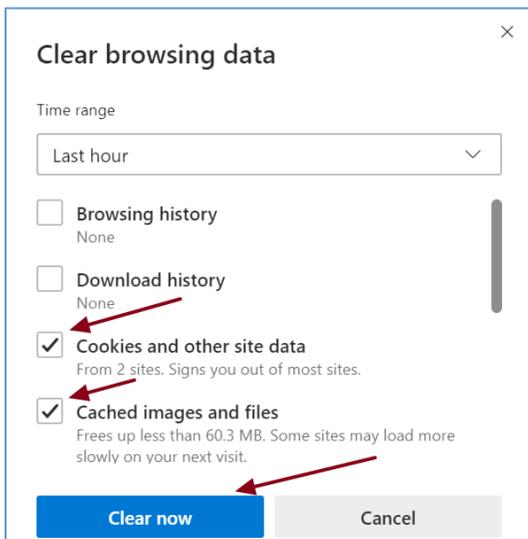
Clear Data   ✕

Clearing all cookies and site data stored by Firefox may sign you out of websites and
remove offline web content. Clearing cache data will not affect your logins.

☑ Cookies and Site Data (0 bytes)
   You may get signed out of websites if cleared

☑ Cached Web Content (13.9 MB)
   Will require websites to reload images and data

                                            Cancel   Clear

Microsoft Edge (Using latest version of Edge Browser)

1. Select the **three dots** in the upper right corner

Find Courses | North Shore Com   ✕   ⚙ Settings   ✕   +

← → ↻   🔒 https://www.northshore.edu/courses/index.html   ☆   🏷   🗄   👤   ...

NORTH SHORE
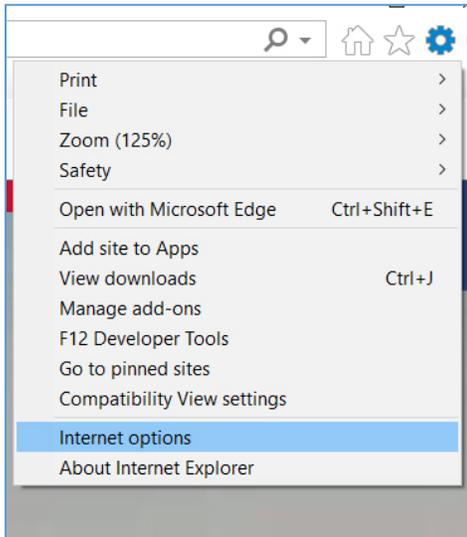COMMUNITY COLLEGE   MENU ☰   🔍

2. Select **Settings**
3. Select **Privacy and Services**
4. Scroll down the page and Select **Choose What to Clear** in the *Clear Browsing Data* section
5. Select **Cookies and other site data &** **Cached Images and files** then select the **Clear now** button

Clear browsing data   ✕

Time range

Last hour   ⌄

☐ Browsing history
   None

☐ Download history
   None

☑ Cookies and other site data
   From 2 sites. Signs you out of most sites.

☑ Cached images and files
   Frees up less than 60.3 MB. Some sites may load more
   slowly on your next visit.

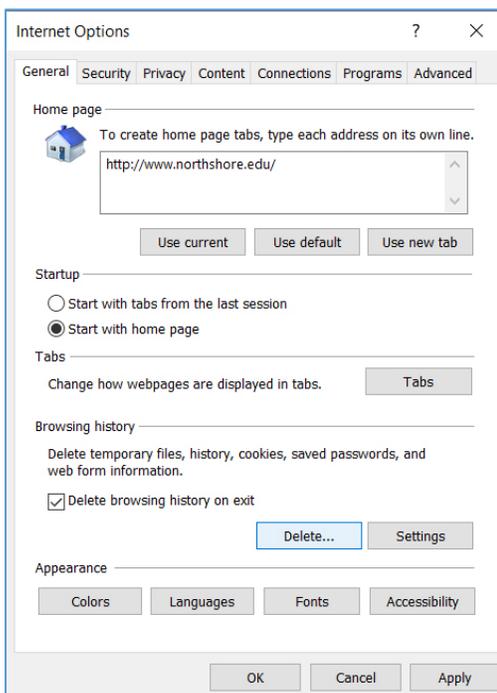   Clear now   Cancel

Microsoft Internet Explorer (Using IE 11)

1. Expand the **Gear icon** in the upper right corner and select **Internet Options**

2. **Under the General tab there is a section called Browsing History. Select Delete…**

3. Select **Temporary Internet files and website files** as well as **Cookies and website data** then select the **Delete** button

Delete Browsing History

☑ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **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.

☐ **Download History**
List of files you have downloaded.

☐ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **Tracking Protection, ActiveX Filtering 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.

About deleting browsing history

Delete   Cancel