



A number of concerns in Canvas can usually be resolved by clearing the Browser Cache on your local computer. **The browsers recommended for use with Canvas are Firefox and Chrome.** If Internet Explorer or Safari work for you, then continue to use them. But, if you encounter a concern, try Firefox or Chrome.

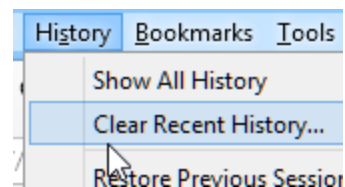
Canvas supports the two most recent versions of a web browser.

For example, as of June 2018, Firefox versions 60 and 61 would be supported.

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## I. Clear Firefox History

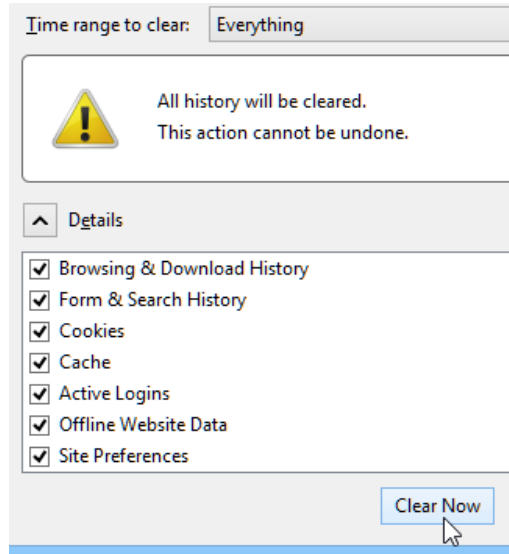
1. At the top, under the **History** drop down menu, *click* **Clear Recent History.**



**Time Range:** Everything

The default checked items will work for most users.

2. Click **Clear Now**.
3. Close **Firefox**.
4. Reopen **Firefox** and access **Canvas**.

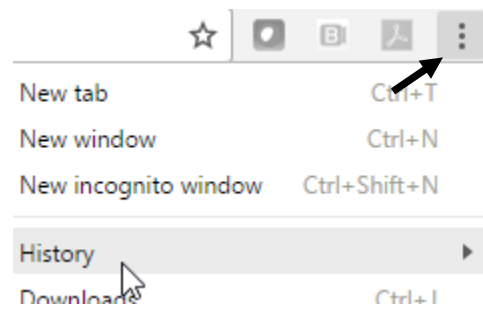


## II. Clear Chrome History

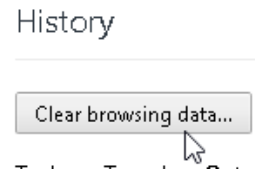
1. In **Chrome**, in the top right corner, *click* the **icon with three dots**.

2. Click **History**.

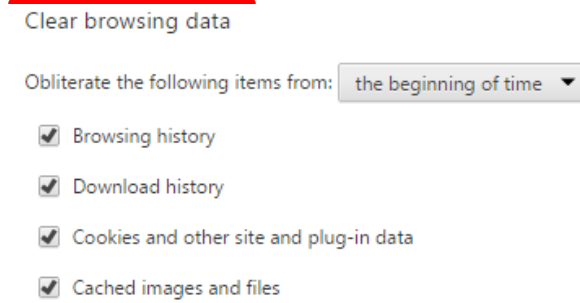
3. To the left *click* **History**



4. On the left *click* **Clear browsing data.**



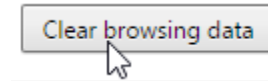
5. *Check* the **first four boxes.**



6. At the bottom, *click* **Clear browsing data.**

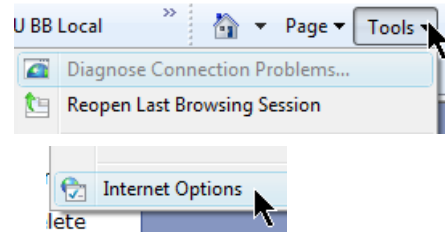
7. *Close* **Chrome.**

8. *Reopen* **Chrome** and *access* **Canvas.**

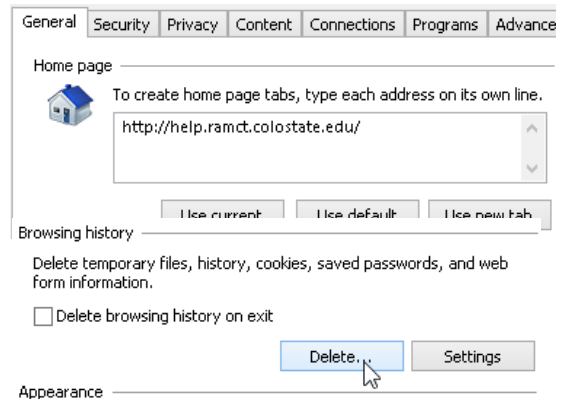


### III. Clear Internet Explorer 11 History.

1. With Internet Explorer open *click* on the **Tool menu** and *select* Internet Options



2. Under the **General** tab in the **Browsing History** section *click* on the **Delete** button.

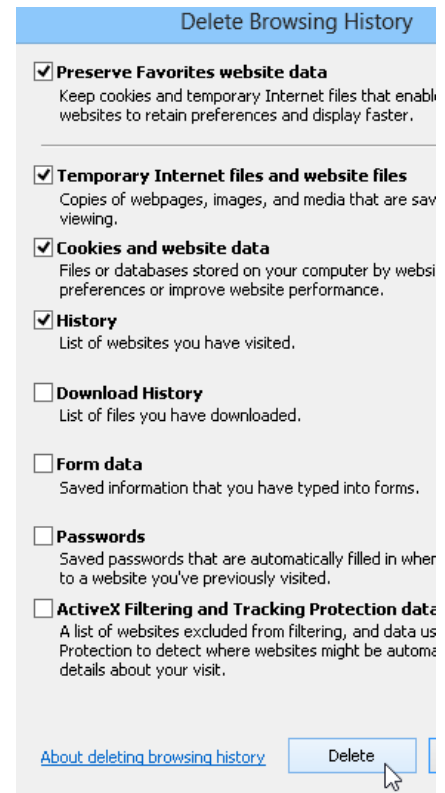


3. Under **Delete Browsing History** *select*:

- Preserve Favorites
- Temporary Internet Files
- Cookies
- History

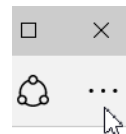
4. *Click Delete.*

5. *Close and reopen Internet Explorer.*

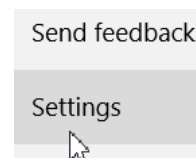


## IV. Clear Microsoft Edge History

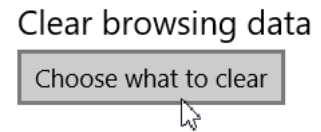
1. At the **top right** *click* on the **three dots**.



2. Towards the bottom *click* **Settings**.

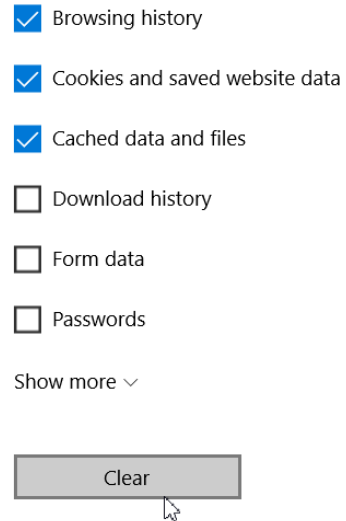


Scroll down to **Clear browsing data** and click **Choose what to clear**.



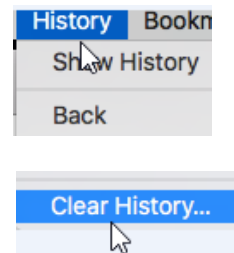
The default checked items should be fine.

3. Click **Clear**.
4. Close and reopen **Edge**.



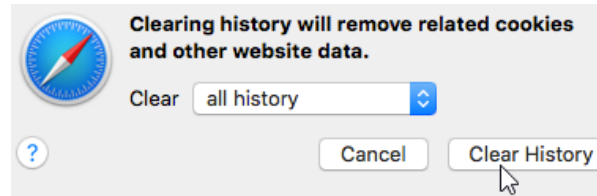
## V. Clear Apple Safari History

1. At the top, under the **Safari drop down History**, at the bottom select **Clear History**.



2. *Click Clear History.*

3. *Close and reopen Safari.*



## **VI. Canvas Help / Support**

### **Canvas Help Web Site**

<http://info.canvas.colostate.edu>

### **Canvas Guides**

<http://info.canvas.colostate.edu/online-resources.aspx>

### **College Canvas Coordinators**

<http://info.canvas.colostate.edu/coordinators.aspx>

### **Central Canvas Support**

[canvashelp@colostate.edu](mailto:canvashelp@colostate.edu)