

The Importance of Clearing your Browsing History and Cookies

You use your browser daily to access any number of things on the internet – Facebook, online banking, online purchases, etc.

Your browser tends to hold onto information, and over time this can cause problems with logging in to or loading websites.

It is always a good idea to clear out your cache, or browser history, and clear cookies on a regular basis.

Your privacy is more secure and your browser will work better after performing the clean-up, however, the drawback to this is that your saved usernames and passwords will be deleted and you will need to re-enter them.

How to clear browsing history and cookies on MOBILE DEVICES

iPhone:

- Open the Settings app. *(While you can delete your browsing history in Safari, this won't remove any autofill information or cookies. Clearing your history through the Settings app will ensure that everything is deleted.)*
- Scroll down and tap Safari.
- Scroll down in the Safari menu and tap Clear History and Website Data.
 - If this button is grayed-out, you will need to disable website restrictions. Return to the Settings menu and select Restrictions. Enter your restrictions passcode then tap Websites. Select All Websites to allow clearing history. If you do not have the restrictions passcode, you will not be able to clear the history.
- Confirm you want to delete the history. Your Safari browsing history, cache, autofill and cookies will be deleted. Your browsing history will also be deleted on any other devices you are signed into with your iCloud account.

Android with Chrome browser:

- Open the Chrome app.
- Tap the Menu *(three stacked dots in top right-hand corner)* and select Settings.
- Tap the Privacy option. A new menu will appear with a variety of reset options.
- Tap Clear Browsing History to clear your history. You will be asked to confirm that you want to delete it.
- Tap Clear All to delete all of your browsing data. This will clear your history, cache, site data and cookies.
- Tap Clear Saved Autofill Form Data to remove autofill information. This will clear out the suggestions that appear when you select text fields.
- Exit or quit all browser windows and re-open the browser.

How to clear browsing history and cookies on DESKTOP COMPUTERS

Chrome:

- In the browser bar, enter: `chrome://settings/clearBrowserData`
- Select the following:
 - Browsing history
 - Download history
 - Cookies and other site and plug-in data
 - Cached images and files
- From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select from the beginning of time.
- Click Clear Browsing data.
- Exit/quit all browser windows and re-open the browser.

Internet Explorer 9 and higher:

- Select Tools *(via the Gear icon)* > Safety > Delete browsing history . . .
 - If the menu bar is hidden, press Alt to make it visible.
- Deselect Preserve Favorites website data, and select:
 - Temporary Internet files or Temporary Internet files and website files

- Cookies or Cookies and website data
- History
- Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
- Exit/quit all browser windows and re-open the browser.

Firefox:

- From the History menu, select Clear Recent History.
 - If the menu bar is hidden, press Alt to make it visible.
- From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
- Next to “Details”, click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
- Click Clear Now.
- Exit/quit all browser windows and re-open the browser.

Safari:

Safari 8 –

- From the Safari menu, select Clear History and Website Data . . .
- Select the desired time range, and then click Clear History.
- Go to Safari > Quit Safari or press Command-Q to exit the browser completely.

Safari 7 and below –

- From the Safari menu, select Reset Safari . . .
- Select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data includes both cookies and cache.
- Go to Safari > Quit Safari or press Command-Q to exit the browser completely.

After going through these steps, should you have trouble with austinbank.com or logging in to your Online Banking account, please contact our Customer Care Center at 1-800-644-9275.