

DELETING YOUR COOKIES

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Most errors in CabriniOne and many difficulties with ResNet can be easily solved by deleting your cookies.

Sometimes you've successfully logged into CabriniOne, but are having trouble accessing resources within the portal. For instance, a pop-up window may appear asking for a log-in, an error may appear that says, "An unknown error has occurred," or complicated errors with lots of numbers may appear. These instructions should resolve those issues.

IN INTERNET EXPLORER

- Click the Tools menu on the top right side of your screen, and choose Internet Options
- Under Browsing History, click on the Delete Button
- On the Delete Pop-Up window, delete the following:
 - Temporary Internet Files: "Delete files..."
 - Cookies "Delete cookies..."
 - History "Delete history..."
- Close Internet Explorer
- Reopen Internet Explorer
- Go back to <http://one.cabrini.edu> or <http://secure.cabrini.edu> .

IN FIREFOX (ON PCs)

- Click on the Tools menu
- Choose Clear Private Data
- Choose Cache, Cookies and Offline Website Data
- Click on Clear Private Data Now
- Exit and re-enter Firefox
- Go back to <http://one.cabrini.edu> or <http://secure.cabrini.edu> .

IN SAFARI

- Click on the Safari menu
- Choose Reset Safari
- Choose Clear History, Remove All Cookies and Empty cache
- Then click on Reset
- Exit and re-enter Safari
- Go back to <http://one.cabrini.edu> or <http://secure.cabrini.edu> .

IN FIREFOX (ON MACS)

- Click "Tools" and select "Clear Private Data"
- Make sure that "Cache" and "Cookies" are selected.
- Click on "Clear Private Data Now."
- Exit and re-enter browser.
- Go back to <http://one.cabrini.edu> or <http://secure.cabrini.edu> .