

## How to Clear Cache and Cookies on a MAC

Getting an error message “Something went wrong” when trying to get into Zoom? Our quick work around is to clear cache and cookies. Below are specifics to guide you through the steps.

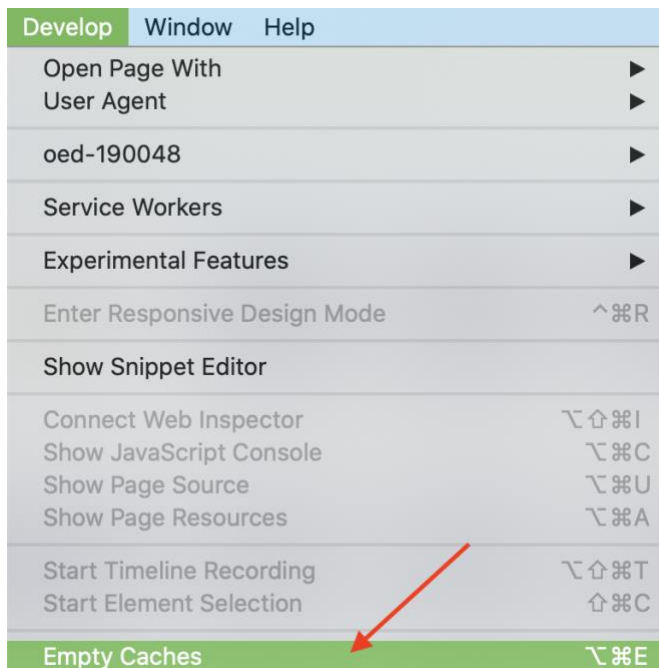
### Clearing Cache in Safari:

**Step 1:** Open the Safari application.

**Step 2:** From the browser menu, select *Safari* → *Preferences* → *Advanced*

**Step 3:** Enable “*Show development menu in menu bar*” option and close preferences window.

**Step 4:** From the browser menu, select *Develop* → *Empty Caches*

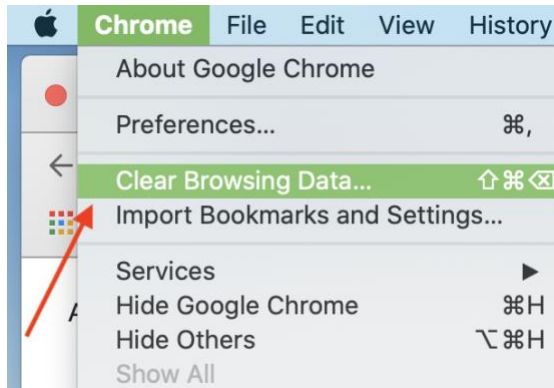


**Step 5:** All caches are successfully cleared. Refresh Safari or quit and reopen the application.

### Clearing Cache in Google Chrome:

**Step 1:** Open the Google Chrome application.

**Step 2:** From the Chrome window, click *Chrome* → *Clear browsing data* on top left corner.



**Step 3:** In the “Clear Browsing Data” window, select time range depending on how much you want to eliminate.

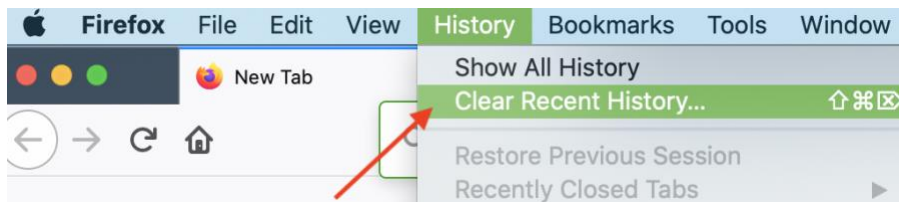
**Step 4:** Click the “Clear data” button to free up the space.

**Step 5:** Refresh Chrome or quit and reopen the application.

### **Clearing Cache in Mozilla Firefox:**

**Step 1:** Open the Firefox application.

**Step 2:** From the Firefox window main menu, open *History* → *Clear Recent History*.



**Step 2:** Select only “Cache” and the preferred time range to clear the data.

**Step 3:** Click “Clear Now” to free up space.

**Step 4:** Refresh the page, or quit and reopen the application.

\*After clearing cache and cookies, log in to your Zoom account:

<https://art.zoom.us/> → Click **Sign In** → Enter Academy email address and associated password.

If prompted to enter a domain or SSO, enter **art**. For i.art.edu email password support/reset, please contact Online Help Desk (available 24 hours per day, 7 days a week): 415-618-3545.