VALENCIACOLLEGE

Clear Browser History/Cache

Utilizing your browser's Incognito/Private/InPrivate feature and/or clearing your internet browser's history/cache may resolve issues with accessing self-service functions such as Action Item Processing load errors, Class Search navigation issues, registration processing errors, etc.

Click on the name of the browser you use to see instructions on how to utilize the Incognito/Private/InPrivate feature of that browser.

Chrome   Firefox
Edge   Safari

Click on the name of the browser you use below to see instructions on how to clear that browser's history/cache. You may also access the Help feature of your browser and search there for instructions on how to clear that browser's history/cache.

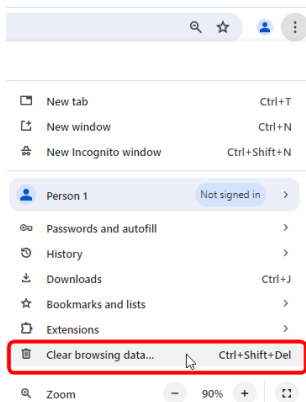Chrome   Firefox
Edge   Safari
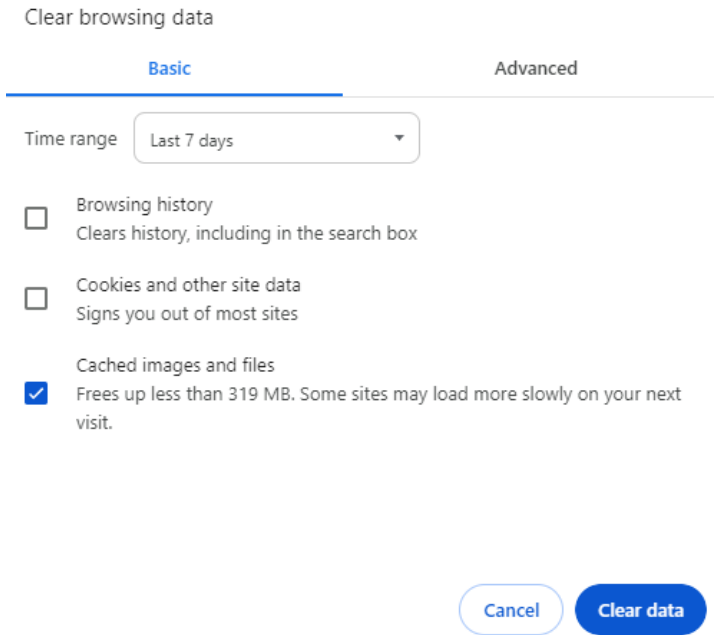
Chrome

1. Open the Chrome browser on your device

2. Locate and click on the ⋮ on the upper right of the page:

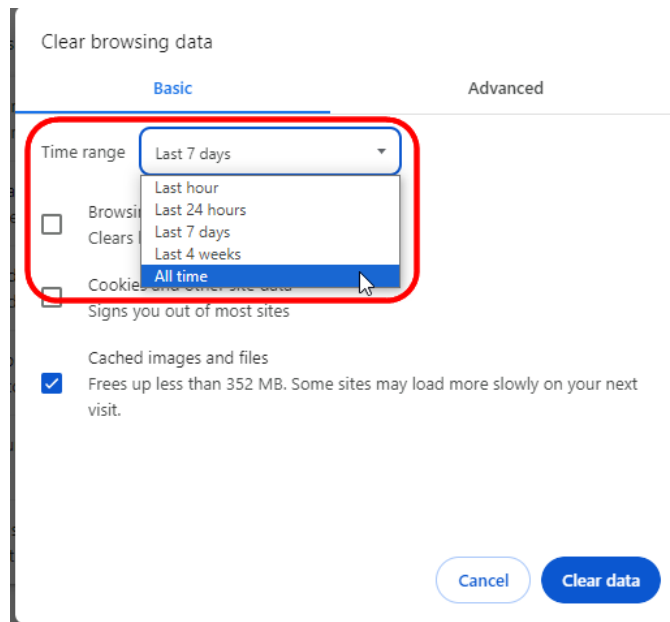3. Click on 🗑 Clear browsing data… :

4. You will see the **Clear browsing data** window:
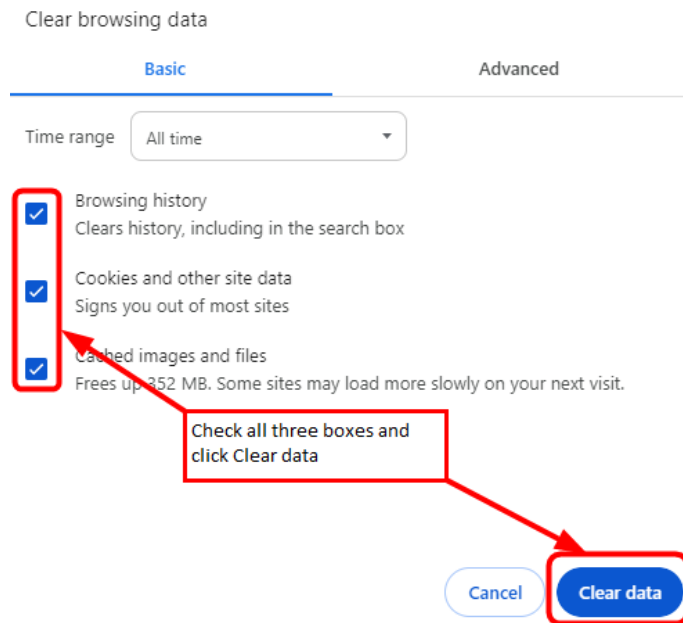

a. The **Clear browsing data** window has two tabs: **Basic** and **Advanced**. You will need to clear the history/cache on <u>both</u> tabs.

    i. **Basic** Tab

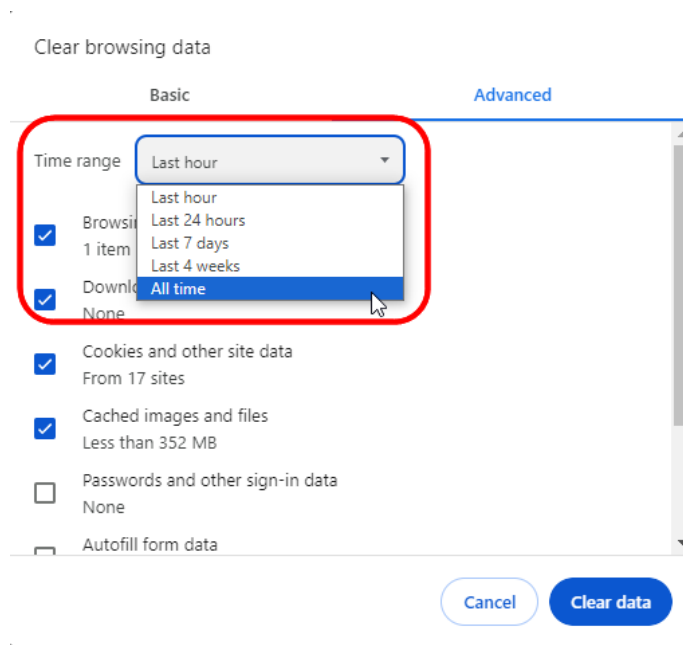   1. Click on the drop-down in the **Time range** field and select **All time**:

2. After selecting the **All time Time range**, click to check the boxes next to all three clear options and click on **Clear data**:

Clear browsing data

Basic	Advanced

Time range   All time   ▾

☑ Browsing history
Clears history, including in the search box

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

☑ Cached images and files
Frees up 352 MB. Some sites may load more slowly on your next visit.

Check all three boxes and click Clear data

Cancel   **Clear data**

3. Next, click on the **Advanced** tab

ii. **Advanced** Tab

1. Click on the drop-down in the **Time range** field and select **All time**:

Clear browsing data

Basic	Advanced

Time range   Last hour   ▾

Last hour
Last 24 hours
Last 7 days
Last 4 weeks
All time

☑ Browsi   1 item

☑ Downlo   None

☑ Cookies and other site data
From 17 sites

☑ Cached images and files
Less than 352 MB

☐ Passwords and other sign-in data
None

☐ Autofill form data

Cancel   **Clear data**

3

2. After selecting the **All time Time range**, if not already checked, click to check the boxes next to **Browsing history**, **Download history**, **Cookies and other site data**, and **Cached images and files** and then click on **Clear data**:
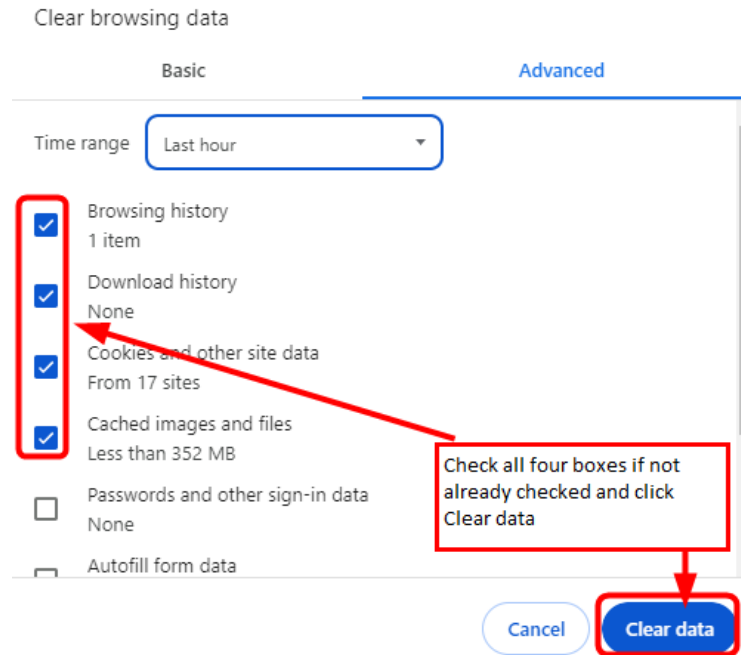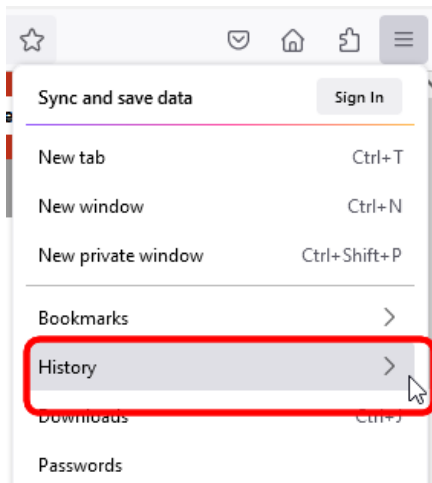

5. Close the Chrome browser.

6. Reopen the Chrome browser and log back in to the student portal.

7. Navigate to the function you wish to perform (i.e. to complete Action Item Processing, to register/drop/withdraw from class(es), etc.).

8. If this does not resolve your issue, contact the Atlas Student Help Desk at 407-582-5444 or askatlas@valenciacollege.edu.

Firefox

1. Open the Firefox browser on your device

2. Locate and click on the ☰ on the upper right of the page:
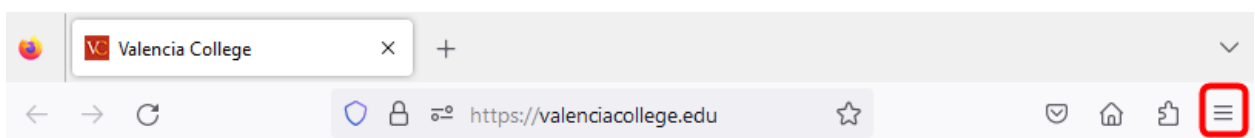
3. Click on **History**:

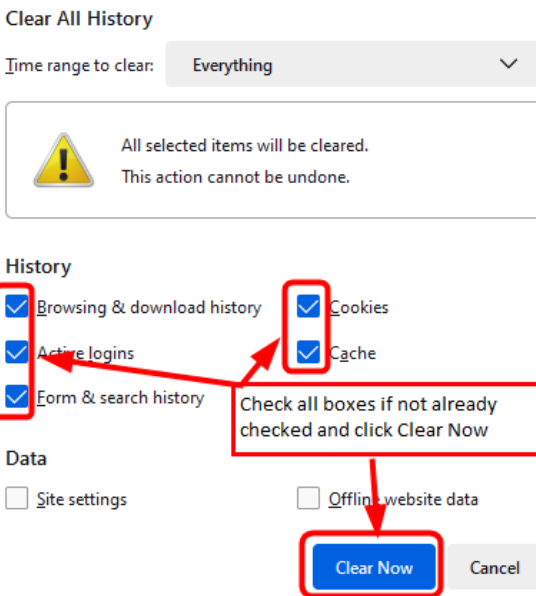4. Click on **Clear recent history**...:
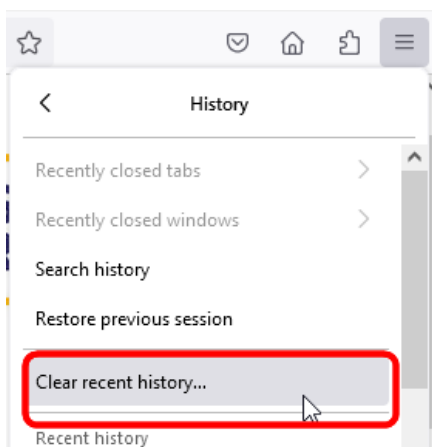
5. You will see the **Clear Recent History** window:
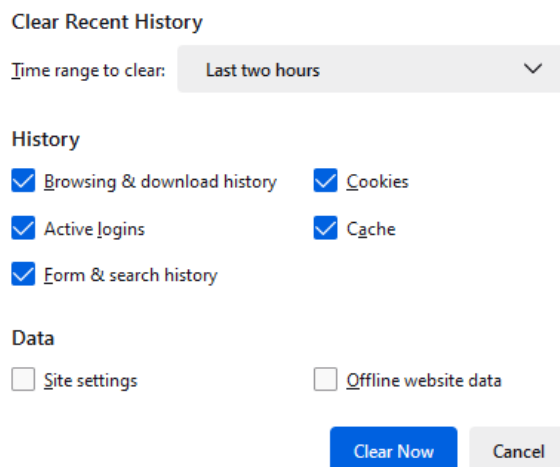
6. Click on the drop-down in the **Time range to clear** field and select **Everything**:
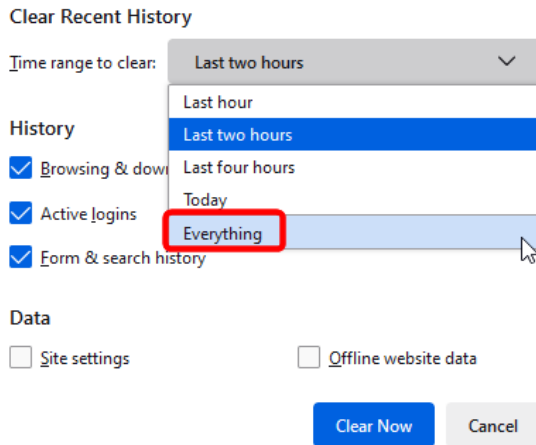
7. If the boxes are not already checked, click on the boxes next to all five clear options and click on **Clear Now**:
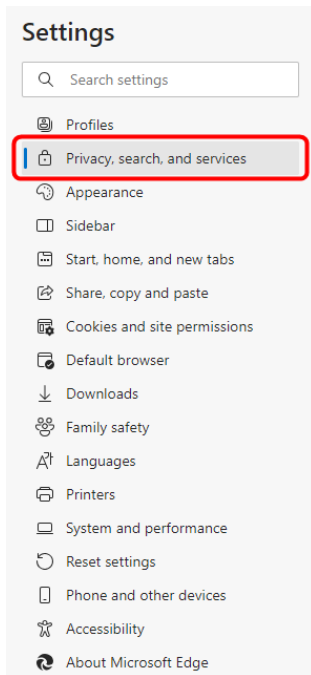

8. Close the Firefox browser.

9. Reopen the Firefox browser and log back in to the student portal.

10. Navigate to the function you wish to perform (i.e. to complete Action Item Processing, to register/drop/withdraw from class(es), etc.).

11. If this does not resolve your issue, contact the Atlas Student Help Desk at 407-582-5444 or askatlas@valenciacollege.edu.

Edge

1. Open the Edge browser on your device.

2. Locate and click on the ⋯ on the upper right of the page:
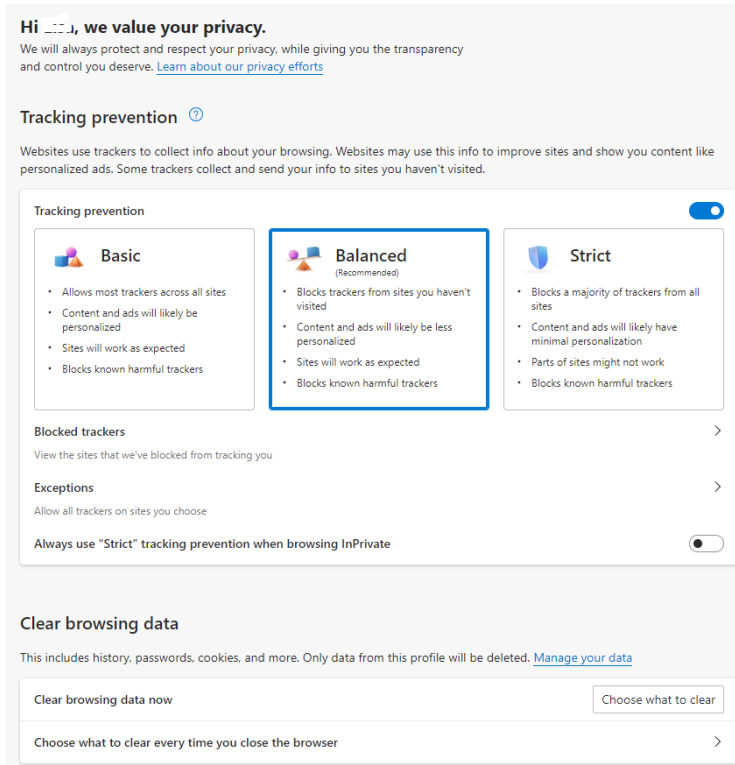

3. Click on **Settings**:
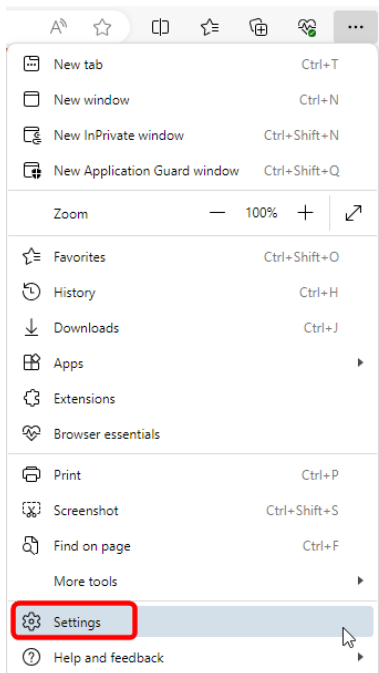
4. The **Settings** page will open (note: personally identifying information has been erased from the screenshot):
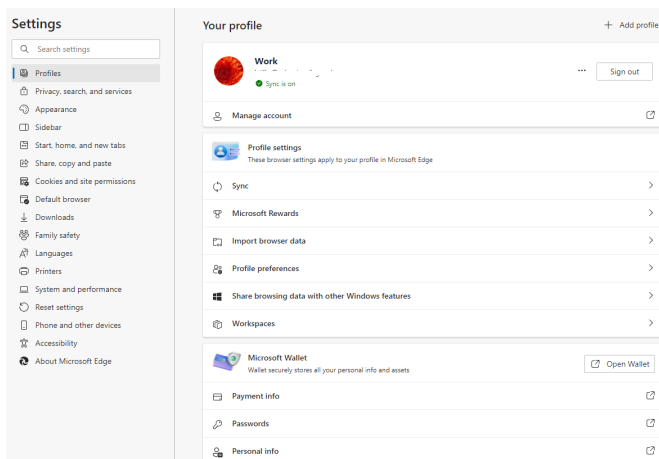
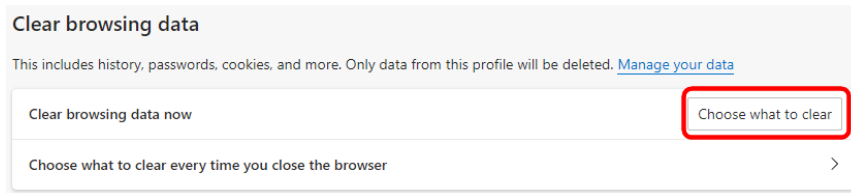5. On the left side of the page, click on **Privacy, search, and services**:

6. You will see (note: personally identifying information has been erased from the screenshot):
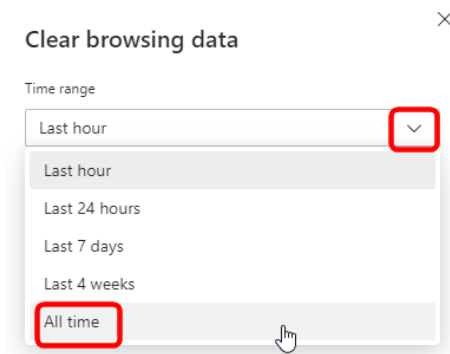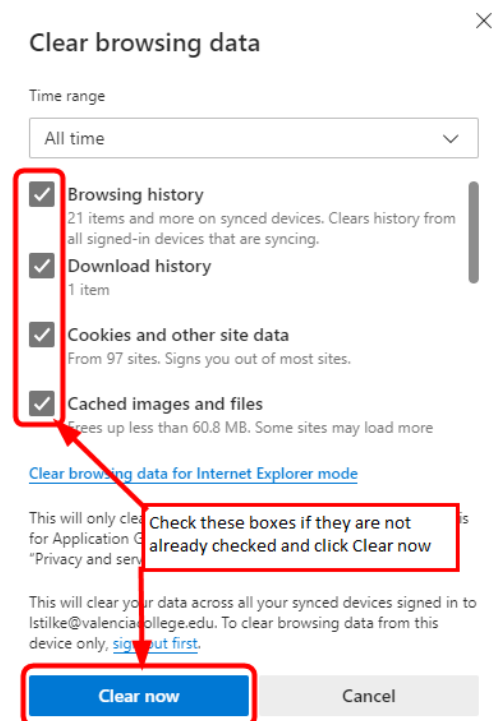
7. Locate the **Clear browsing data** option and click on [Choose what to clear] :

8. Click on the **Time range** drop-down, and select **All time**:

9. If the boxes are not already checked, click on the boxes next to **Browsing history**, **Download history**, **Cookies and other site data**, and **Cached images and files** and click **Clear now**:

10. Close the Edge browser.

11. Reopen the Edge browser and log back in to the student portal.

12. Navigate to the function you wish to perform (i.e. to complete Action Item Processing, to register/drop/withdraw from class(es), etc.).

12. If this does not resolve your issue, contact the Atlas Student Help Desk at 407-582-5444 or askatlas@valenciacollege.edu.
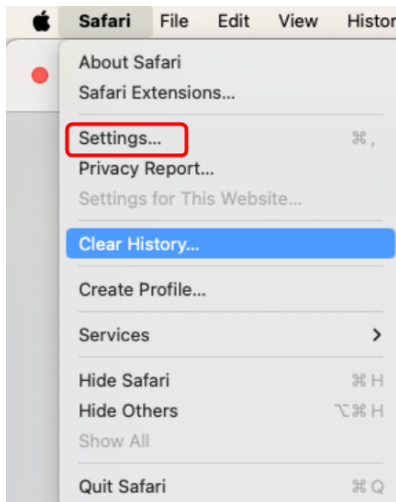
Safari

1. Open the Safari browser on your device.
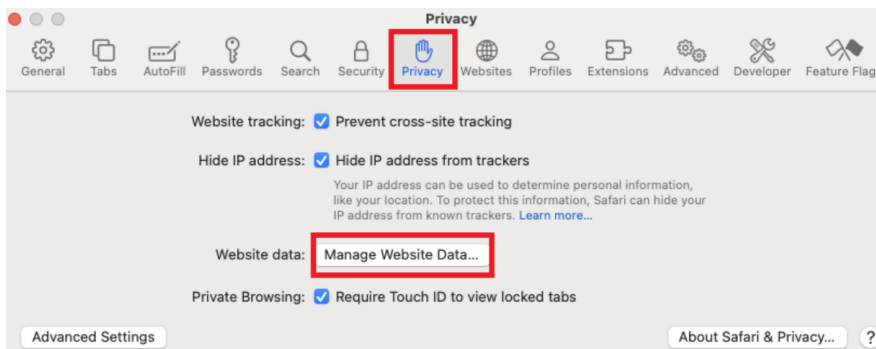
2. Locate and open the Safari menu on the top left and click on **Clear History…**:
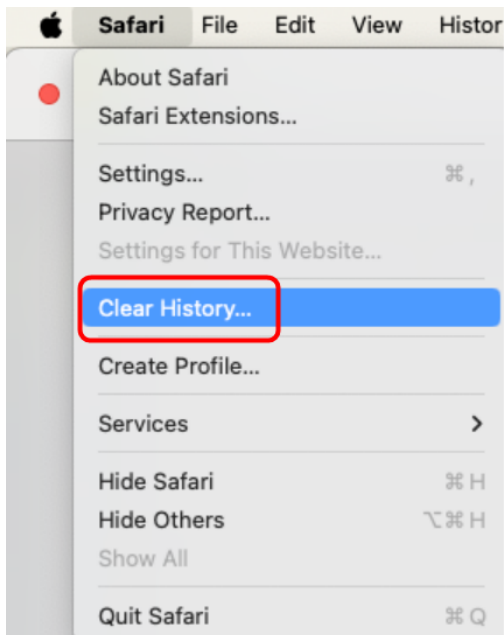
3. In the **Clear** drop-down, select the option that will allow you to clear all of your history/cache and click **Clear History**:
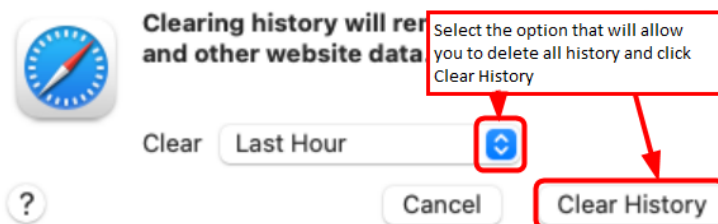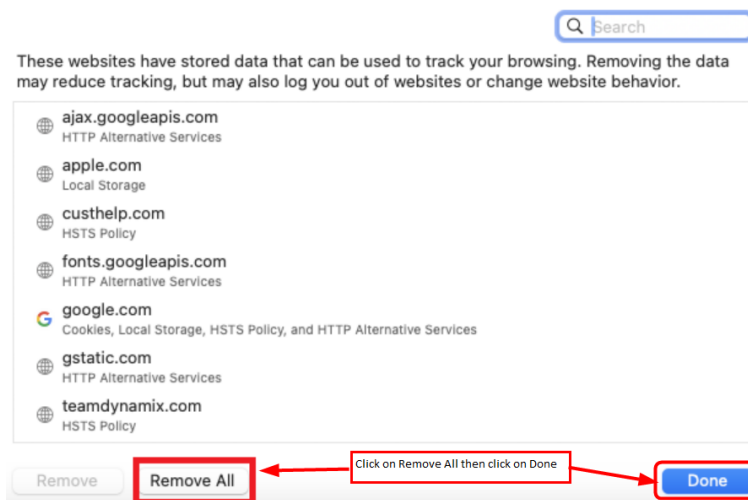
4. Return to the Safari menu and select Settings:

5. In the page that opens, click on the **Privacy** tab and locate the **Manage Website Data**… option:

6. Click on Remove All and click Done:

7. Close the Safari browser.

8. Reopen the Safari browser and log back in to the student portal.

9. Navigate to the function you wish to perform (i.e. to complete Action Item Processing, to register/drop/withdraw from class(es), etc.).

10. If this does not resolve your issue, contact the Atlas Student Help Desk at 407-582-5444 or askatlas@valenciacollege.edu.
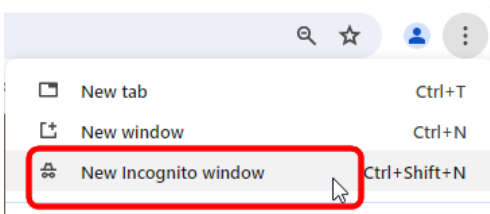
Incognito/Private/InPrivate Browsing Mode
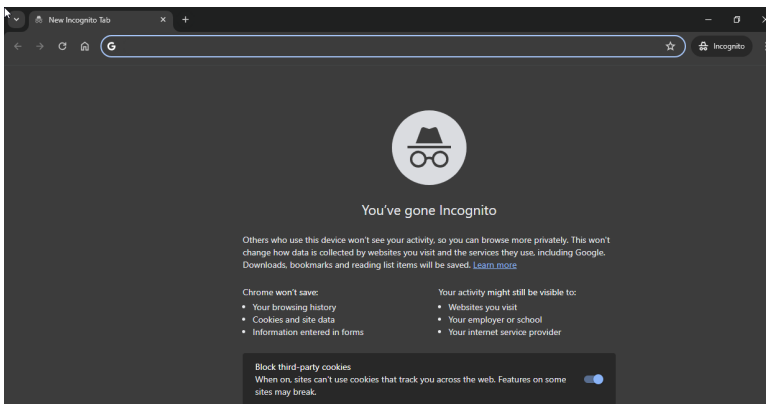
Chrome—Incognito

1. Open the Chrome browser on your device

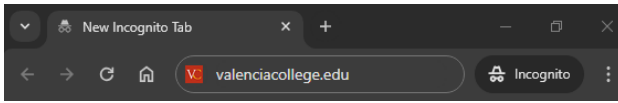2. Locate and click on the ⋮ on the upper right of the page:
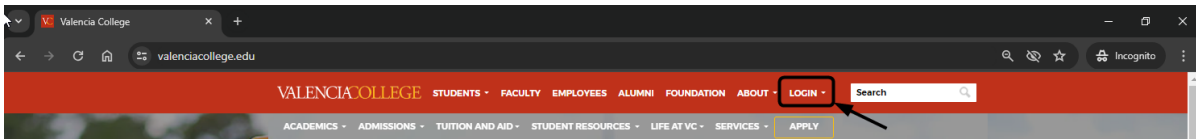

3. Click on [⚿ New Incognito window]:
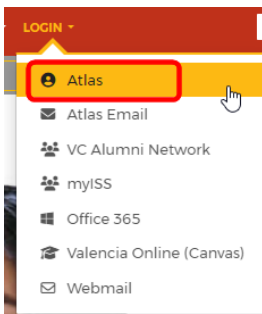

4. A new window will open:

5. Type valenciacollege.edu in the URL address bar and press the enter key on your keyboard:

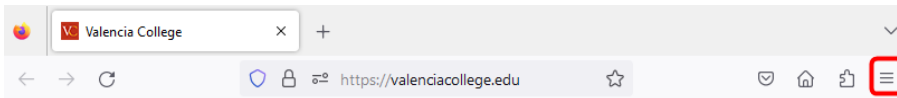6. On the Valencia College website, click on **LOGIN ▾** :
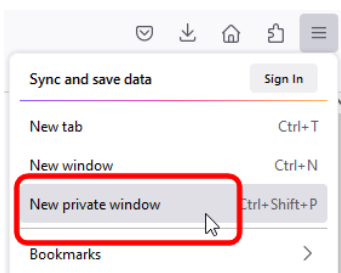

7. Select Atlas:

8. Log into Atlas; all remaining navigation and functionality is the same as in a regular browser session.

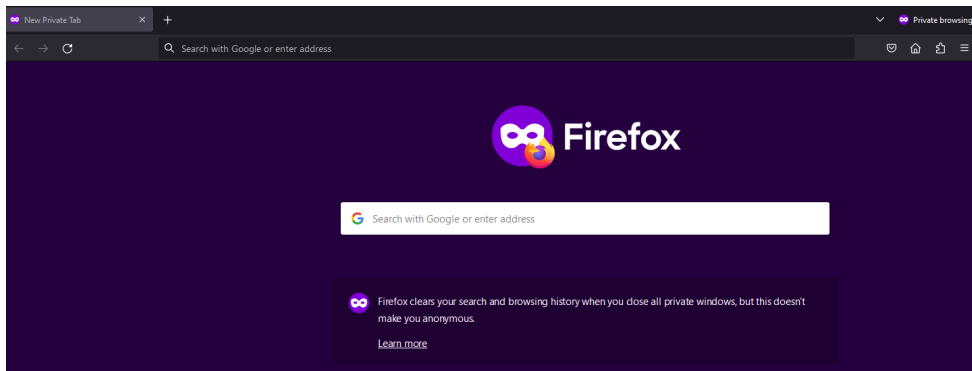## Firefox—Private Window

1. Open the Firefox browser on your device

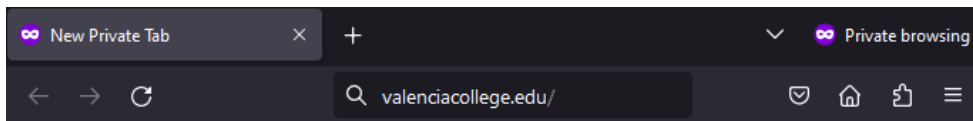2. Locate and click on the ☰ on the upper right of the page:

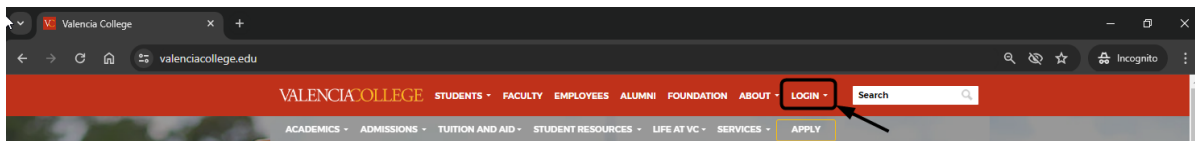3. Click on **New private window** :
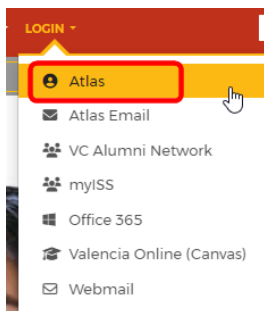
4. A new window will open:

5. Type valenciacollege.edu in the URL address bar and press the enter key on your keyboard:

6. On the Valencia College website, click on **LOGIN ▾** :

7. Select Atlas:

8. Log into Atlas; all remaining navigation and functionality is the same as in a regular browser session.

Edge—InPrivate

1. Open the Edge browser on your device.

2. Locate and click on the ⋯ on the upper right of the page:

3. Click on 🗔 New InPrivate window :

4. A new window will open:

5. Type valenciacollege.edu in the URL address bar and press the enter key on your keyboard:

6. On the Valencia College website, click on **LOGIN** ▾ :
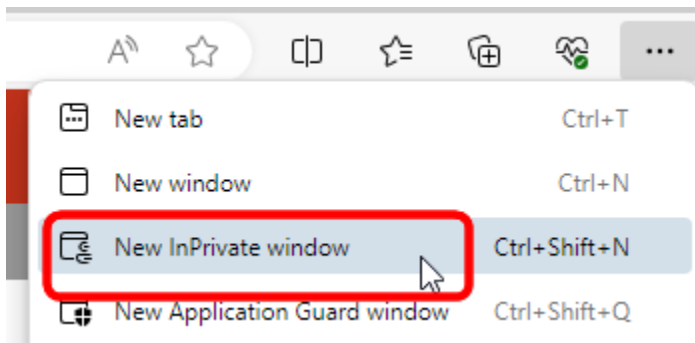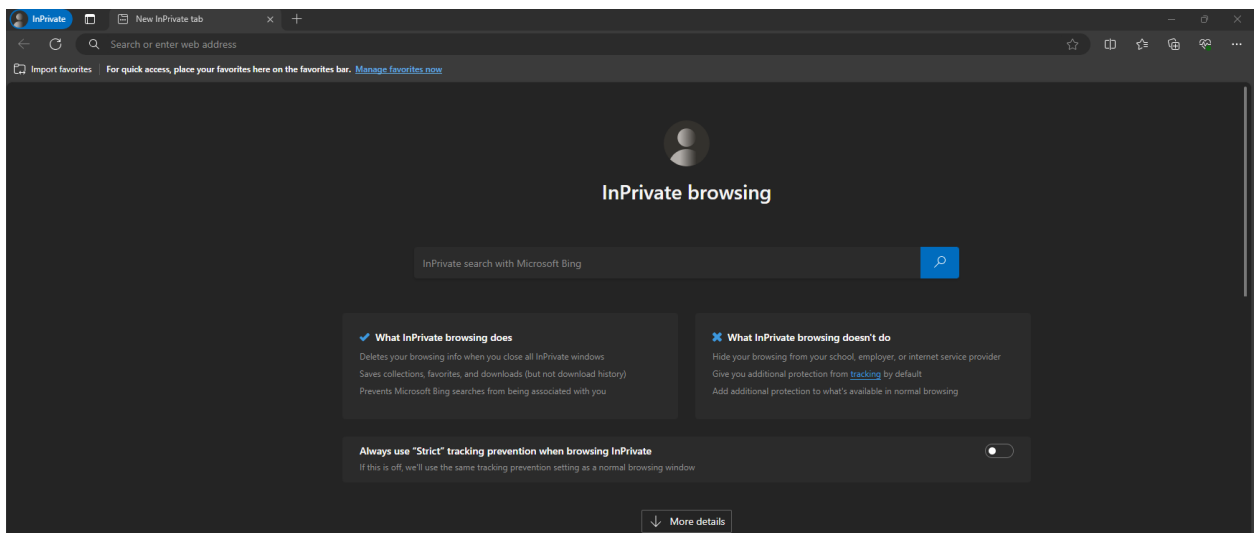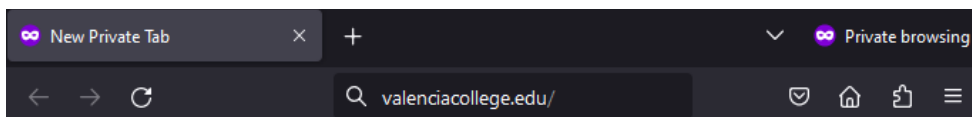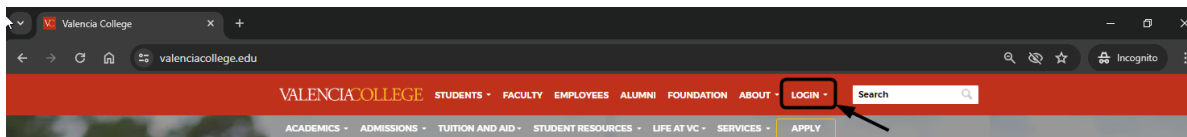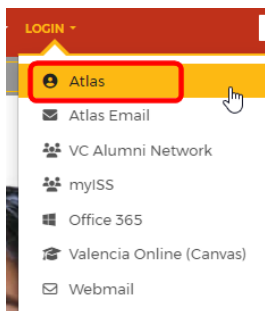

7. Select Atlas:

8. Log into Atlas; all remaining navigation and functionality is the same as in a regular browser session.

Safari—Private

Visit the help page for Safari on your device (iPhone, iPad, MAC, etc.) for instructions on how to utilize Private Window browsing. After opening your Private browser session, go to valenciacollege.edu and log in to your Atlas account. all remaining navigation and functionality is the same as in a regular browser session.

Need help? Reach out to one of our [Student Support Services](#). For technical assistance with your Atlas account (including clearing browser history/cache), call the Atlas Student Help Desk at 407-582-5444 or email askatlas@valenciacollege.edu.