Please Read the Following Instructions for Clearing Your Web Browser History

Last updated: July 13, 2022

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First, check your web browser compatibility

- MAVEN compatible web browsers
  - Firefox
  - Safari
  - Google Chrome
  - Opera
  - Internet Explorer (IE) – As of June 15, 2022 Microsoft has retired the web browser.

- Instructions for each of these browsers are included in this presentation.

- When logging into MAVEN with an unsupported browser, you will receive a warning message.

- We recommend working with the most up to date version of your web browser.
Clearing your browser history

- Before accessing MAVEN after a release or an update, users should clear their web browser history. Completing this step will help with accessing and viewing the MAVEN system.

- Clearing the cache and cookies from the web browser is an important first-step for almost any troubleshooting for internet browsing.

- Clearing cache and cookies will help in ensure the increase of loading time of web pages and increase performance of your computer.

- Please follow the directions on the following slides on clearing your cache so you can view MAVEN in its best format.

- Please contact the MAVEN Help Desk at 617-983-6801 or by email at mavenhelp@mass.gov if you have any questions.
Clearing your Firefox browser cache

1. Click the menu button

2. Click History and then click Clear Recent History

3. Set **Time range to clear:** to **Everything**.

4. Select **Cookies** and make sure that other items you want to keep are not selected

5. Click **OK** to clear all cookies and close the Clear All History window.
Clearing your Safari browser cache (page 1 of 2)

1. Click on **Safari** on the top menu bar.

2. Click **Preferences**

3. Click the **Privacy** tab.

4. Click **Manage Website Data...**
Clearing your Safari browser cache (page 2 of 2)

5. Click **Remove All**
6. Click **Remove Now**

7. Go to the **Safari** menu on the top menu bar

8. Select **Quit** to close Safari and save your changes.
Clearing your Google Chrome browser cache
(page 1 of 2)

1. Click the **Tools menu** (three dotted lines in the upper-right corner)

2. Select **History**
3. Select **Clear Browsing Data** from the left-hand side.

4. Set the **Time Range** set to **All Time**.

5. Select **Cookies and other site data** and **Cached images and files**

6. Select **Clear Data**

7. If on a Windows computer, close and re-open Chrome to save your changes. If on an Apple computer, go to the **Chrome** menu on the top menu bar and select **Quit** for the changes to take effect.
Clearing your Opera browser
(page 1 of 2)

1. Open the red **O** and then click **Settings**. Alternatively, you can press **Alt** and **P** keys.

2. Open the **Privacy & Security** tab. Now click **Clear browsing data**.
3. In the drop-down box select **the beginning of time**. Then check only **Cookies and other site data** and **Cached images and files**. Now click **Clear browsing data**.
Clearing your Internet Explorer browser cache (page 1 of 2)

1. Click on the **Settings menu** in the upper-right corner

2. Click **Internet options**

3. Under the **General** tab on the upper-left-hand side, scroll down to **Browsing history**

4. Select **Delete**
5. Check the **Temporary Internet files and website files**, **Cookies and website data**, **History**, and **Download History** boxes

6. Select **Delete**

7. Close Internet Explorer and reopen it for changes to take effect
Thank you

If you have any questions or concerns about this latest release of MAVEN please contact the helpdesk at mavenhelp@mass.gov or 617-983-6801