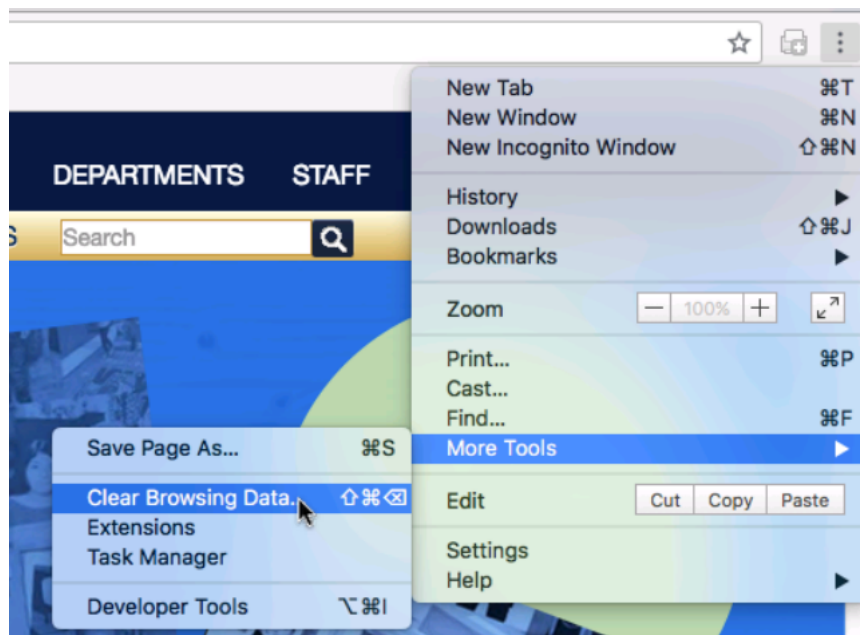


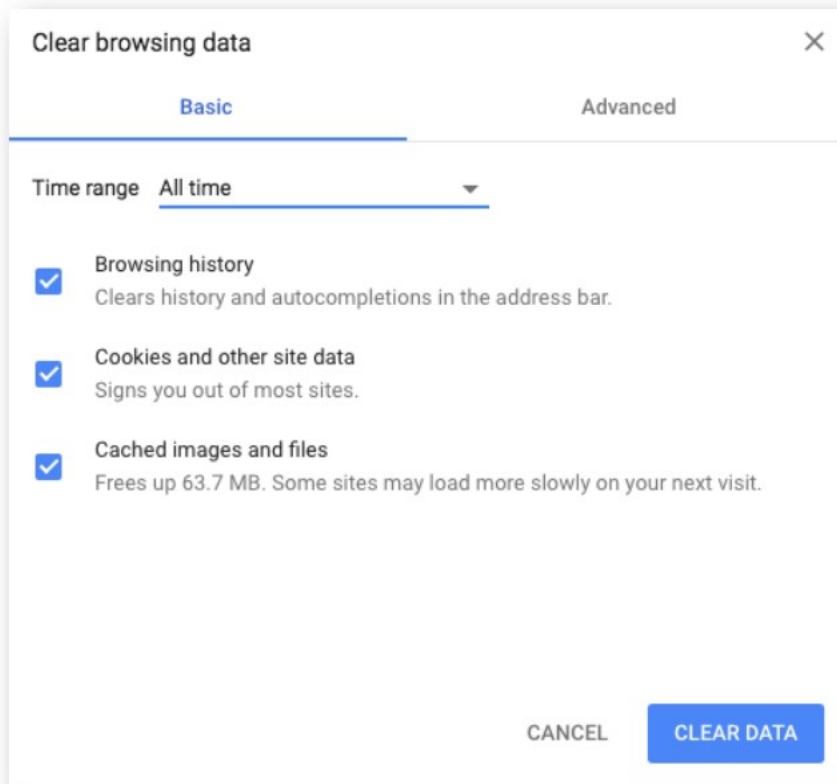
## At Home Schoology Troubleshooting

- If you have multiple students in your house and they have trouble switching between accounts, try clearing your internet cookies first.
  - These steps are for laptops and desktops, not tablets or phones.
  - Find your internet browser below and follow the directions to do it.

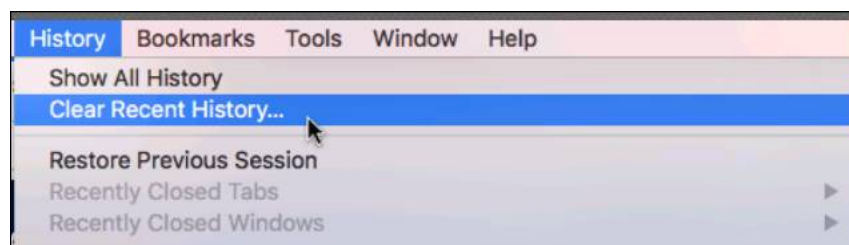


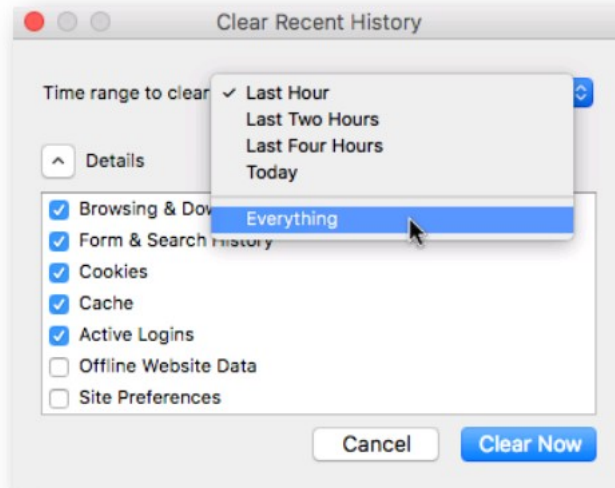
Chrome



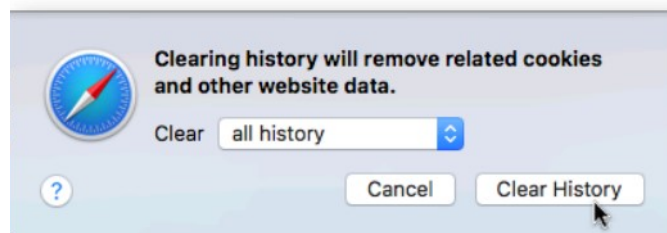
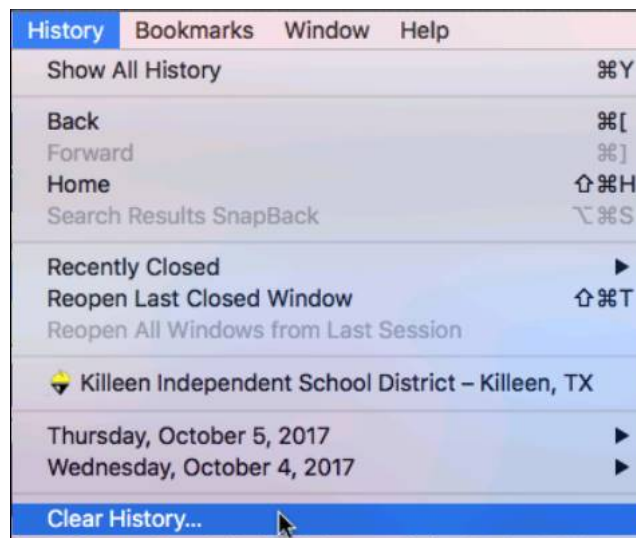


**Firefox**



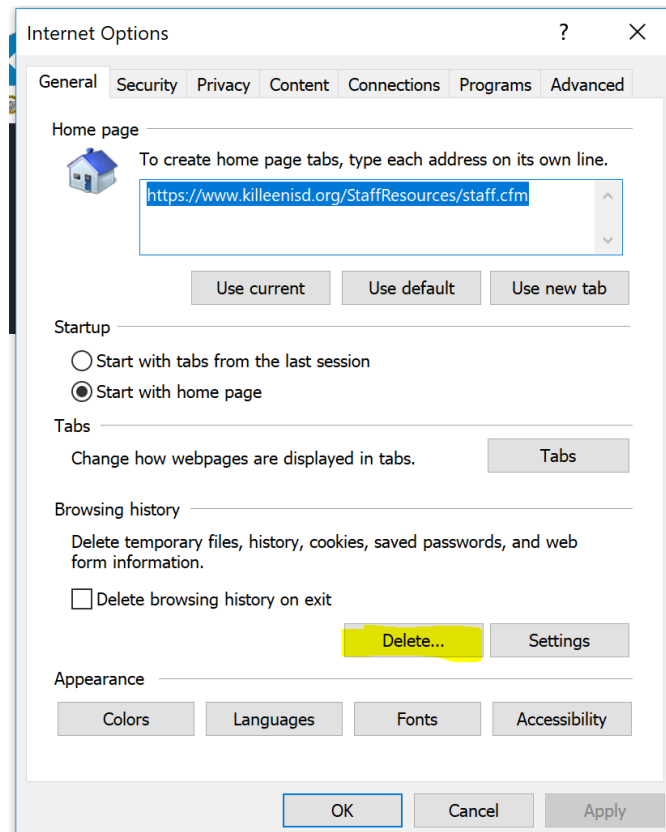
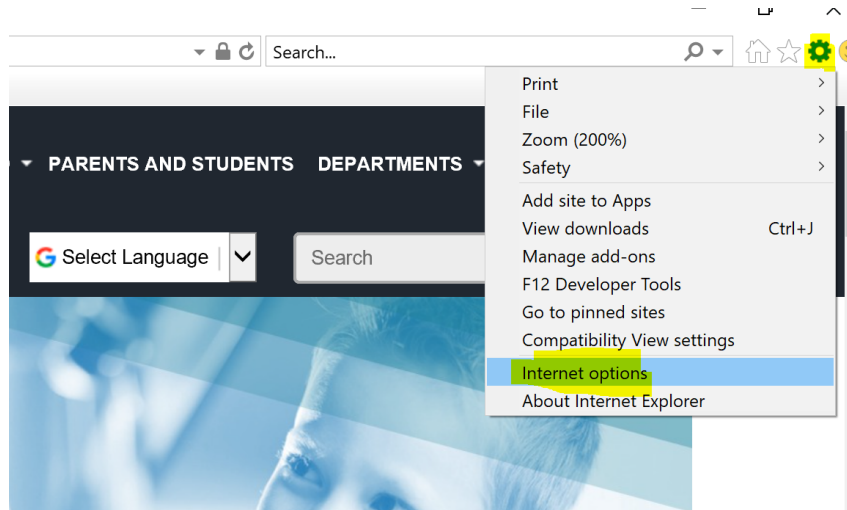


Safari





# Internet Explorer



Delete Browsing History

☒ **Preserve Favorites website data**  
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☒ **Temporary Internet files and website files**  
Copies of webpages, images, and media that are saved for faster viewing.

☒ **Cookies and website data**  
Files or databases stored on your computer by websites to save preferences or improve website performance.


☐ **History**  
List of websites you have visited.

☐ **Download History**  
List of files you have downloaded.

☐ **Form data**  
Saved information that you have typed into forms.

☐ **Passwords**  
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **Tracking Protection, ActiveX Filtering and Do Not Track data**  
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

 Some settings are managed by your system administrator.

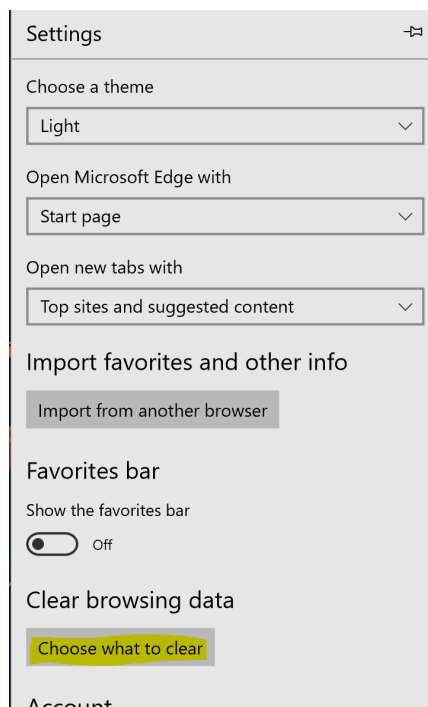
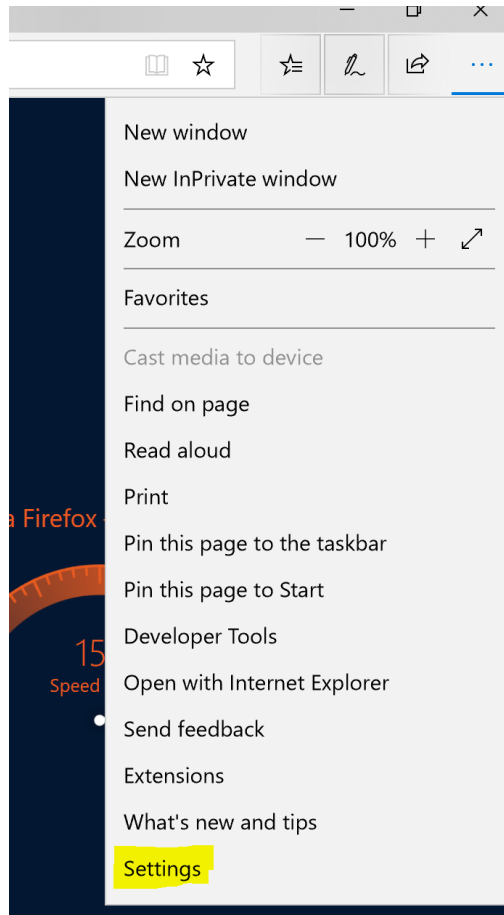
[About deleting browsing history](#)

Delete

Cancel



Microsoft Edge



« Clear browsing data



- ☒ Browsing history
- ☒ Cookies and saved website data
- ☒ Cached data and files
- ☒ Tabs I've set aside or recently closed
- ☐ Download history
- ☐ Form data
- ☐ Passwords
- ☐ Media licenses
- ☐ Website permissions

[Manage permissions](#)

Clear

Always clear this when I close the browser

☐ Off