Clear Web Browser Cache to Assist with Student M365 Login issues.

Some students are experiencing issues logging into their online M365 services due to their browser defaulting to the old student tenant instead of taking them to the new single Microsoft tenancy.

This article describes the step-by-step process of how to clear your caches in Chrome, Edge, FireFox and Safari for MAC, iPads and iPhones.

Clearing your cache will fix many of the current login issues, however, if, after clearing your cache, you still can't access Outlook online, please contact the IT Student Help Desk By **Phone:** +61 7 5459 445.

In Chrome

1. On your computer, open Chrome.
2. In the browser bar enter - chrome://settings/clearBrowserData
3. At the top, choose a time range. To delete everything, select All-time.
4. Select the following
    1. Browsing history
    2. Download history
    3. Cookies and other site data
    4. Cached images and files
5. Click "Clear data"
6. Shutdown Chrome and open again and try to login to https://outlook.office365.com/owa/usc.edu.au/
7. If the above does not work repeat steps 1 to 5, then reboot and try step 6 again.

In Edge

1. On your computer, open Edge.
2. At the top right, click the three horizontal dots.
3. Select history, then Select Recycle Bin top right.
4. Under Clear browsing data, select All time.
5. Next to "Browsing history / Download history / Cookies and other site date / Cached images and files" check the boxes.
6. Click "Clear now"
7. Shutdown edge and open again and try to login to https://outlook.office365.com/owa/usc.edu.au/
8. If the above does not work repeat steps 1 to 6, then reboot and try step 7 again.

In Firefox

1. Click the menu button (Three horizontal lines) and select **Settings**
2. Select the **Privacy & Security** panel
3. In the **Cookies and Site Data** section click **Clear Data**
4. Select both **"Cookies and Site Data"** and **"Cached Web Content"**
5. Select **Clear**
6. Close the **Settings** page
7. Shutdown FireFox, open again and try to login to https://outlook.office365.com/owa/usc.edu.au/
8. If the above does not work repeat steps 1 to 6, then reboot and try step 7 again.

In Safari (Mac)

1. On your Mac, Launch Safari.
2. Select **Safari** -> **Preferences**
3. Click the **Privacy** tab and select **Manage Website Data**
4. At the bottom, select **Remove All**.
5. Quit Safari and open again and try to login to https://outlook.office365.com/owa/usc.edu.au/
6. If the above does not work repeat steps 1 to 4, then reboot and try step 5 again.

In Safari (iPhone / iPad)

1. Launch the **Settings** app on your iOS device
2. Scroll down and select **Safari**
3. Scroll down and select **Clear History and Website Data**
4. Select **Clear History and Data** again
5. Select **Close Tabs**
6. Close **Settings**