Canvas Help Guide

Sharing a Computer and Can’t Switch Accounts

Firefox:

- **Issue:** Browser is holding on to the data within Canvas.
- **Fix:** Need to clear the cookies of the Browser upon closing.
- **Steps:**
  1. Click on the [menu icon] on the right side of the screen.
  2. Go to Options.
  3. Click on Privacy & Security.
  4. Click on “Delete cookies and site data when Firefox is closed.”
Chrome:

- **Issue:** Browser is holding on to the data within Canvas.
- **Fix:** Need to clear the cookies of the Browser upon closing.
- **Steps:**
  1. Click on the \[ : \] on the right side of the screen.
  2. Go to Settings.
  3. Click on Privacy and security.
  4. Click on Clear browsing data.
  5. Be sure that all three boxes are clicked in Clear browsing data. Press clear data.
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Microsoft Edge:

- **Issue:** Browser is holding on to the data within Canvas.
- **Fix:** Need to clear the cookies of the Browser upon closing.
- **Steps:**
  1. Click on the ••• on the right side of the screen.
  2. Select Settings.
  3. Click on Privacy and Services.
  4. Under Clear browsing data, select *Choose what to clear every time you close the browser.*
  5. Turn on the Cookies and other site data toggle.