How to Clear Cookies & Log Out of Examplify

Follow these steps if you're having trouble logging in, or after finishing your exam on a shared computer.

Part 1 — Log Out of Examplify

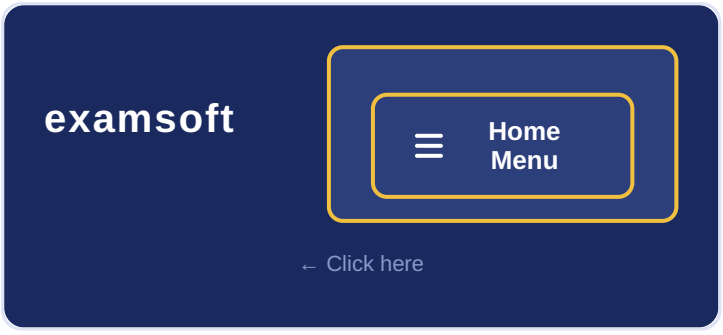
Do this first, before clearing cookies

1 Open Examplify on your computer

Launch the Examplify application from your desktop or applications folder. You should see your exam dashboard once it loads.

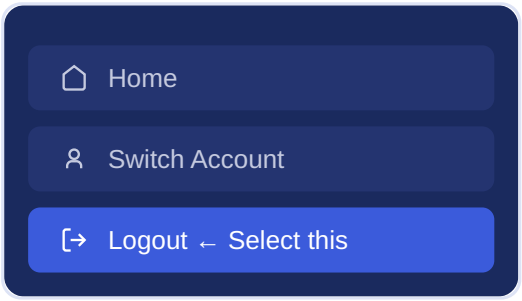
2 Click the Home Menu (☰) in the top corner

Look for the hamburger menu icon or "Home Menu" button in the top-left or top-right corner of the Examplify window.



3 Select "Logout" from the menu

A dropdown menu will appear. Click **Logout** from the list of options.



4 Confirm the logout

A confirmation dialog will pop up. Click **Confirm** or **Yes** to complete the logout. Examplify will return to the login/institution screen.

You're now logged out of Examplify!

Important: Always log out of Examplify before clearing your cookies, especially on shared or lab computers, to protect your exam data.

Part 2 — Clear Cookies in Google Chrome

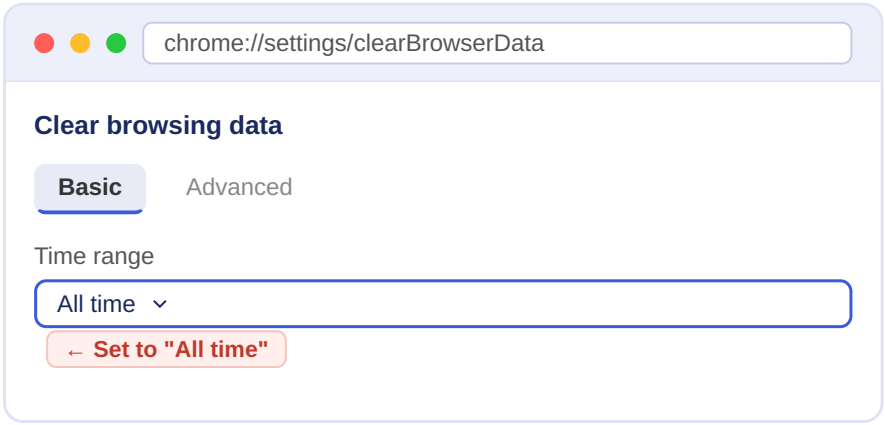
Recommended if you're getting login errors in Examplify

1 Open Google Chrome and press the keyboard shortcut

Press `Ctrl` + `Shift` + `Delete` on Windows, or `⌘ Cmd` + `Shift` + `Delete` on Mac. This opens the "Clear Browsing Data" window directly.

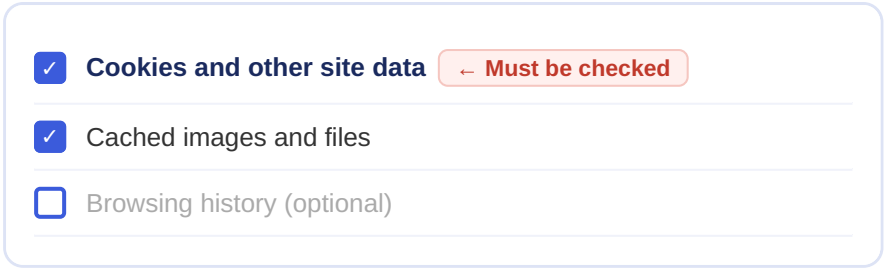
2 Set the Time Range to "All time"

At the top of the dialog, click the dropdown and select **All time** to make sure all stored cookies are cleared.



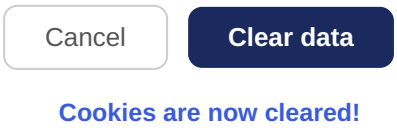
3 Check "Cookies and other site data"

Make sure the **Cookies and other site data** checkbox is checked. You can also check **Cached images and files** for a deeper clean.



4 Click "Clear data"

Click the blue **Clear data** button to confirm. Chrome will delete all cookies. This may take a few seconds.



Cookies are now cleared!

Using a different browser?

Firefox

Press Ctrl+Shift+Delete → Select "Everything" from the range dropdown → Check "Cookies" → Click "Clear Now"

Microsoft Edge

Press Ctrl+Shift+Delete → Choose "All time" → Check "Cookies" → Click "Clear now"

Safari (Mac)

Safari menu → Settings → Privacy → Manage Website Data → Remove All → Done

After clearing

Close **all** browser tabs, reopen Chrome, then log back in to your Examplify portal to try again.

Note: Clearing cookies will sign you out of most websites including email, social media, and other school portals — you'll need to log back in to those after clearing.

Quick Summary

1. Open Examplify → Click **Home Menu** ☰ → Select **Logout** → Confirm
2. Open Chrome → Press **Ctrl+Shift+Delete** → All Time → Check Cookies → **Clear Data**
3. Close all browser windows → Reopen Chrome → Try logging in again

For tech support, contact ExamSoft at 1-866-429-8889