

# Reset Your Internet Connection

## Flush DNS - Detailed Instructions

If you have cleared your browser's temporary files and cookies and adjusted your settings, there may be an issue with the way the network is configured. To correct it, please flush and reset the DNS by following the instructions below. You may also need to restart your computer afterwards.

**Note:** If you are using a public or shared computer, you may need to ask a network administrator to perform these steps.

### Windows

**Note:** These instructions will require you to use the Windows command prompt. For information about using the command prompt, please visit [Windows Command Help](#).

#### *Windows 10, 8 and 8.1*

1. Navigate to the desktop. (From Home, tap or click the Desktop tile).
2. Right-click the **Start** button (the Windows logo in the lower-left).
3. Choose **Command Prompt (Admin)**.
4. When asked whether to allow Command Prompt to make changes to your computer, select **Yes**.

**Note:** If you are asked for an administrative login, you will need to contact your system administrator.

5. Type "ipconfig /flushdns" and press Enter.
6. Type "ipconfig /registerdns" and press Enter.
7. Type "ipconfig /release" and press Enter.
8. Type "ipconfig /renew" and press Enter.
9. Type "netsh winsock reset" and press Enter.
10. Restart the computer.

#### *Windows 7*

1. Click **Start > All Programs > Accessories**.
2. Right-click **Command Prompt** and choose **Run as administrator**.
3. When asked whether to allow Command Prompt to make changes to your computer, select **Yes**.

**Note:** If you are asked for an administrative login, you will need to contact your system administrator.

4. Type "ipconfig /flushdns" and press Enter.

5. Type "ipconfig /registerdns" and press Enter.
6. Type "ipconfig /release" and press Enter.
7. Type "ipconfig /renew" and press Enter.
8. Type "netsh winsock reset" and press Enter.
9. Restart the computer.

### *XP and Vista*

1. Close all browser windows.
2. Click **Start > All Programs > Accessories > Command Prompt**.
3. Type the following at the command prompt: ipconfig /flushdns
4. If the command was successful, you will see the message, "DNS Resolver Cache Successfully Flushed."  
If you receive the message, "Action Requires Elevation" please contact the administrator of your computer to complete these steps.

### *Mac OS X*

1. Close all browser windows.
2. Click **Applications > Utilities > Terminal**.
3. In the Terminal window, type in the corresponding command for your Mac OS X version:
  - OS X 10.12 (Sierra): sudo killall -HUP mDNSResponder && echo macOS DNS Cache Reset
  - OS X 10.10 (Yosemite): sudo discoveryutil mdnsflushcache
  - OS X 10.7 - 10.9 (Mavericks, Mountain Lion, and Lion): sudo killall -HUP mDNSResponder
  - OS X 10.6 and older: sudo dscacheutil -flushcache
4. Press **Enter** again and the DNS cache should be flushed.