Clear Your Browser Cache

Jorge Davila - 2019-02-06 - 1 Comment - in Support

Sometimes, when changes are made to a web page, the change does not immediately appear in your browser window. This is because a previous version of the web page was cached. Clearing your cache is needed to prevent your browser from referring to the last cached page. You may be asked to do this when getting help from tech support.

Most Browsers

Before you go into your browser settings, try to clear the cache for the current website only by holding down the shift button when you refresh the page.

- **On a PC**: Ctrl+Shift+Delete
- **On a Mac**: Shift+Command+Delete

If your problem still is not resolved, then try the following instructions for clearing all cached pages in your browser:

**Safari (Mac)**

1. Open your browser and click on the Safari menu.
2. Select Preferences.
3. Navigate to the Privacy tab.
4. Select Manage Website Data.
5. Select Remove All.

**Microsoft Internet Explorer 7**

1. Launch your browser and select Internet Options from the Tools menu.
2. Select the General tab.
3. Click on Delete in the Browsing History section.
4. Click on Delete Files in the Temporary Internet Files section. You may also choose to delete cookies and browsing history.

**Microsoft Internet Explorer 8**

1. Launch your browser and select Delete Browsing History from the Tools menu.
2. Check the Temporary Internet Files checkbox and click on the Delete button.
3. Click OK to close the Internet Options dialog.
Firefox version 3.5
1. Launch your browser and select **Clear recent history** from the Tools menu.
2. Select the time range you’d like cleared, under the details section assure that cache is checked.
3. Click on the **Clear Now** button.

Chrome 48.025.......
1. PC: CTRL+H   Mac: Command+Y
2. Click on **Clear Browsing Data**
3. A new screen will be displayed
4. Make sure that you check Browsing History, Cookies and other site and plugin data, Cached images and files; you do not need to select all of them.
5. Change option "**Obliterate the following items from:**" to "**the beginning of time**"
6. Click "**Clear Browsing Data**"
7. Restart your browser to make sure these changes take effect.

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Alternative solutions:

Your browser may not be working correctly and the above steps may not work still. If so, you can use browser extensions that clear cache--like [Clear Cache](#) for Chrome or [Clear Cache](#) for Firefox--that will do the same. Or you can use third-party software like [CCleaner](#).

In either of these options, you should be able to indicate which types of cache to clear and from how long ago. This may be a good option other than completely removing the software from your computer and re-loading.

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**Comments (1)**

**Wendi Lewis** Mon, 4th Feb 2019 10:11am

Would love to see this page updated for current browser versions as we need to ask users to clear their cache from time to time.

Thanks!