Clear Your Browser Cache

Jorge Davila - 2019-05-28 - 0 Comments - 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.

Chrome

1. Open Google Chrome.
2. Open the **Clear browsing data** window.
   1. On **Mac**: Use the keyboard shortcut **Command+Shift+Delete**
   2. On **Windows**: Use the keyboard shortcut **Ctrl+Shift+Delete**
   3. Or type this into the URL address bar:
      
      chrome://settings/clearBrowserData *(case sensitive)*

3. Click on the **Advanced** tab
4. Set the **Time range** setting to **All time**
5. Make sure to **check off** the following:
   1. Browsing history
   2. Cookies and other site data *(this will require you to sign into sites again)*
   3. Cached images and files
   4. Autofill form data
   5. Site settings
   6. Hosted app data
6. Make sure to **uncheck** the following:
   1. Passwords and other sign-in data
7. Click on **Clear data**
8. Once complete, restart your browser.
**Safari**

1. Open Safari
2. Open Safari Preferences
   1. On the left side of the menu bar, click on Safari (near the Apple logo), and click on Preferences...
   2. Keyboard shortcut: Command+,
3. Click on the Privacy tab.
4. Click on Manage Website Data...
5. Wait a moment for Safari to populate data in this new windows and then click on Remove All and then Remove Now
6. Click Done and close out the Preferences window and restart Safari.


**Firefox**

1. Open Firefox
2. Click on the "hamburger" icon on the top right-hand corner
3. Click on Library
4. Click on History
5. Click on Clear Recent History...
6. Set Time range to clear to Everything
7. Make sure All items are checked off
8. Click on Clear Now
9. Restart Firefox


**Edge**

1. Open Edge
2. Open the Clear browsing data pane
   1. Click on the ellipses ... icon at the top right-hand corner and click History and then Clear history
   2. Keyboard shortcut: Ctrl+Shift+Delete
3. Make sure to check off the following:
   1. Browsing history
2. Cookies and saved website data
3. Cached data and files
4. Tabs I've set aside or recently closed
5. Download history
6. Autofill data
7. Media licenses
8. Website permissions

4. Make sure to **uncheck** **Passwords**
5. Click on **Clear**
6. Once completed, restart Edge

**Reference**

**Internet Explorer**

1. Open Internet Explorer
2. Open the **Delete Browsing History** window
   1. Click on the Cog/Gear at the top right-hand corner, hover over Safety, and click on **Delete browsing history...**
   2. Keyboard shortcut: **Ctrl+Shift+Delete**
3. Make sure to **check off** the following:
   1. Temporary Internet files and website files
   2. Cookies and website data
   3. History
   4. Download History
   5. Form data
   6. Tracking Protection, ActiveX Filtering, and Do Not Track
4. Make sure to **uncheck** the following:
   1. Preserve Favorites website data
   2. Passwords
5. Click **Delete**
6. Once the window closes, restart Internet Explorer

**Reference**