

## Clear Your Browser Cache

Jorge Davila - 2024-02-07 - Comments (0) - Support

As changes are made to a web page, these changes may not immediately appear in your browser. 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** 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.

Reference documentation: <https://support.google.com/accounts/answer/32050>

### 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.

Reference documentation:

<https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>

## Firefox

1. Open Firefox
2. Click on the "**hamburger**" **≡ icon** on the top right-hand corner
3. Click on **History**
4. Click on **Clear Recent History...**
5. Set **Time range to clear** to **Everything**
6. Make sure all items are **checked**:
  1. Browsing & Download History
  2. Cookies
  3. Active Logins
  4. Cache
  5. Form & Search History
  6. Site Preferences
  7. Offline Website Data
7. Click **Clear Now**
8. Restart Firefox

Reference documentation: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

## 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**
  2. Click on the second ellipses **...** icon in the new small menu.
  3. Click on Clear browsing data.
  4. OR, Keyboard shortcut: **Ctrl+Shift+Delete**
3. Make sure **Time Range** is set to **All time**.
4. Make sure to **check** the following:

1. Browsing history
  2. Download history
  3. Cookies and other site data
  4. Cached images and files
  5. Autofill form data
  6. Site permissions
  7. All data from the previous version of Microsoft Edge
  8. Media Foundation data
5. Make sure to **uncheck Passwords**
  6. Click **Clear now**
  7. Once completed, restart Edge.

Reference documentation:

<https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history>

### 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** 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 documentation:

<https://support.microsoft.com/en-us/help/17438/windows-internet-explorer-view-delete-browsing-history>

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