Clear Your Browser Cache

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 Safari (near the Apple logo), and click Settings...
2. Alternatively, use the keyboard shortcut: ⌘, (command+comma)
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 ellipsis ... icon at the top right-hand corner and click History.
   2. Click on the second ellipsis ... 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:

Comments (0)