Clear Your Browser Cache

Jorge Davila - 2019-02-14 - 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**
- **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:

**Chrome**

Reference Link:

https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en

1. Launch Chrome
2. At the top right, click More ⋮.
3. Click More tools > Clear browsing data.
4. At the top, choose a time range. To delete everything, select **All time**.

5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

7. Restart your browser to make sure these changes take effect.
Firefox 65.0
Reference Link: https://support.mozilla.org/en-US/kb/how-clear-firefox-cache

1. Launch FireFox.

2. Click the menu button and choose Preferences.
3. Select the Privacy & Security panel.

4. In the **Cookies and Site Data** section, click Clear Data…

5. Remove the check mark in front of **Cookies and Site Data**.

6. With **Cached Web Content** check marked, click the Clear button.

7. Close the **about:preferences** page. Any changes you've made will automatically be
Safari (Mac)

Reference Link:
https://www.chriswrites.com/block-delete-cookies-high-sierra/

1. Launch Safari

2. Select ‘Safari > Preferences…’ from the toolbar.

3. Navigate to the Privacy tab.
4. Select **Manage Website Data**.

5. Select **Remove All**.

**Microsoft Edge on Windows 10**

Reference Link:


1. Launch Microsoft Edge
2. **Hit the icon with three horizontal dots** in the top right of the window to open the More menu. Select the **General** tab.

3. **Click the Settings tab** at the bottom of the More menu.
4. Hit the button that says “Chose what to clear” under the Clear Browsing Data label.

5. Click the check boxes next to the category of things you want to delete.
6. You can see the full list of options by clicking the drop down tab that says “Show more.”

7. Hit Clear

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.
Thanks for updating this page! I will link to it in communication to end users who need to clear their cache after an upgrade next weekend.

I'd like to make a few small suggestions. 
1. Under "Most Browsers" the first sentence confused me: 
"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." 
Do you mean to say "...by holding down the following keys while you refresh the page."?

2. Chrome is at v72, but we say Chrome 48.025. Could we show the current version? Or maybe eliminate listing the version numbers altogether?
3. Could we list the individual browser steps by browser popularity? So show Chrome first, then Firefox, and so on (Edge last).
4. There's a reference link toward the end that applies to Edge. Could we list this with the Edge step-by-step instructions?

Thank you!
Wendi