

Clearing Browser Cache

When you visit websites, the information found on the websites is stored (cached) on your computer. This is done by your browser in order to make the websites load faster. All browsers (Internet Explorer, Chrome, Firefox, Safari, etc.) will cache website content.

For the most part having website content in your computer cache is helpful, but there are times when it can cause problems. If content in your cache is outdated, if a file did not download properly, or there was an error on the website, the cache may become an issue.

In those instances, you may want to (or be asked to) clear your browser's cache. The following information will explain how to clear your cache for some of the most popular web browsers.

Internet Explorer (version 11)

The following instructions are for version 11, but older versions use the same approach.

- 1) Click on Tools, then Internet Options (optionally click on the Tools cog icon, then Internet Options)
- 2) In the Internet Options window, click on the Delete button in the Browsing History section
- 3) In the Delete Browsing History window click the box called Temporary Internet Files and website files.
- 4) Unclick all other boxes
- 5) Click Delete
- 6) Click OK

Edge

- 1) Click on the 3 dots at the far right top of the page, then click More Tools, and Clear Browsing Data
- 2) Click on Settings
- 3) Click on Clear Browsing Data
- 4) Click on Choose What to Clear
- 5) Click on Cached Data and Files
- 6) Unclick all other boxes
- 7) Click on Clear

Chrome

- 1) Enter `chrome://settings/clearBrowserData` in your browser.
Alternatively, click on the 3 dots at the far right top of the page, then click More Tools, and Clear Browsing Data
- 2) On the Clear Browsing Data pane:
- 3) In the Obliterate the following Items from: choose the beginning of time
- 4) Click Cached images and Files
- 5) Unclick all other boxes
- 6) Click Clear Browsing Data
- 7) Close the settings tab

Firefox

- 1) Click on the Firefox button (3 lines in the top right corner)
- 2) Click on Options
- 3) Click on the Advanced section
- 4) In the advanced tab, go to the Network tab
- 5) Click the Clear Now button next to the sentence that shows how much hard disk space your cache takes up

Safari

- 1) Open Safari
- 2) Click on Safari in the menubar
- 3) Select Preferences
- 4) Click the Privacy Tab
- 5) Select Remove All Website Data...
- 6) Click Remove Now