

## How do I clear my browser cache?

Web browsers temporarily store images and text from web pages on your hard drive in a storage area called a cache. Your cache has information about web pages you visit, so that they'll load more quickly in the future, but it may cause problems when websites change.

If something's not appearing the way that it should, you may need to clear your browser's cache.

To see how to clear your browser cache, select your browser from the list below, and follow the instructions.

### Microsoft Edge

1. Click on the menu button to the far right of the address bar (looks like 3 lines).
2. Click "Clear all history".
3. Select "Cookies and saved website data" and "Cached data and files".
4. Click "Clear".
5. Restart your browser.

### Internet Explorer 9, 10 and 11 (desktop mode)

1. Click on the gear icon on the far right.
2. Select "Safety", and then "Delete browsing history..."
3. Un-check "Preserve Favorites website data".
4. Select "Temporary Internet Files" and "Cookies".
5. Click "Delete".
6. A confirmation will appear at the bottom of the screen.
7. Restart your browser.

### Mozilla Firefox

1. Click on the menu icon in the top-right corner of your browser (looks like a gear icon).
2. Select "Options" or "Preferences".
3. Click on "Privacy" from the list on the left.
4. Click the link that says "clear your recent history". A pop-up window will appear.
5. From "Time range to clear", select "Everything".
6. Un-check all boxes except "Cache".
7. Click "Clear Now".
8. Restart your browser. Close Firefox and reopen it.

### Safari (Mac only)

1. Go to the "Safari" menu.
2. Click "Reset Safari".
3. Check the box for "Remove all website data". This will remove all cookies and clear your cache.
4. Click "Reset".
5. Restart your browser.

## **Google Chrome**

1. Click on the menu button to the far right of the address bar.
2. Hover over the “More Tools” option, and then select “Clear Browsing Data...”.
3. In the new tab that opens, select “The beginning of time” in the drop-down box, and make sure that the box for “Empty the cache” is selected.
4. Click “Clear browsing data”.
5. Restart your browser. Close Google Chrome and reopen it.