

How to Clear Cache from Your Browser

Cache files are files that are stored on your browser to help web pages load or work faster. If a web page has a photo that never changes, your browser can place it in cache so that it does not need to load every time you go to the page. Unfortunately, sometimes pages that do not load properly get stored to cache. When that happens, you only get the bad page every time you go to the web site.

Click the link below to go to the browser closest to your own.

[Chrome](#)

[Microsoft Edge](#)

[Internet Explorer 9 through 11](#)

[Firefox](#)

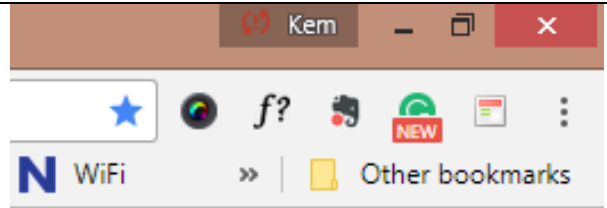
[Safari](#)

[Opera](#)

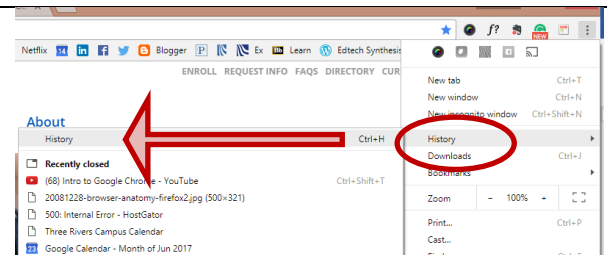
Chrome

1. Click the tools menu.

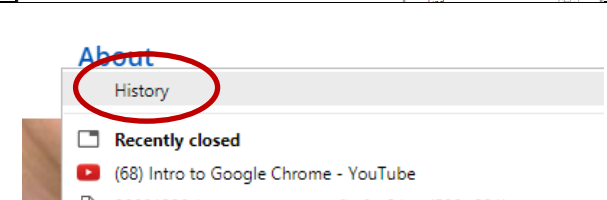
It looks like three dots in the current version but also uses the page and gear icons in past versions



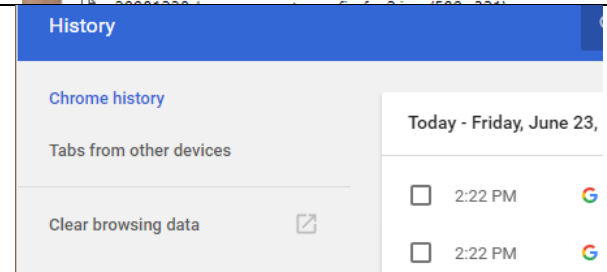
2. Point to the History menu item. This will open the History submenu.



3. Click the word History at the top of the submenu to open the history.

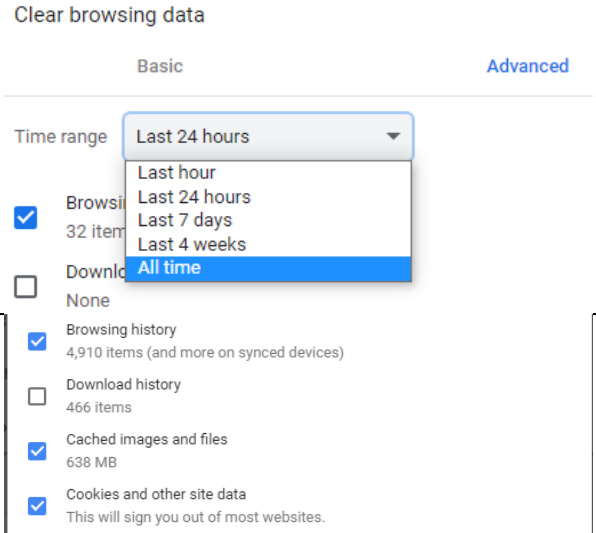


4. On the resulting History tab, click the Clear browsing data link in the gray menu.



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5. In the clear browsing data dialog box pop-up, select the "All time" menu item.



6. Check the following cached items.
 - ✓ Browsing history
 - ✓ Cached images and files
 - ✓ Cookies and other secure site data

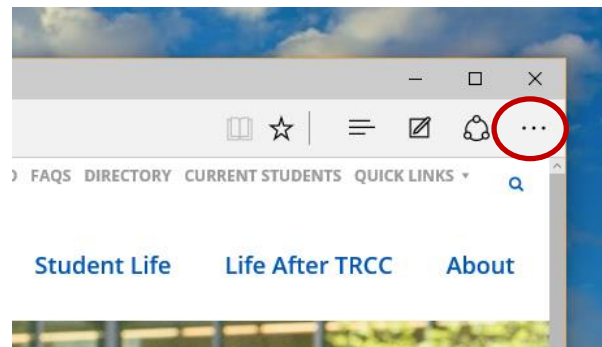
Note that if you have also experienced trouble with login on a website, check Passwords and Autofill form data.

7. Click the Clear Browsing Data blue button.

CANCEL CLEAR BROWSING DATA

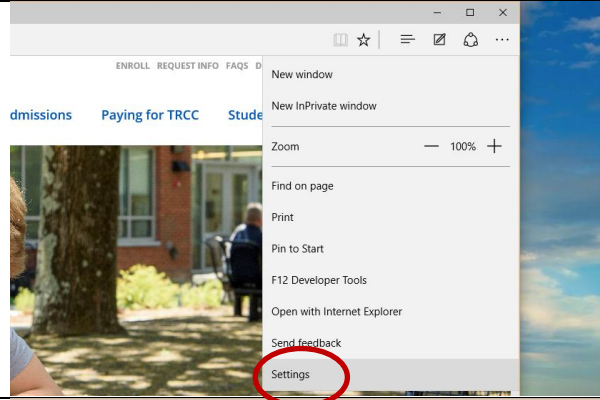
Microsoft Edge

8. Click the ellipsis in the upper right-hand corner.

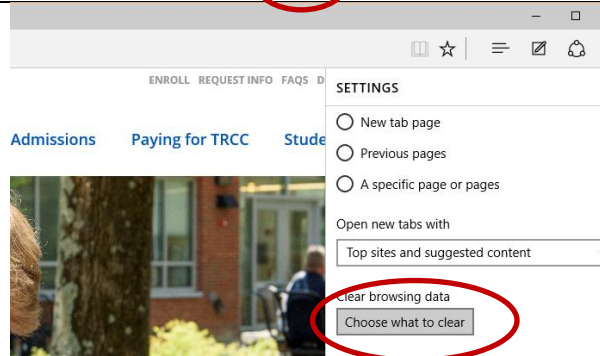


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9. In the menu, click Settings.

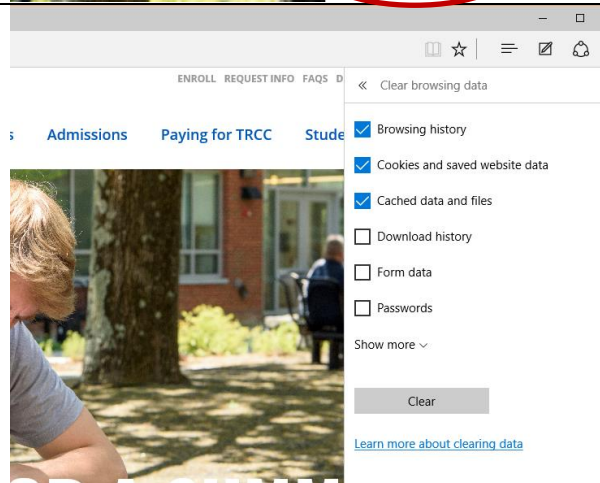


10. Scroll down to the "Clear browsing data" item. Click the "Choose what to clear" button."

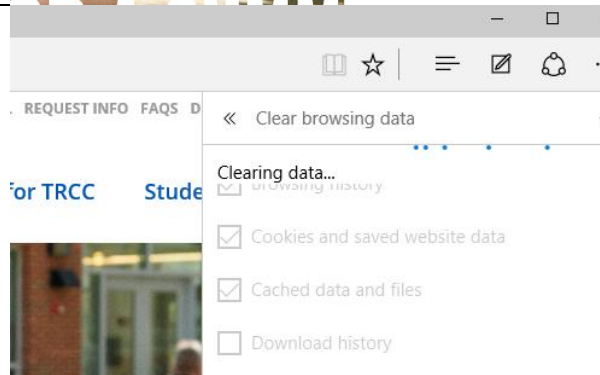


11. Check the Browsing history, Cookies and saved website data, and cached data and files boxes.

Note that you may be able to leave cookies unchecked if you prefer.



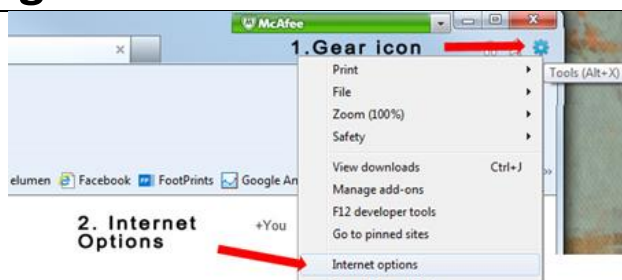
12. Click the Clear button and the cache will clear. Then go back and try your original; web page or login.



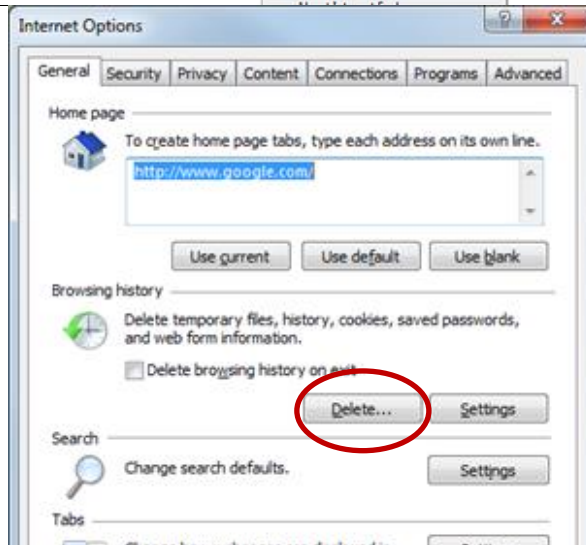
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Internet Explorer 9 through 11

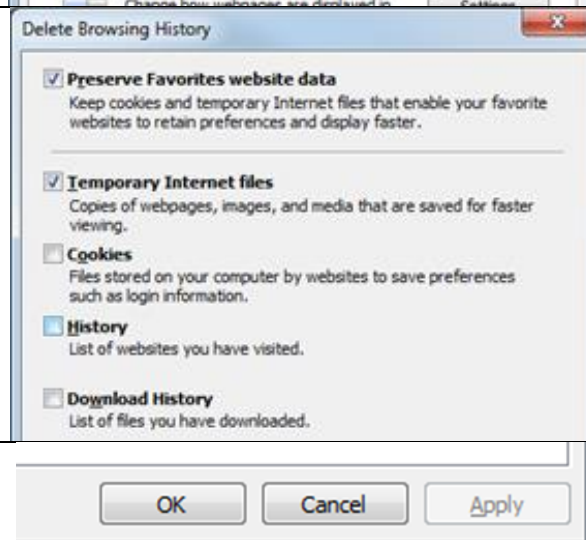
13. Use the gear icon in the upper right to choose Internet Options from the menu.



14. On the General tab, click the Delete button under the Browsing History section.



15. In the Delete Browsing History box, check only the Preserve Favorites and Temporary Internet files. Then click the Delete button.

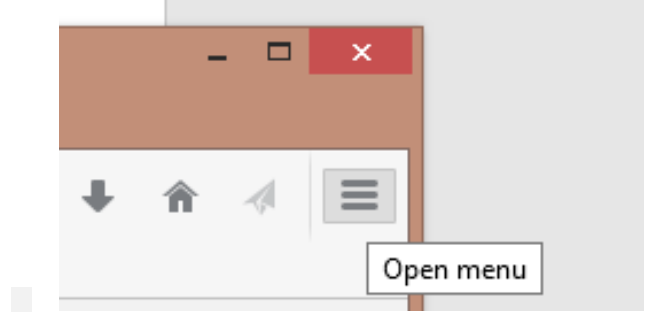


16. Then click the OK button on the Internet Options box

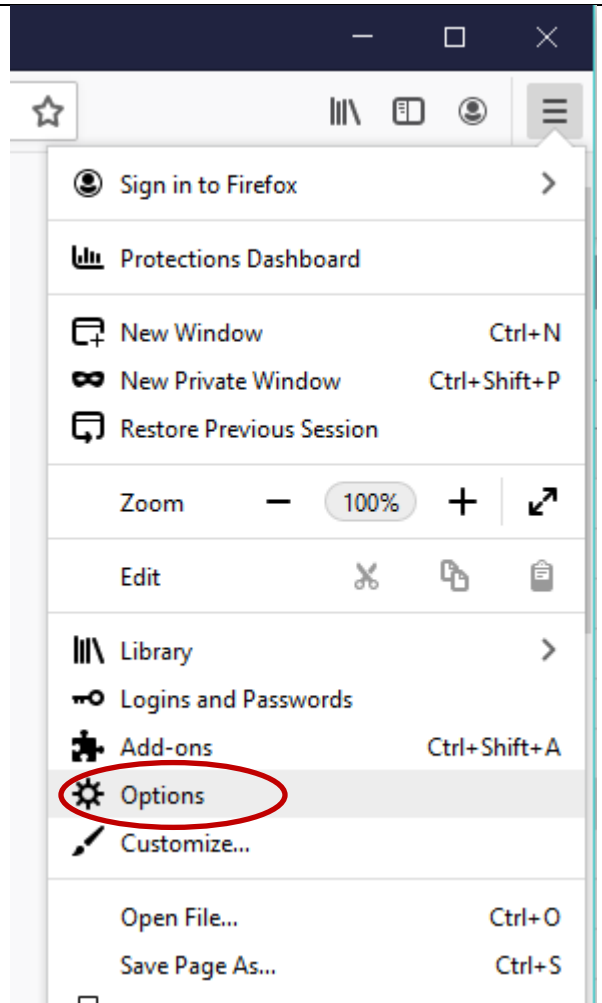
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Firefox

17. Point to and click the Open Menu icon.



18. Within the Open Menu, click the Options menu item.

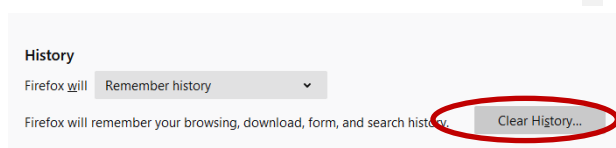


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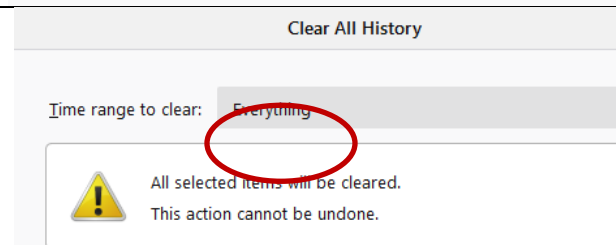
19. When the Options tab (or window) opens, click the Privacy and Security link in the left menu.



20. In the History area of the page, click the "Clear History" button.

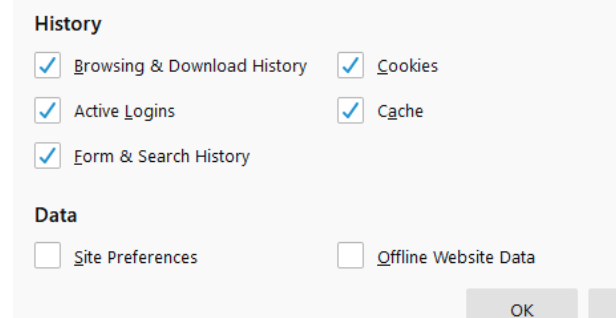


21. In the resulting Clear Recent History dialog box, set the time range to clear to Everything.

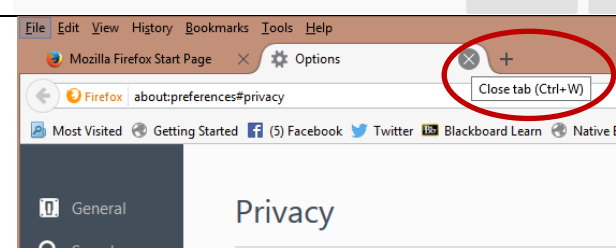


22. Check the following:

- ✓ Browsing & Download History
- ✓ Active Logins
- ✓ Form & Search History
- ✓ Cookies
- ✓ Cache



23. When the process is done, it closes the dialog box. You can then close the Options tab.

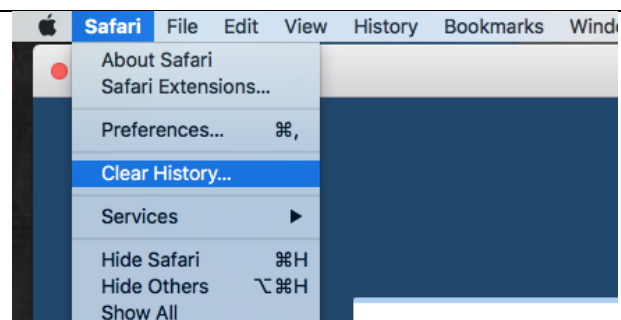


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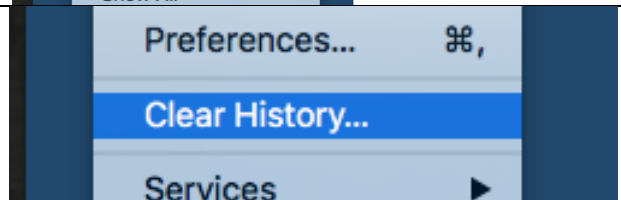
Safari (Mac version)

24. With Safari opened, click the word Safari on the menu.

Note that if you see another word instead on the menu, you should click on the Safari browser to select it.

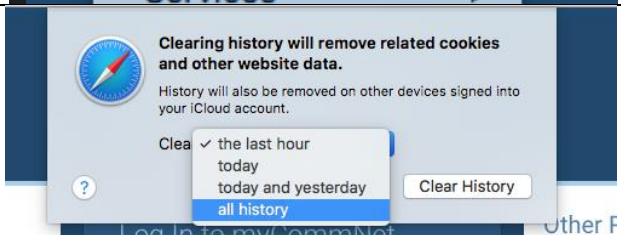


25. Click the Clear History link on the resulting menu.

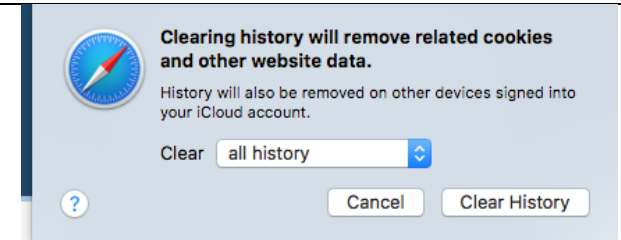


26. A dialog box will pop up in the top middle of the browser. Click the Clear box in the middle to select "all history."

Make sure actually to click on the "all history" term or it will not select.



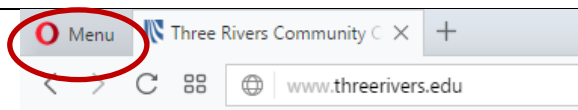
27. Click the Clear History button. When the process is complete, the dialog box disappears.



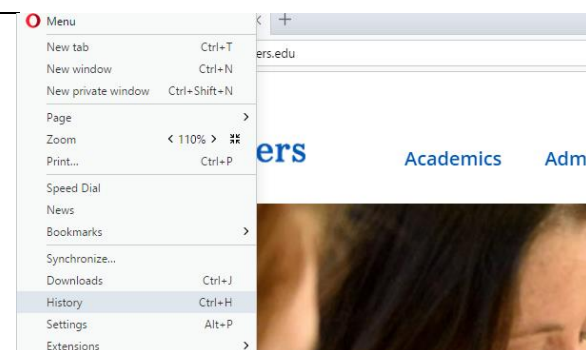
How to Clear Cache from Your Browser

Opera

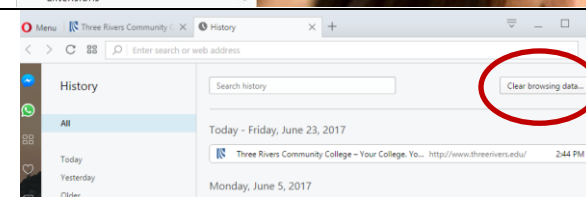
28. Click the Menu tab in the upper left-hand corner.



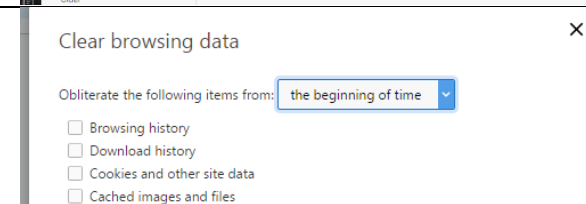
29. Point to and click the History link on the menu.



30. On the resulting History tab (or window), click the Clear browsing data button.

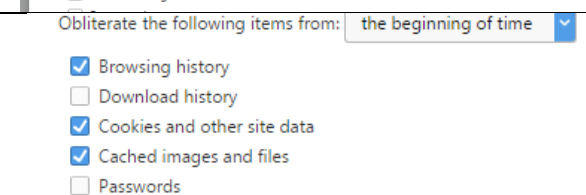


31. On the clear browsing data, pop-up dialog box, and select from the "Obliterate the following items from:" menu "the beginning of time."



32. Check the following cached items.

- ✓ Browsing history
- ✓ Cookies and other site data
- ✓ Cached images and files



Note that if you have also experienced trouble with login on a website, check Passwords and Autofill form data.

33. Click the Clear browsing data button.

