

## Clear Cache from Web Browser

### How Do I Clear Cache from My Web Browser?

To get started, simply follow these step-by-step instructions for the three (3) web browsers listed below. For the best results, it is recommended that you use Google Chrome as a web browser.

#### GOOGLE CHROME BROWSER

1. Close ALL Chrome browser windows that you currently have open
2. Open a new Chrome window
3. At the top right, click on the "Customize and control Google Chrome" icon which appears as a vertical ellipsis (*three dots*)
4. Click on "More tools"
5. Click on "Clear browsing data..."
6. Set the "Time Range" selection to "All time"
7. Ensure the boxes are checked for "Browsing history", "Cookies and other site data", and "Cached images and files" (**Note:** *If you have an option to select "Passwords and other sign-in data", you will uncheck that box for the browser to keep your saved passwords*)
8. Click on "Clear data" button

#### MICROSOFT EDGE

1. Close ALL Edge browser windows that you currently have open
2. Open a new Edge window
3. At the top right, click on the "Settings and more" icon which appears as a horizontal ellipsis (*three dots*)
4. Click on "Settings"
5. On the left-side menu, click on "Privacy, search, and services"
6. Find section "Clear browsing data", then click on "Choose what to clear" button
7. Ensure the "Time Range" selection is "All time"
8. Ensure the boxes are checked for "Browsing history", "Download history", "Cookies and other site data", and "Cached images and files"
9. Click on "Clear now" button

## **MICROSOFT INTERNET EXPLORER**

1. Close ALL IE browser windows that you currently have open
2. Open a new IE window
3. Click on the cog-symbol in the upper right corner of the browser and open the menu "Safety"
4. Select the item "Delete browsing history"
5. Remove all checks except the selection "Temporary Internet files and website files"
6. Click on the Button "Delete" to empty the browser cache
7. Reload the page