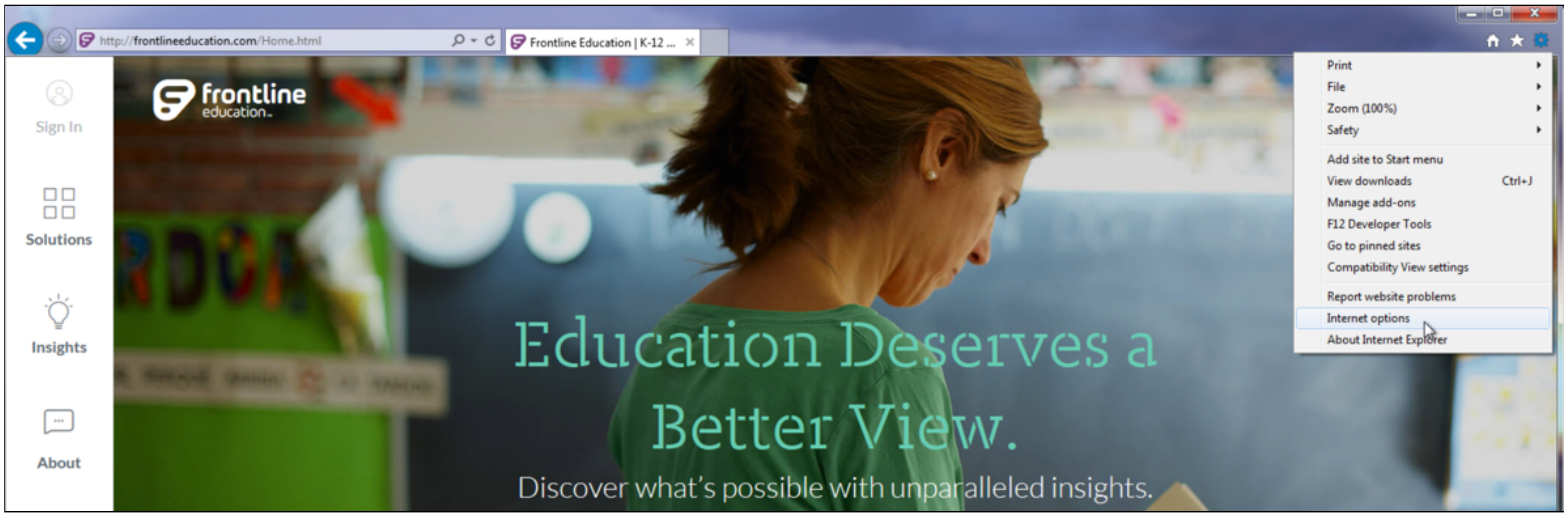
Clearing Your Web Browser's Cache

When you visit a website, your browser will save super-small files to your computer to help the website load faster the next time you visit. These files are called the browser's cache. Sometimes, old cached files can make a website function incorrectly. The simple process of "clearing" your browser's cache can often fix many internet-related problems.

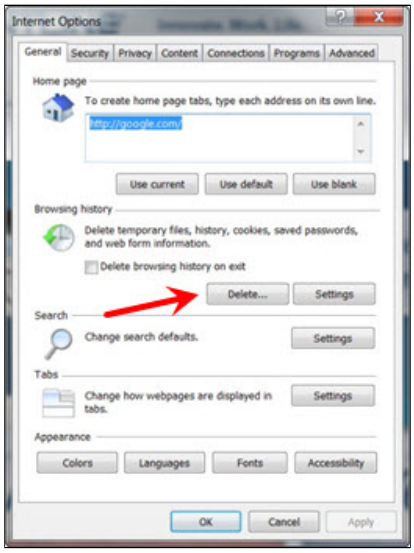
Follow the instructions below to clear the cached internet files from your browser.

Internet Explorer

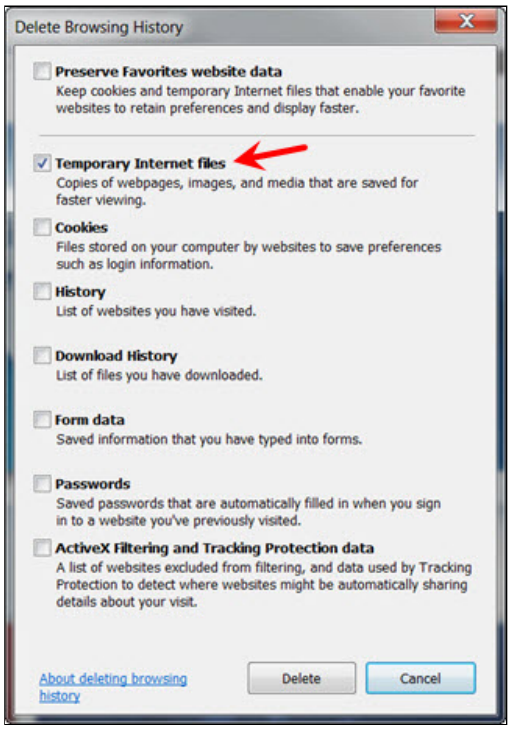
Open Internet Explorer, and click the **gear** icon in the upper right-hand corner. Then, click **Internet Options**.



Now, click the **Delete**... button under the "Browsing History" section.



Check the "Temporary Internet Files" box.



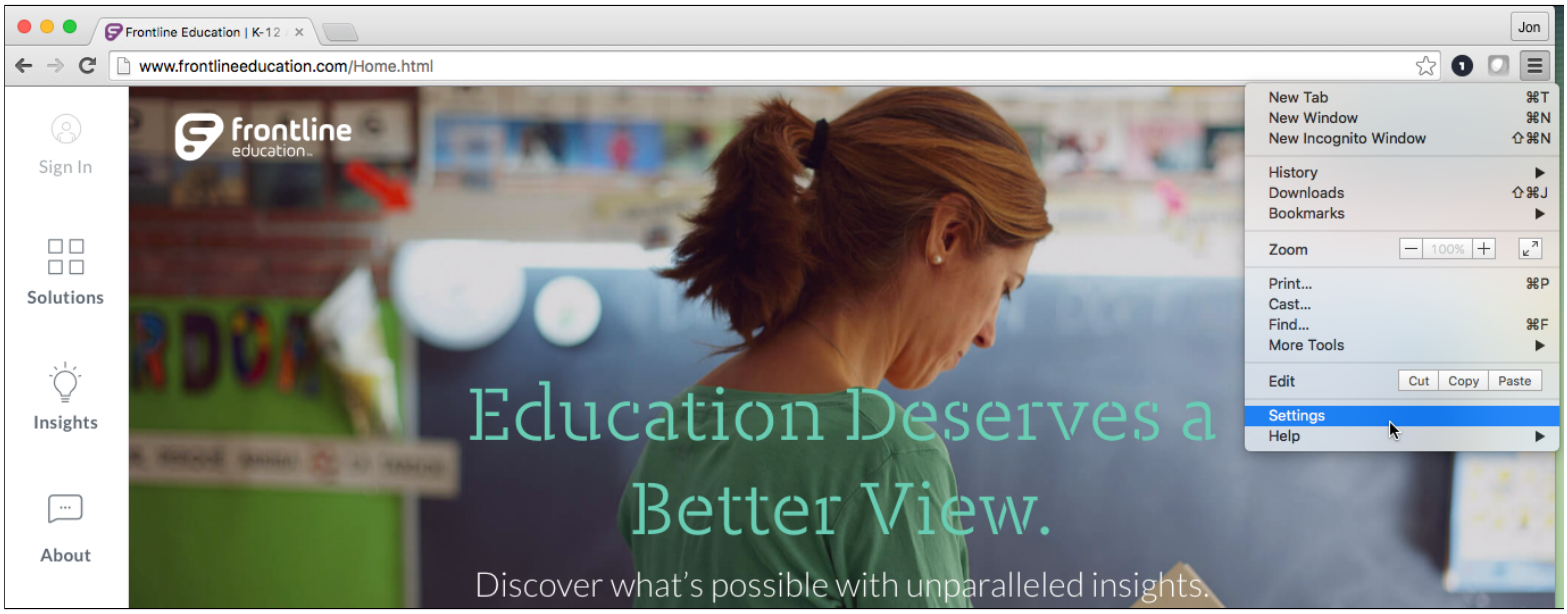
It may also be beneficial to clear the browser's Cookies and History. To do this, just check the Cookies and History boxes too. Clearing the browser's cookies may erase saved login information from websites, so be sure to make note of User ID and PINs before doing so.

Once you have checked the boxes you want to delete, click the **Delete** button at the bottom right of the dialogue box.

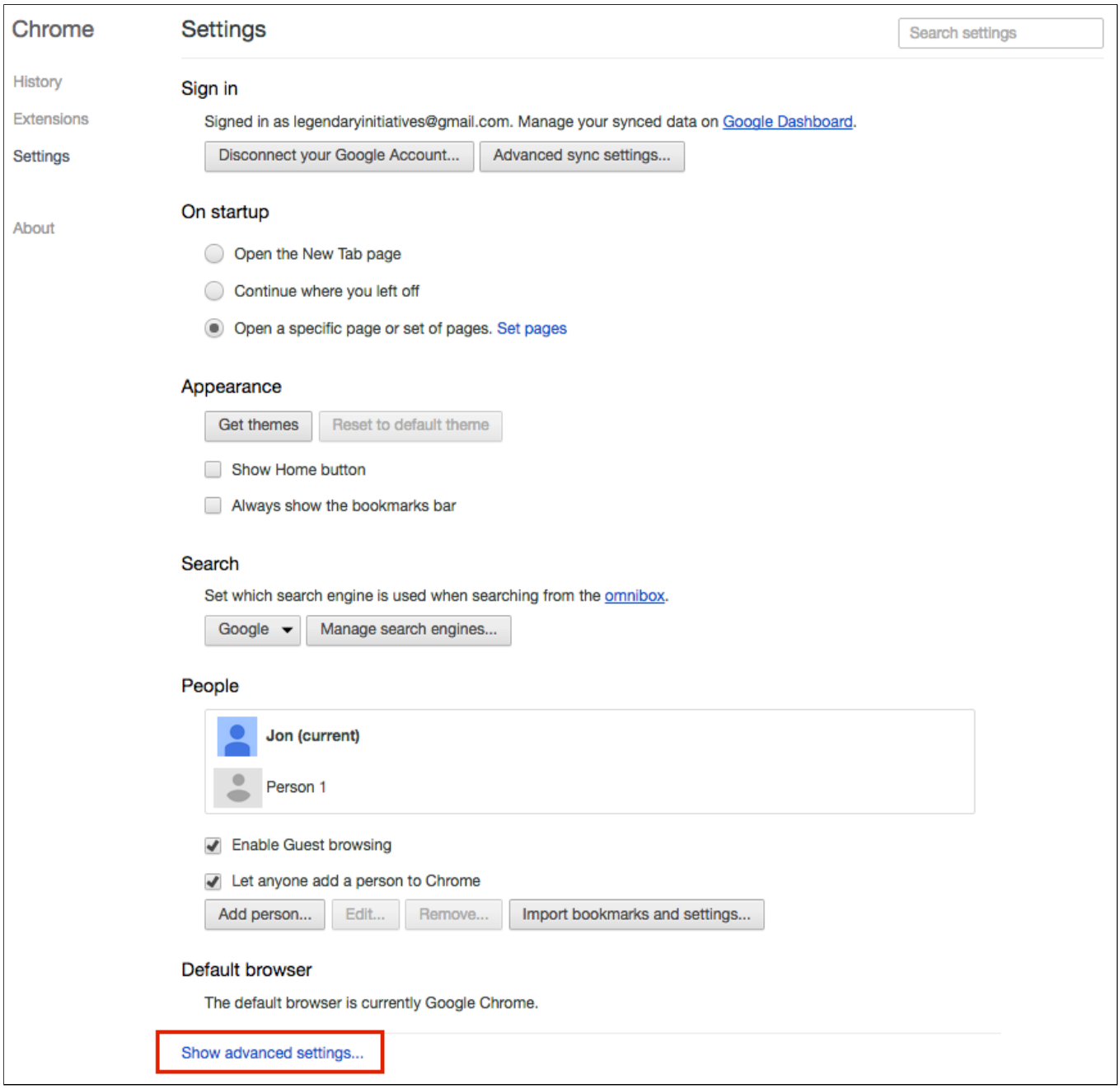
The "Delete Browsing History" dialogue box will disappear. Then, click the **OK** button on the "Internet Options" dialogue box.

Google Chrome

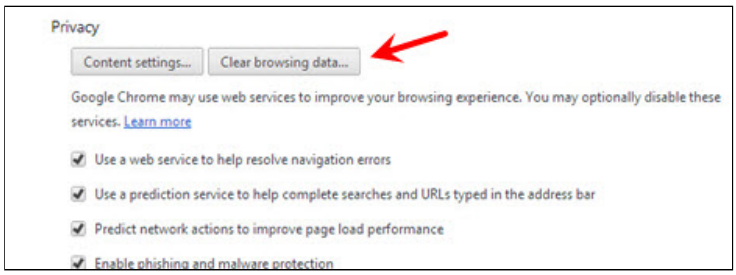
In Google Chrome, click the **hamburger button** (the icon with three horizontal lines) in the top right corner of the browser window. Then, click on **Settings**.



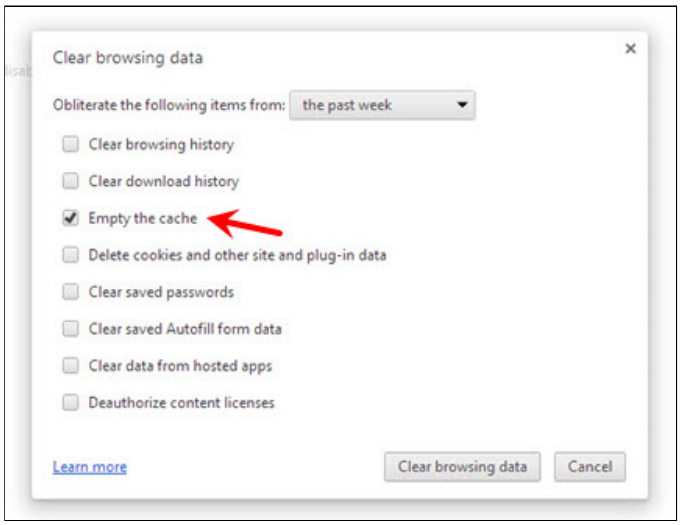
Click on the **Show advanced settings**... link at the bottom of the page.



This will drop down more settings; scroll down to the “Privacy” section. Click the **Clear browsing data...** button.



Check the “Empty the cache” box.

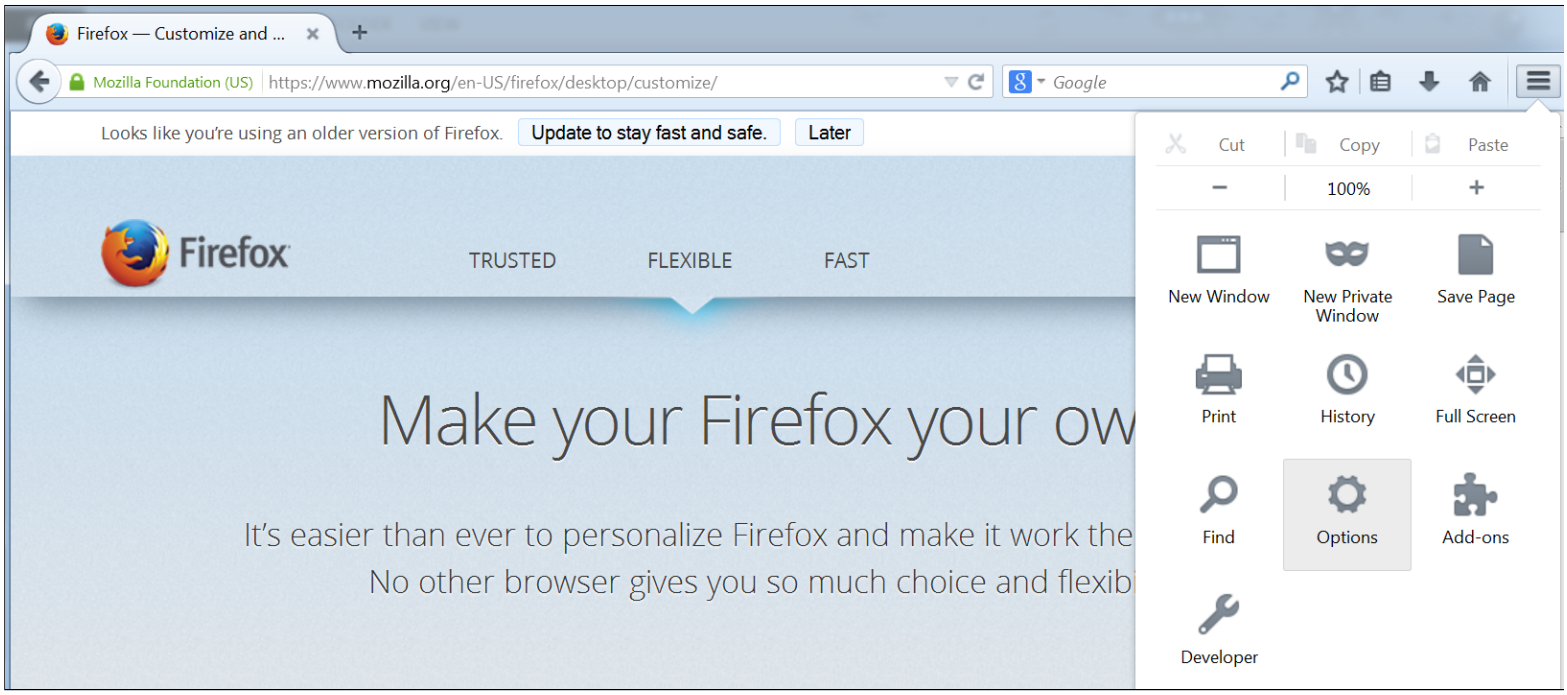


Note: It may also be beneficial to clear the browser's Cookies and History. To do this, just check the Cookies and History boxes too. Clearing the browser's cookies may erase saved login information from websites, so be sure to make note of User ID and PINs before doing so.

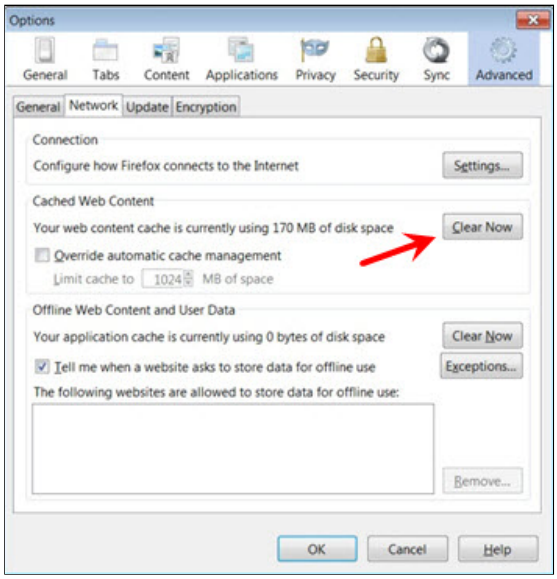
Click the **Clear browsing data** button.

Mozilla Firefox

Click the **hamburger button** (with three horizontal lines). Then, click **Options**.



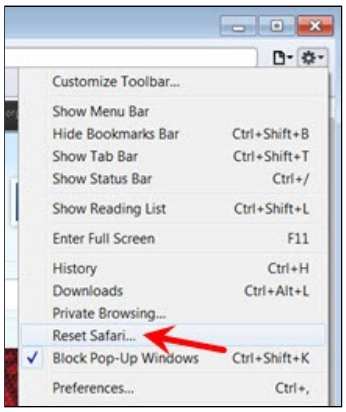
Click the **Advanced** icon, and then click the **Network** tab. After that, click the **Clear Now** button.



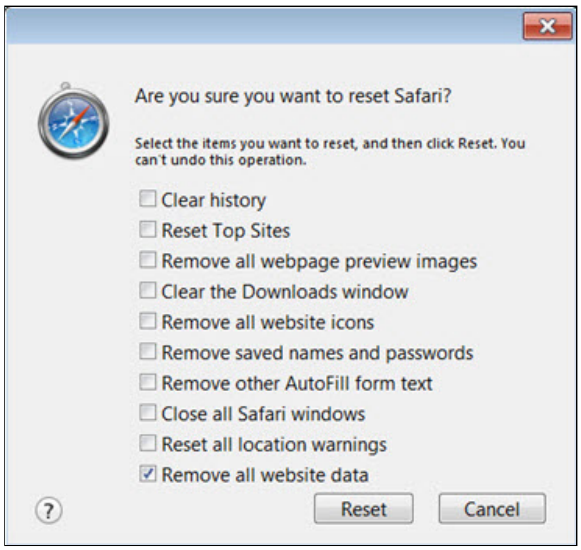
Once Firefox has finished clearing the cached data, click **OK**.

Apple Safari

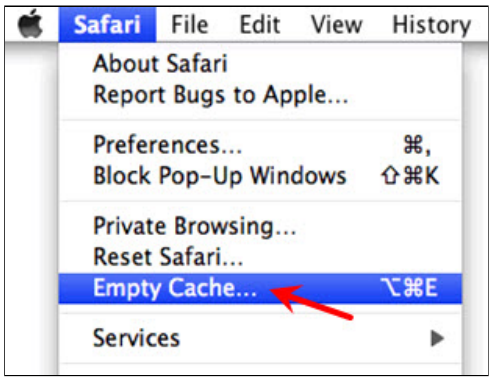
In Safari, click the **gear** icon in the top right corner. Then, click on **Reset Safari...**



Check the box labeled “Remove all website data.” Then, click the **Reset** button.



If you’re using Safari on a Mac, click the **Safari** menu in the tool bar, and click on **Empty Cache...**


Safari
File
Edit
View
History
About Safari
Report Bugs to Apple...
Preferences... ⌘,
Block Pop-Up Windows ⇧⌘K
Private Browsing...
Reset Safari...
Empty Cache... ⌥⌘E
Services