

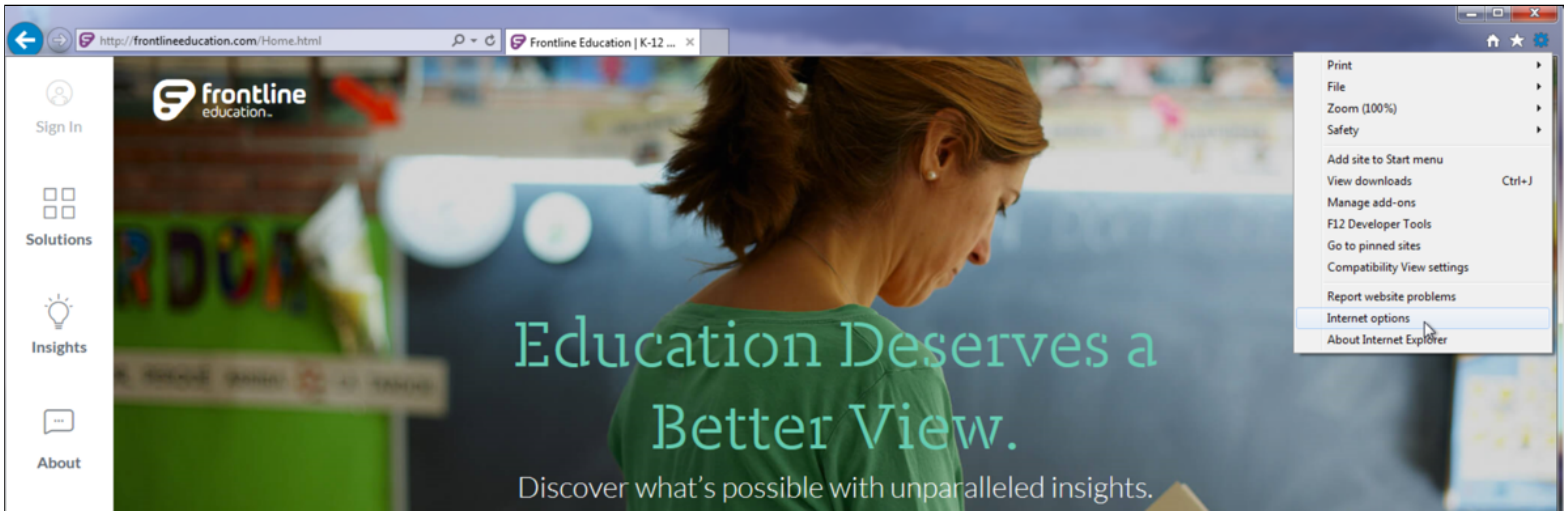
# Clearing Your Web Browser's Cache

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.

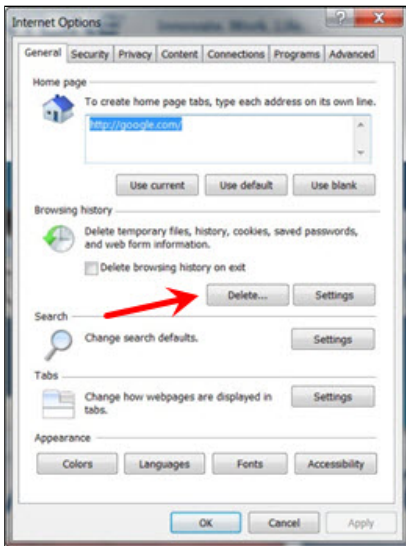
Follow the instructions below to clear the cached internet files from your browser.



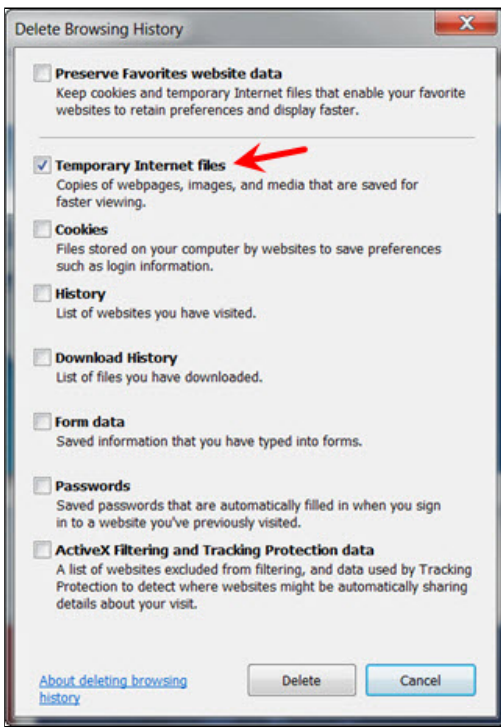
Open Internet Explorer, and click the **gear** icon in the upper right-hand corner. Then, click **Internet Options**.



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



Check the "Temporary Internet Files" box.



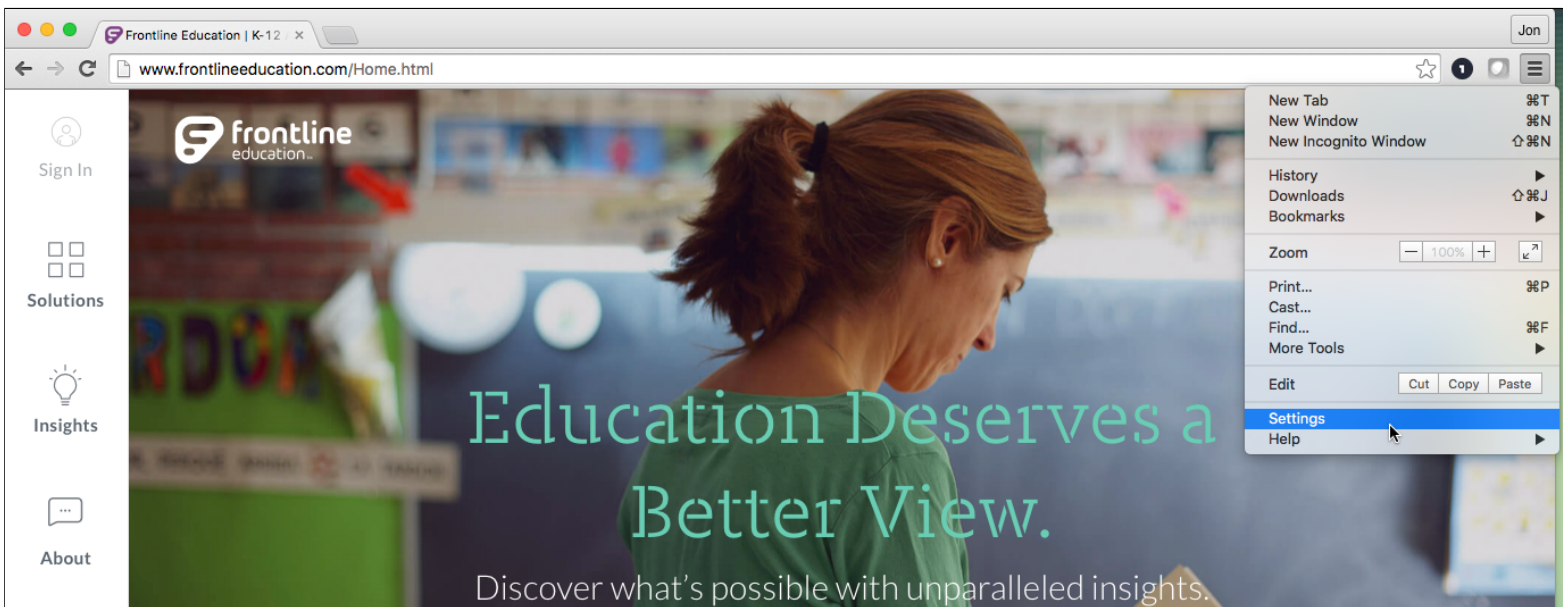
It may also be beneficial to clear the browser's Cookies and History. To do this, just check the Cookies and History boxes too. Clearing the browser's cookies may erase saved login information from websites, so be sure to make note of User ID and PINs before doing so.

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

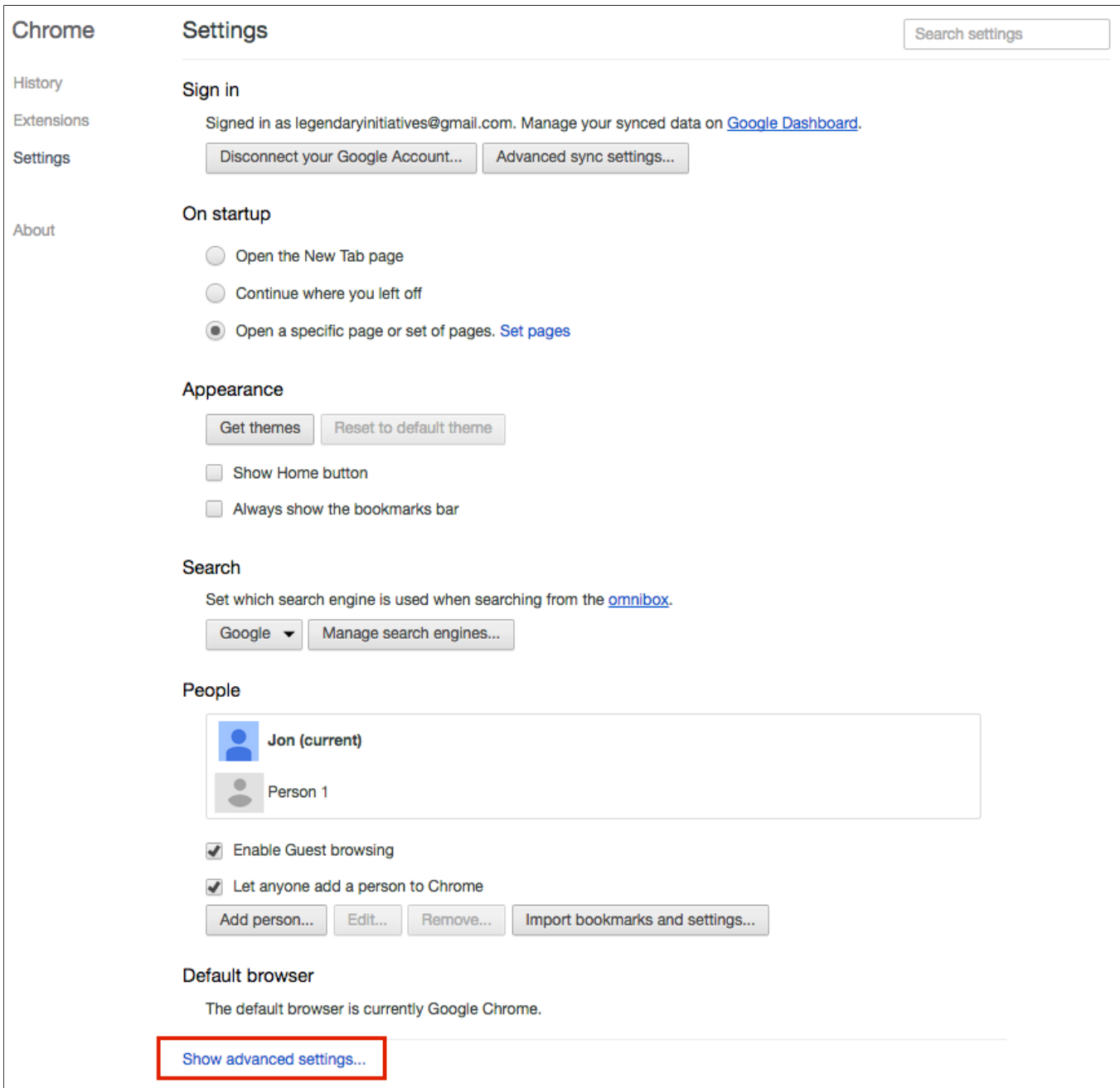
The "Delete Browsing History" dialogue box will disappear. Then, click the **OK** button on the "Internet Options" dialogue box.



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**.

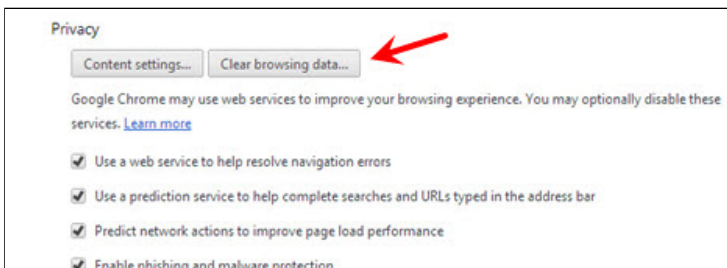


Click on the **Show advanced settings...** link at the bottom of the page.



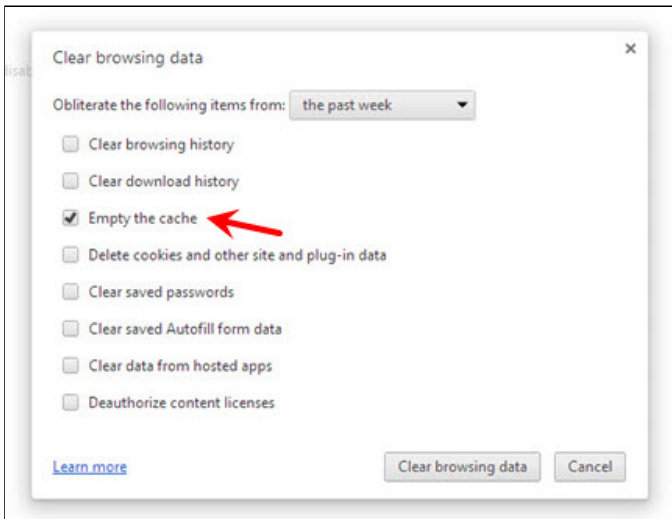
The screenshot shows the Chrome Settings page. On the left sidebar, the 'Settings' option is selected. The main content area is titled 'Settings' and includes a search bar. The 'Sign in' section shows the user is signed in as 'legendaryinitiatives@gmail.com' and provides buttons for 'Disconnect your Google Account...' and 'Advanced sync settings...'. The 'On startup' section has three radio button options: 'Open the New Tab page', 'Continue where you left off', and 'Open a specific page or set of pages. Set pages' (which is selected). The 'Appearance' section has buttons for 'Get themes' and 'Reset to default theme', and checkboxes for 'Show Home button' and 'Always show the bookmarks bar'. The 'Search' section has a dropdown menu set to 'Google' and a 'Manage search engines...' button. The 'People' section shows a list of profiles: 'Jon (current)' and 'Person 1', with checkboxes for 'Enable Guest browsing' and 'Let anyone add a person to Chrome'. At the bottom, the 'Default browser' section states 'The default browser is currently Google Chrome.' A red box highlights the 'Show advanced settings...' link at the bottom left.

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



The screenshot shows the 'Privacy' section of Chrome settings. At the top, there are two buttons: 'Content settings...' and 'Clear browsing data...'. A red arrow points to the 'Clear browsing data...' button. Below the buttons, there is a paragraph of text: 'Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)'. There are four checked checkboxes: 'Use a web service to help resolve navigation errors', 'Use a prediction service to help complete searches and URLs typed in the address bar', 'Predict network actions to improve page load performance', and 'Enable phishing and malware protection'.

Check the "Empty the cache" box.

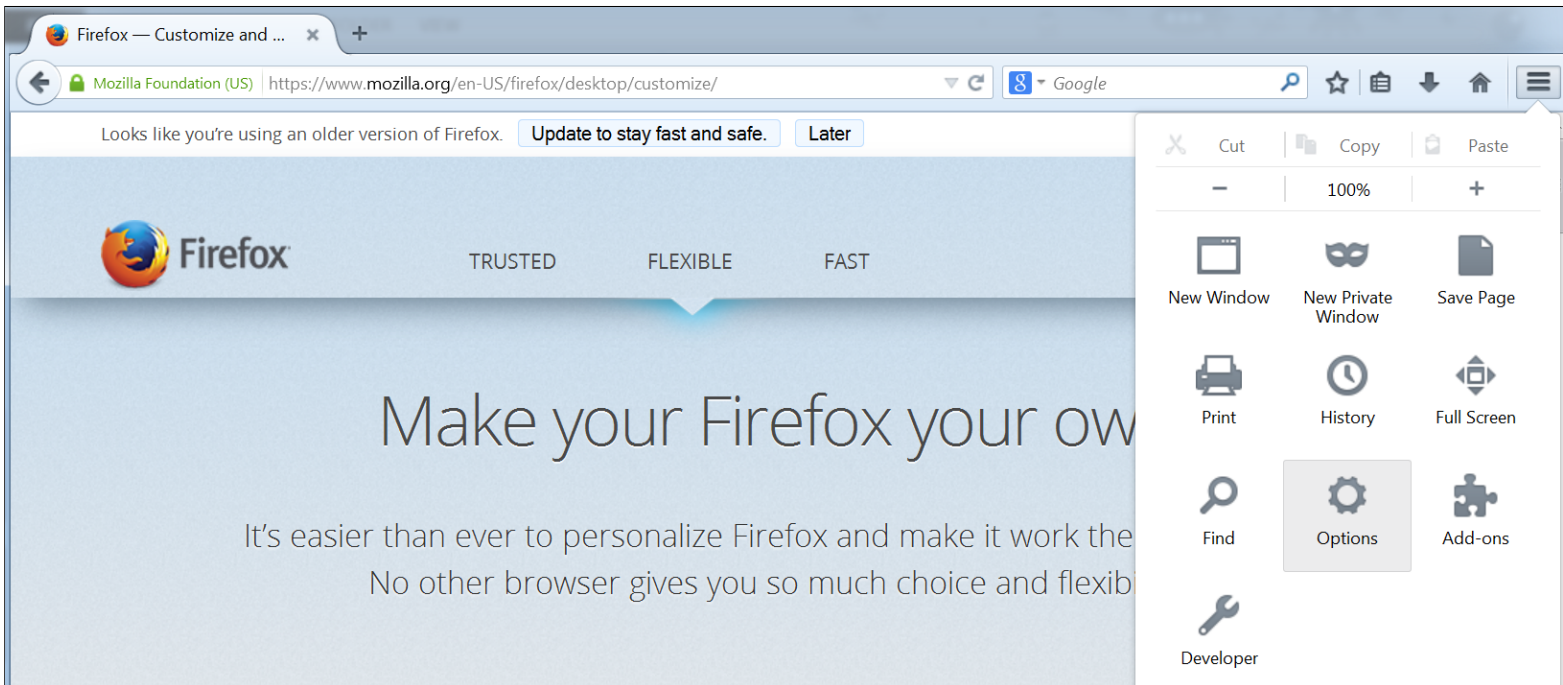


**Note:** It may also be beneficial to clear the browser's Cookies and History. To do this, just check the Cookies and History boxes too. Clearing the browser's cookies may erase saved login information from websites, so be sure to make note of User ID and PINs before doing so.

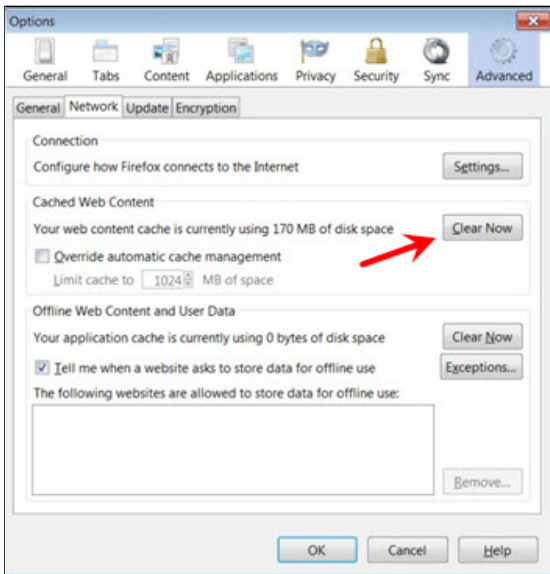
Click the **Clear browsing data** button.



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



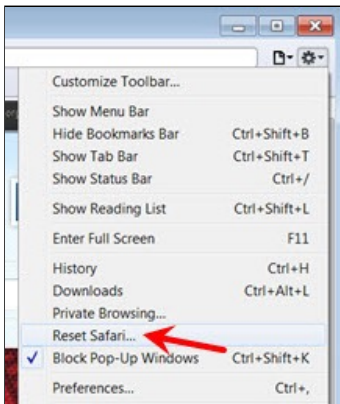
Click the **Advanced** icon, and then click the **Network** tab. After that, click the **Clear Now** button.



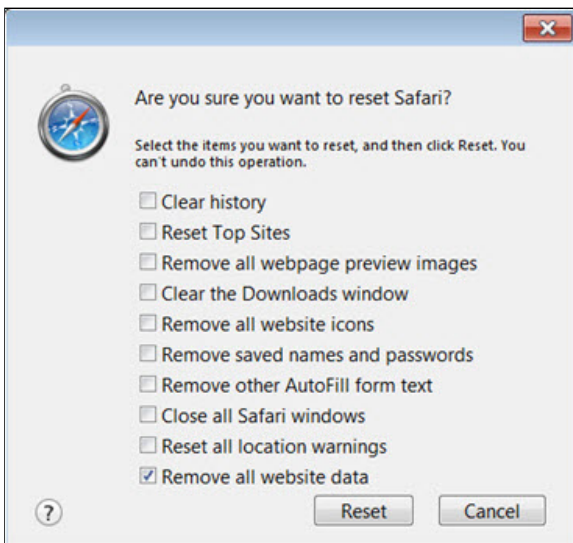
Once Firefox has finished clearing the cached data, click **OK**.

## 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...**

