

## Job Aid – Clearing Web Browser Cache








### Clearing Your Cache

When you use a web browser, it saves information and data from websites in what is called the cache. Saving information to the cache allows the browser and websites you access to load faster.

When you clear your cache, certain issues like loading or formatting issues can often be resolved.

- In most Windows browsers:
  - Hold down **Ctrl + ⬆ Shift + Del** keys at the same time when you are in the browser to open the clear browsing data menu
  - Go to Step 4 in below table based on your browser to complete the process to clear your cache
- In Safari, the following keyboard shortcut will instantly clear all caches: **⌘ Cmd + Alt + E**

You can follow the detailed steps below to clear the cache in a preferred browser:

Browser	Steps to Clear Your Cache
<b>Google Chrome</b> 	<ol style="list-style-type: none"> <li>1. On your computer, open Chrome.</li> <li>2. At the top right, click on the  menu button.</li> <li>3. Click <b>More tools &gt; Clear browsing data</b>.</li> <li>4. At the top, choose a time range. To delete everything, select All time.</li> <li>5. Make sure the box next to <b>Cached images and files</b> is checked.</li> <li>6. Click the <b>Clear data</b> button at the bottom of the window.</li> <li>7. Click <b>Ctrl+F5</b> to refresh the browser.</li> </ol>
<b>Microsoft Edge</b> 	<ol style="list-style-type: none"> <li>1. On your computer, open Edge.</li> <li>2. At the top right, click on the  menu button.</li> <li>3. Click <b>Settings</b> at the bottom of the menu, click <b>Privacy, search and services</b> from the menu on the left.</li> <li>4. Under Clear browsing data, click the <b>Choose what to clear</b> button.</li> <li>5. Make sure the box next to <b>Cached images and files</b> is checked.</li> <li>6. Click the <b>Clear now</b> button at the bottom of the window.</li> <li>7. Click <b>Ctrl+F5</b> to refresh the browser.</li> </ol>
<b>Apple Safari</b> 	<ol style="list-style-type: none"> <li>1. On your computer, open Safari.</li> <li>2. Click on the Safari drop-down menu and select <b>Preferences</b>.</li> <li>3. Click on the <b>Advanced</b> tab and select the <b>Show Develop menu</b> in menu bar checkbox and close the Preferences window.</li> <li>4. Select the <b>Develop</b> drop-down menu and click <b>Empty Cache</b>.</li> <li>5. Click <b>Command + R</b> to refresh the browser.</li> </ol>
<b>Mozilla Firefox</b> 	<ol style="list-style-type: none"> <li>1. On your computer, open Firefox.</li> <li>2. Click on the  menu button and select <b>Options</b>.</li> <li>3. Click <b>Privacy &amp; Security</b> from the menu on the left.</li> <li>4. Under Cookies and Site Data, click <b>Clear Data</b>.</li> <li>5. Make sure the box next to <b>Cached Web Content</b> is checked.</li> <li>6. Click the <b>Clear</b> button at the bottom of the window.</li> <li>7. Click <b>Ctrl+F5</b> to refresh the browser.</li> </ol>

### Additional Support for Clearing Cache and Browser History

- Google Chrome: <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>
- Microsoft Edge: <https://support.microsoft.com/en-us/microsoft-edge/view-and-delete-browser-history-in-microsoft-edge-00cf7943-a9e1-975a-a33d-ac10ce454ca4>
- Apple Safari: <https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>
- Mozilla Firefox: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

Internet Explorer: <https://support.microsoft.com/en-us/topic/view-and-delete-your-browsing-history-in-internet-explorer-098ffe52-5ac9-a449-c296-c735c32c8678>