

## How to Clear Cache

**Purpose:** When you use the Internet to access Web pages, files, images and other downloaded content, your Web browser caches, or stores, information on your computer. Sometimes this creates access issues and this information must be cleared to resolve the issue.

Browser	Action
Mozilla Firefox	<ul> <li>Press the SHIFT+CONTROL+DELETE keys on your keyboard at the same time OR From the <i>Tools</i> menu at the top of the browser window, select Clear Recent History. <i>Note:</i> If you don't have the top navigation menu, use the Firefox icon Firefox in the upper left corner Select Everything in the <i>Time range to clear</i> Select Browsing &amp; Download History, Form &amp; Search History, Cookies, and Cache in the <i>Details</i> section</li> <li>Click the Clear Now button</li> </ul>
	Clear All History
	Time range to clear: Everything
	All selected items will be cleared. This action cannot be undone.
	▲ D <u>e</u> tails
	<ul> <li>Browsing &amp; Download History</li> <li>Form &amp; Search History</li> <li>Cookies</li> <li>Cockee</li> <li>Active Logins</li> <li>Site Preferences</li> </ul>
	Clear Now Cancel



Browser	Action
Internet Explorer	<ul> <li>Press the SHIFT+CONTROL+DELETE keys on your keyboard at the same time OR From the <i>Tools</i> menu at the top of the browser window, select Delete Browsing History. <i>Note:</i> If you don't have the top navigation menu, use the Tools drop-down menu in the upper right corner</li> <li>Select the first four items</li> <li>Click the Delete button</li> </ul>
	Delete Browsing History
	<ul> <li>Temporary Internet files         <ul> <li>Copies of webpages, images, and media that are saved for faster viewing.</li> <li>Cookies             <ul></ul></li></ul></li></ul>
	<ul> <li>Download History         List of files you have downloaded.     </li> <li>Form data         Saved information that you have typed into forms.     </li> </ul>
	<ul> <li>Passwords</li> <li>Saved passwords that are automatically filled in when you sign in to a website you've previously visited.</li> <li>ActiveX Filtering and Tracking Protection data         <ul> <li>A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.</li> </ul> </li> </ul>
	About deleting browsing history Delete Cancel



Browser	Action
Chrome	<ul> <li>Press the SHIFT+CONTROL+DELETE keys on your keyboard at the same time OR</li> <li>Click the settings icon select Tools, Clear Browsing Data</li> <li>Select the first four items</li> <li>Click the Clear browsing data button</li> </ul>
	Clear browsing data × Obliterate the following items from: the beginning of time
	<ul> <li>Clear browsing history</li> <li>Clear download history</li> <li>Empty the cache</li> <li>Delete cookies and other site and plug-in data</li> <li>Clear saved passwords</li> <li>Clear saved Autofill form data</li> <li>Clear data from hosted apps</li> <li>Deauthorize content licenses</li> </ul>
Safari	<ul> <li>For MAC - From the Safari menu, select Empty Cache or Reset Safari.</li> <li>For Windows – From the Edit menu, select Empty Cache.</li> <li>Note: You may enable the Develop menu to clear the cache if you don't want to clear your history by:</li> <li>From your Safari menu bar select Safari &gt; Preferences then select the <i>Advanced</i> tab.</li> <li>Select: Show Develop menu in menu bar</li> <li>From the menu bar click Develop &gt; Empty Cache</li> </ul>

*Tip:* Information about clearing cache in earlier versions of Internet Explorer, Mozilla Firefox, Google Chrome, and Safari can be located here: <u>http://www.wikihow.com/Clear-Your-Browser's-Cache</u>