


Sometimes to fix errors with accessing web pages, you will need to clear your browser's cache, also known as temporary internet files. This document will cover how to clear the browser's cache on many of the known browsers.


Note that these instructions may vary from your particular browser's setup, sometimes changing completely, depending upon your version and device. If these instructions do not work, you may need to consult your device's manual or visit the support page for your particular browser and/or operating system.

## WINDOWS BROWSERS

### GOOGLE CHROME VERSION 10 AND NEWER

1. Click the **Menu icon**  in the upper right corner of the browser.
2. Click **Settings**.
3. Click **Show Advanced Settings** at the bottom of the Settings section.
4. Scroll to the Privacy section and click **Clear browsing data**.
5. Select **Browsing history, Download history, Cookies and other site and plug-in data, and Cached images and files**.
6. Change **Obliterate the following items from to the beginning of time**.
7. Click **Clear browsing data**.



### INTERNET EXPLORER 11 AND NEWER

1. Click the **Tools icon**  and select **Safety**.
2. Select **Delete Browsing History...**
  - a. You can also press **Ctrl-Shift-Delete**.
3. Make sure **Temporary Internet Files, Cookies and History** are selected.
  - a. If you're having problems with familiar sites, uncheck **Preserve Favorites website data**. Otherwise, you can leave it checked.
4. Click **Delete**.

### MICROSOFT EDGE BROWSER

1. Open the settings menu by clicking the three dots (...) in the upper right corner and then clicking **Settings**.
2. Near the bottom, click **Choose what to clear** in the **Clear browsing data** section.
3. Make sure **Browsing history, Cookies and saved website data, Cached data and files, and Download history** are checked.
4. Click **Clear**.

### FIREFOX

1. Click the **Open Menu icon**  in the top right corner.
2. Click **Options**.
3. Select **Privacy** in the left side navigation menu.
4. Click the **clear your recent history link** in the **History** section.
5. Expand **Details** by clicking the **down carat** .


6. Make sure **Browsing & Download History, Cookies, Cache** and **Active Logins** are selected.
7. Change **Time range to clear:** to **Everything**.
8. Select **Clear Now**.

## MAC BROWSERS



### SAFARI

1. Click the **Safari** menu and select **Preferences**.
2. Click **Privacy**.
3. Click **Remove All Website Data...**
4. Click **Remove Now**.

### GOOGLE CHROME VERSION 10 AND NEWER



1. Click the **Menu icon**  in the upper right corner of the browser.
2. Click **Settings**.
3. Click **Show Advanced Settings** at the bottom of the Settings section.
4. Scroll to the Privacy section and click **Clear browsing data**.
5. Select **Browsing history, Download history, Cookies and other site and plug-in data,** and **Cached images and files**.
6. Change **Obliterate the following items from** to **the beginning of time**.
7. Click **Clear browsing data**.

### FIREFOX


1. Click the **Open Menu icon**  in the top right corner.
2. Click **Preferences**.
3. Select **Privacy** in the left side navigation menu.
4. Click the **clear your recent history link** in the **History** section.
5. Expand **Details** by clicking the **down carat** .
6. Make sure **Browsing & Download History, Cookies, Cache** and **Active Logins** are selected.
7. Change **Time range to clear:** to **Everything**.
8. Select **Clear Now**.

## LINUX BROWSERS

### FIREFOX

1. Click the **Open Menu icon**  in the top right corner.
2. Click **Preferences**.
3. Select **Privacy** in the left side navigation menu.
4. Click the **clear your recent history link** in the **History** section.
5. Expand **Details** by clicking the **down carat** .
6. Make sure **Browsing & Download History, Cookies, Cache** and **Active Logins** are selected.
7. Change **Time range to clear:** to **Everything**.
8. Select **Clear Now**.

## CHROMIUM

1. Click the **Menu icon**  in the upper right corner of the browser.
2. Click **Settings**.
3. Click **Show Advanced Settings** at the bottom of the Settings section.
4. Scroll to the Privacy section and click **Clear browsing data**.
5. Select **Browsing history, Download history, Cookies and other site and plug-in data, and Cached images and files**.
6. Change **Obliterate the following items from to the beginning of time**.
7. Click **Clear browsing data**.

## MOBILE AND TABLET BROWSERS

### SAFARI FOR IOS

1. Tap **Settings**
2. Scroll down and tap **Safari**
3. Tap **Clear History and Website Data**.
4. Tap **Clear History and Data**.

### GOOGLE CHROME FOR IOS

1. Tap the **Menu icon** in the upper right corner of the browser.
2. Tap **Settings**.
3. Tap **Privacy**.
4. Tap **Clear All**.
5. Tap **Clear All** again.
6. Tap **Done**.

### ANDROID

1. Open the browser.
2. Tap the **Menu icon** in the upper right corner of the browser.
3. Tap **Settings**.
4. Tap **Clear Cache**, then tap **OK**.
5. Tap **Clear History**, then tap **OK**.
6. Tap **Clear All Cookie Data**, then tap **OK**.
7. Tap the back arrow twice to return to the browser.

Note: Androids vary from device to device, and these instructions may not work for all Android devices. Please see your manufacturer's support page for device specific instructions.