

How to Clear Your Browser's Cache

Performing a **Force Refresh** is probably the easiest way to clean the browser cache files.

- **Windows:** **Ctrl** + **F5** (Press and hold **Ctrl** on your keyboard, then Press **F5**)
- **Mac:** Apple or Command(**⌘**) + **R**
- **Linux:** **F5**

If the above Force Refresh method still can't solve your problem, please go through this document.

(If you are unsure of what browser version you are currently using, you can visit **www.whatbrowser.org** to find out.)

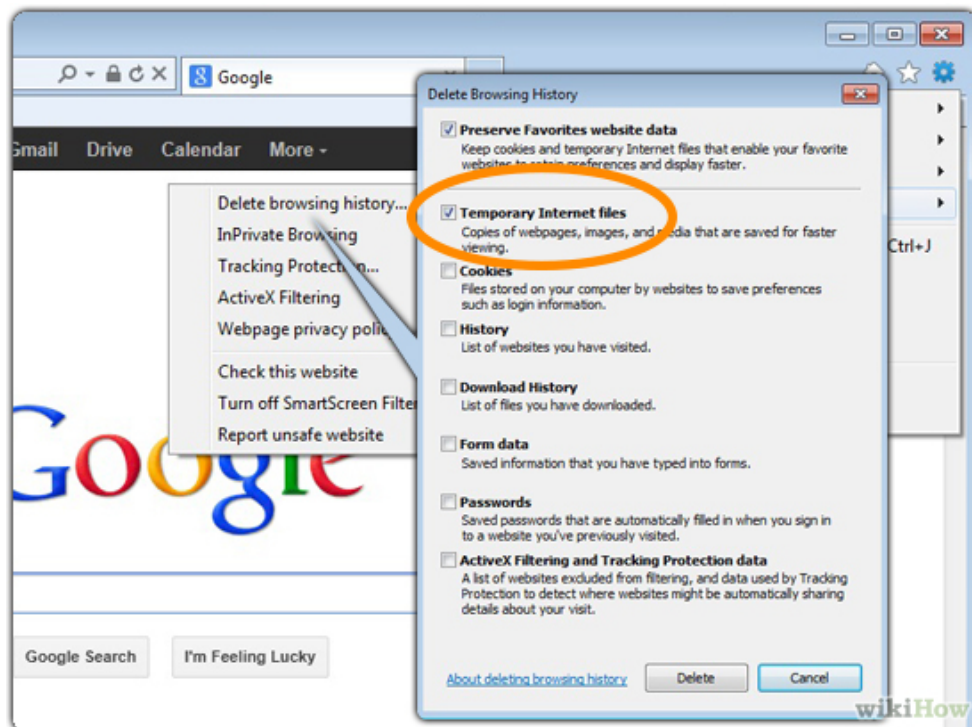
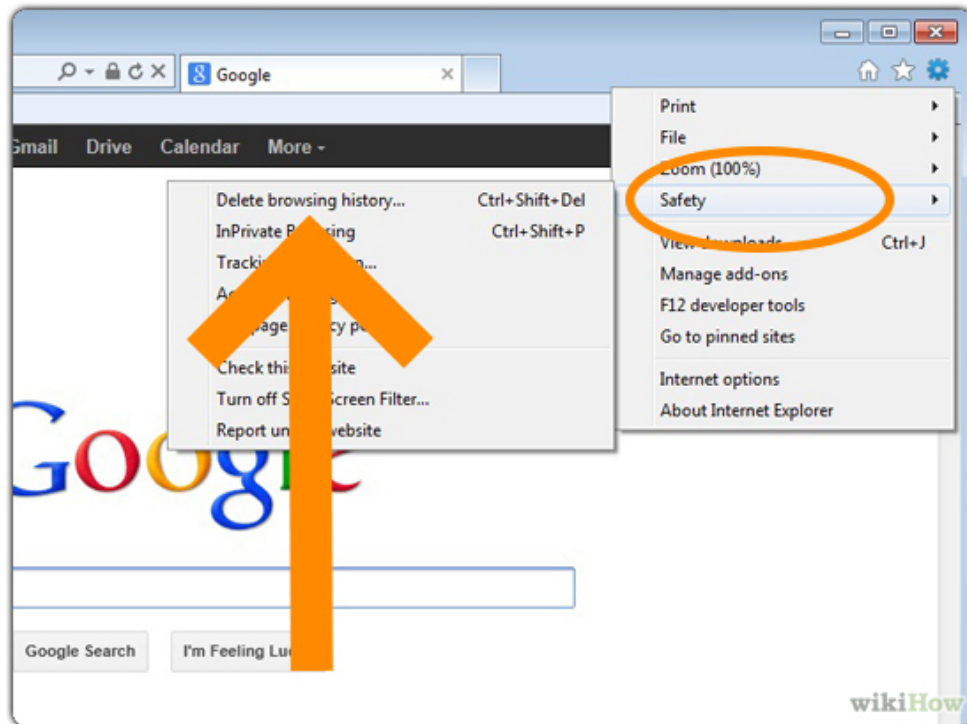
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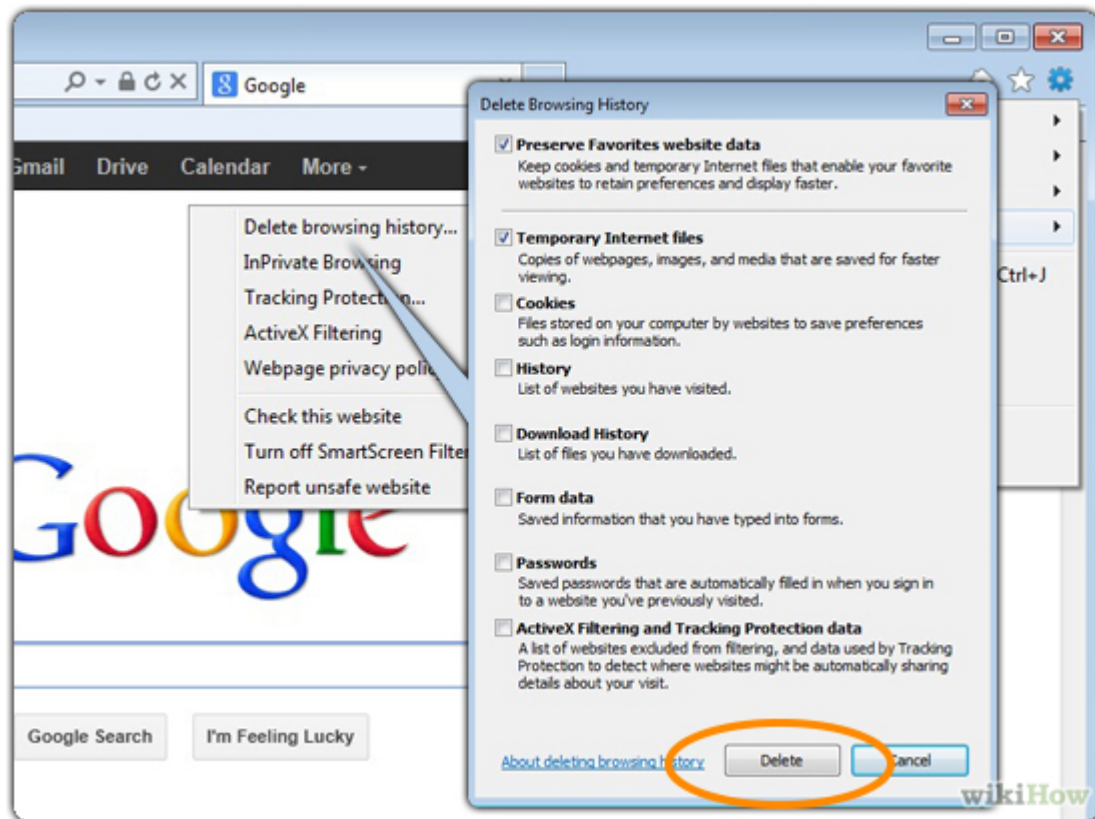
Internet Explorer 9, 10, and 11

1. Once your browser is open, click the gear icon at the top right to open the **Settings** menu. Then, select **Safety** and **Delete Browsing History**....

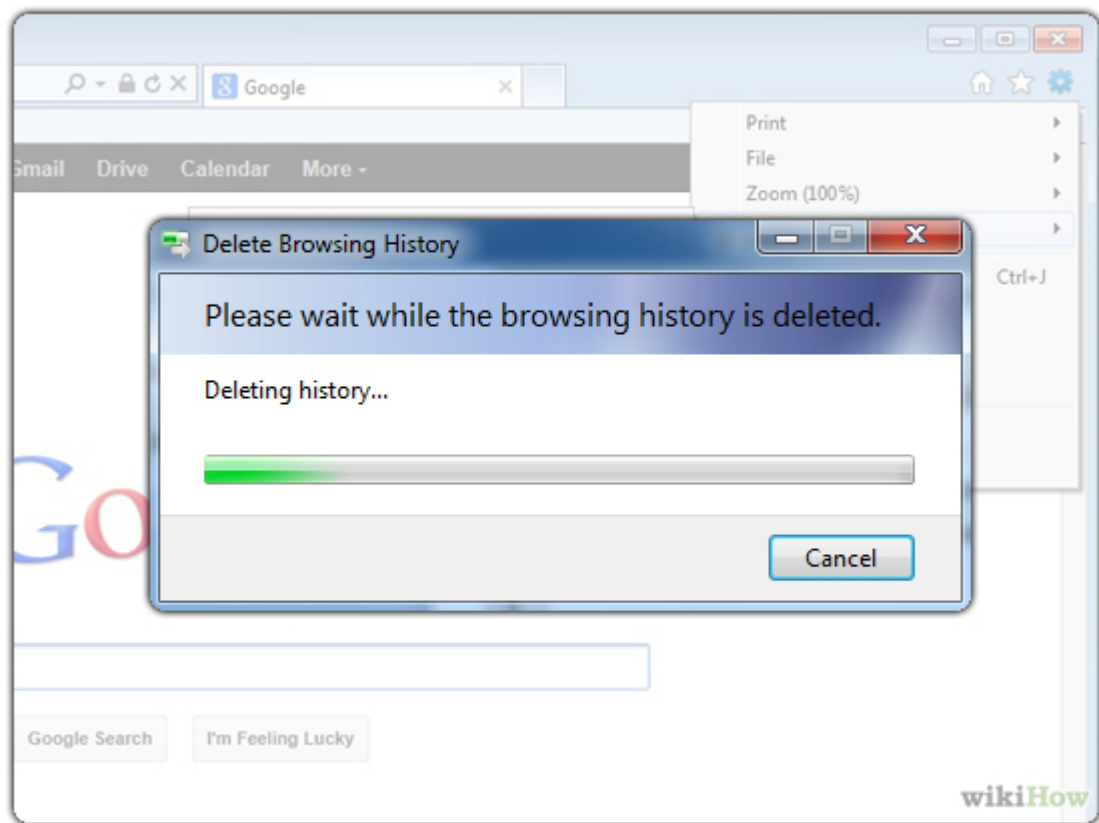
Or, alternately, you may simply press `Ctrl+Shift+Delete` to open the Delete Browsing History window.



2. Select Temporary Internet Files. You will also need to **uncheck** all of the other boxes, especially **Preserve Favorites website data**. This option makes the window also delete objects from websites in your Favorites folder, which is necessary to completely clear your cache.



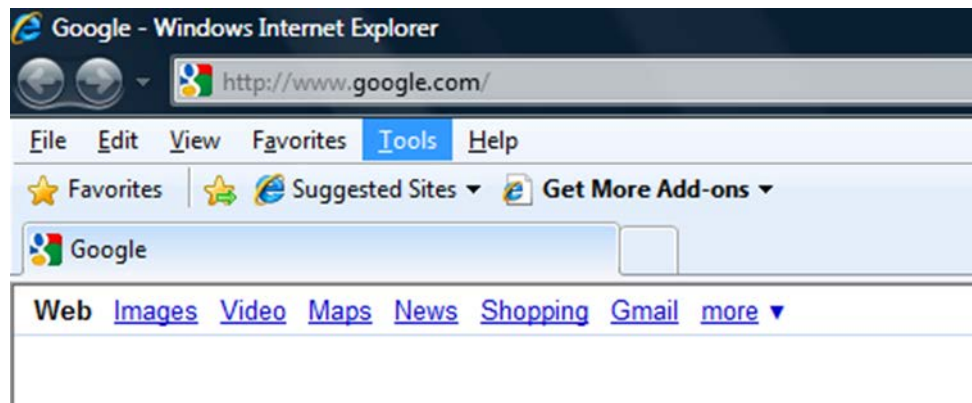
3. Click the Delete button near the bottom of the window to perform the operations (i.e. clear your cache by deleting temporary files).



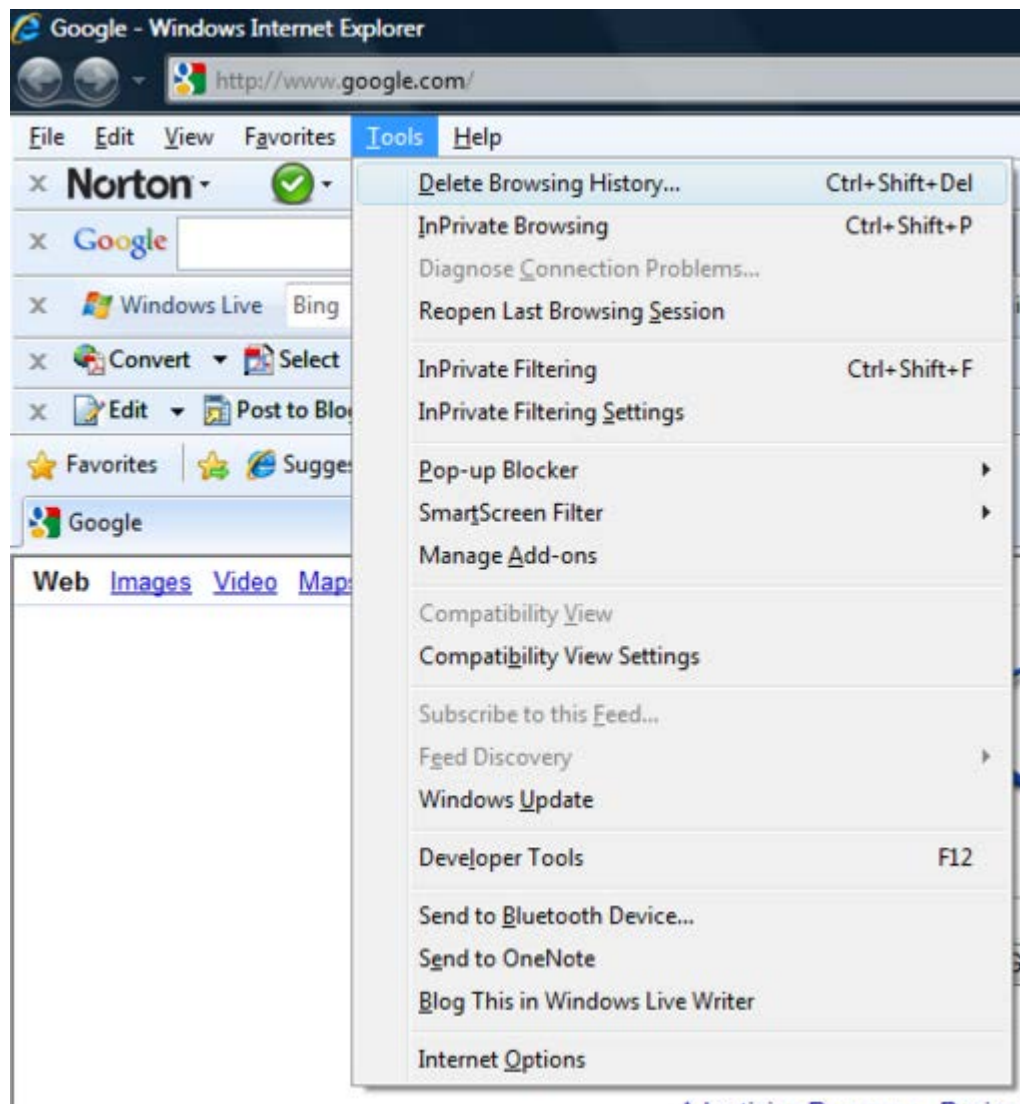
4. Your computer will work for a moment, and then the process will be complete. You've successfully cleared Internet Explorer 9's Cache!

Internet Explorer 8

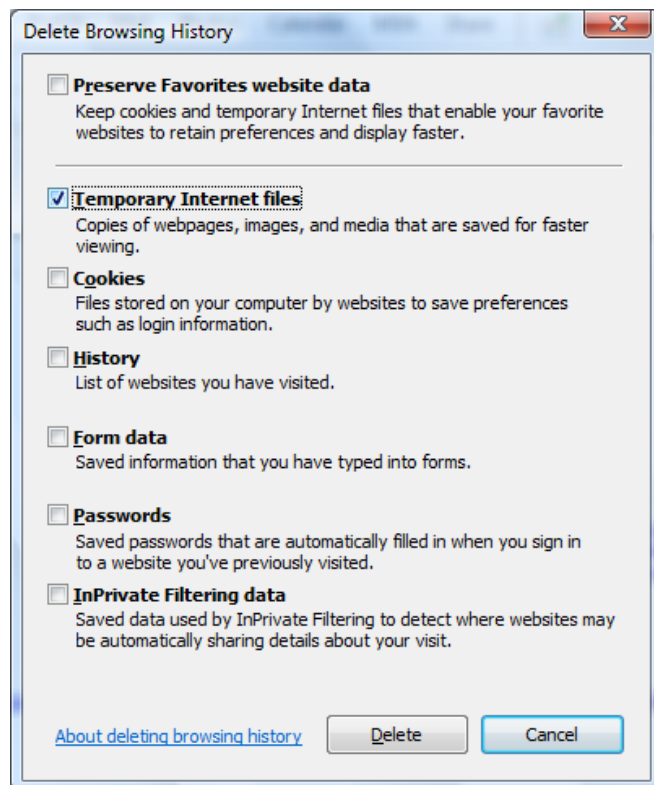
1. Once your browser is open, click the **Tools** menu. Or, optionally you may simply press **Ctrl+Shift+Delete** to open the Delete Browsing History window (and skip step 2)



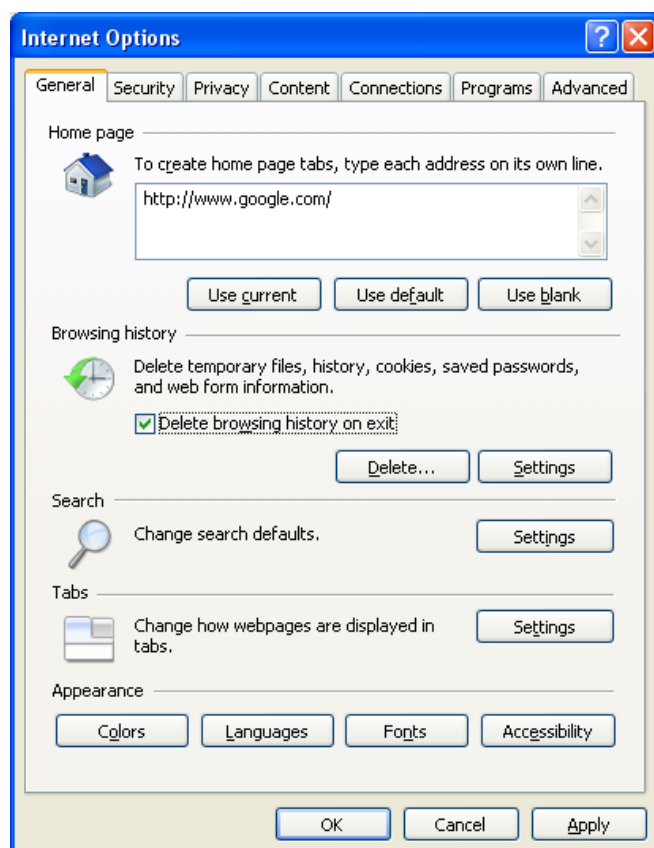
2. Click on **Delete Browsing History...**



3. Select **Temporary Internet Files**.



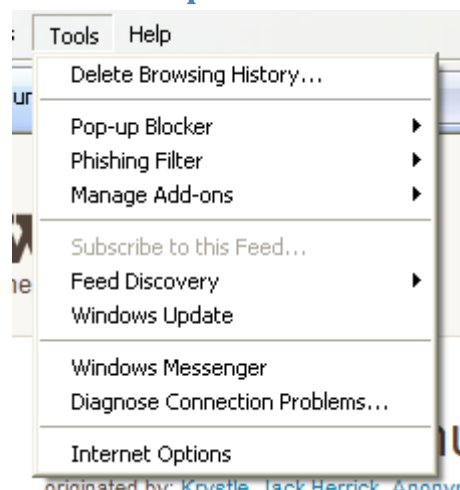
4. Click the **Delete** button near the bottom of the window to delete your temporary files (i.e. clear your cache).



5. Set your cache to delete every time you close Internet Explorer. If you want the browser to automatically clear the cache whenever you close it, close the 'Delete Browsing History' window, select 'Internet Options' from the Tools menu, and check the 'Delete Browsing history on exit' checkbox.

Note: IE8 has a "feature" which retains some cookies even after you clear your cache if you do not UNCHECK the "Preserve Favorites Website Data." If you truly need to clear your cache, you will want to uncheck this!

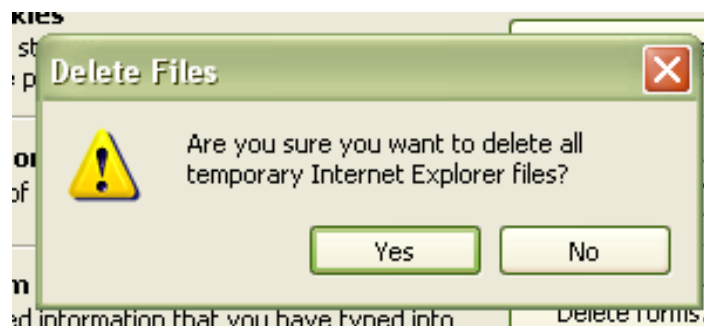
Internet Explorer 7



1. Open IE 7 and click the **Tools** menu. Click the **Delete Browsing History** link at the top.



2. Under the **Temporary Internet Files** heading, click **Delete files**. And Click **Yes** when you see the prompt asking if you are sure you want to delete all temporary files.



Firefox

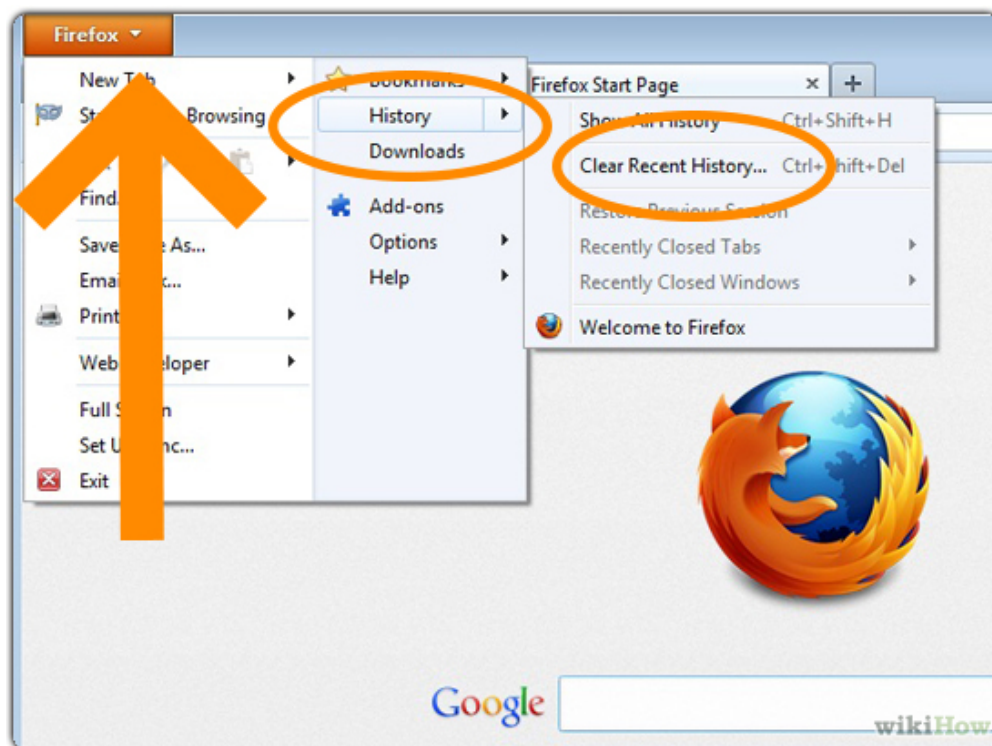
1. Go to "Clear Recent History":

On a PC, click the "Firefox" menu in the top left corner. Next, select the right arrow next to "History >", and click "Clear Recent History"

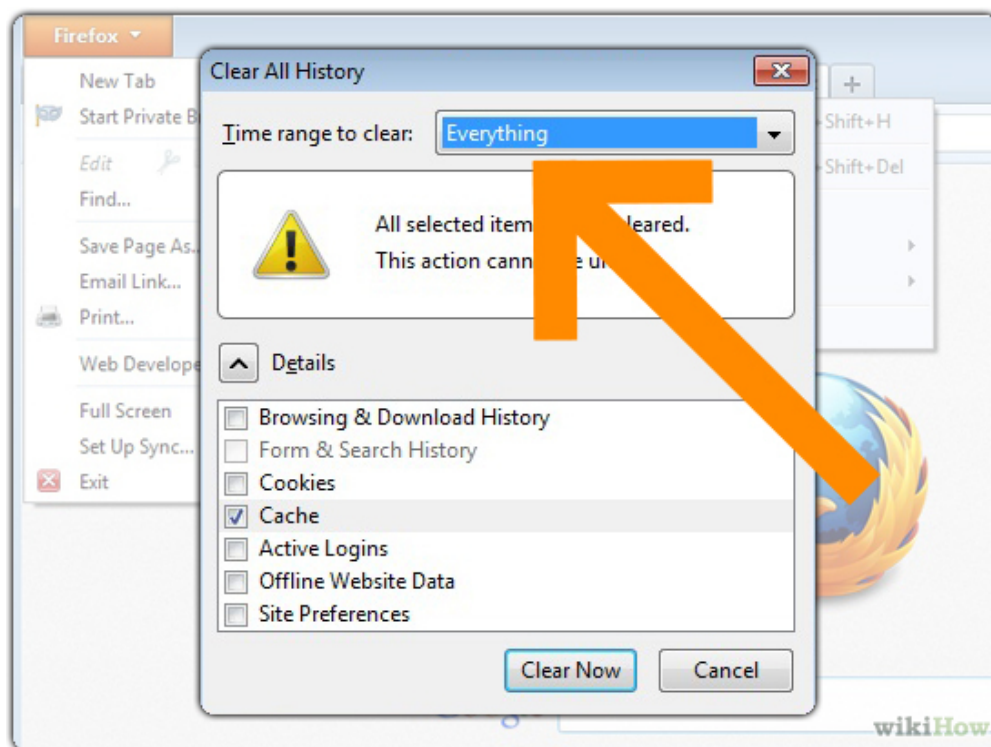
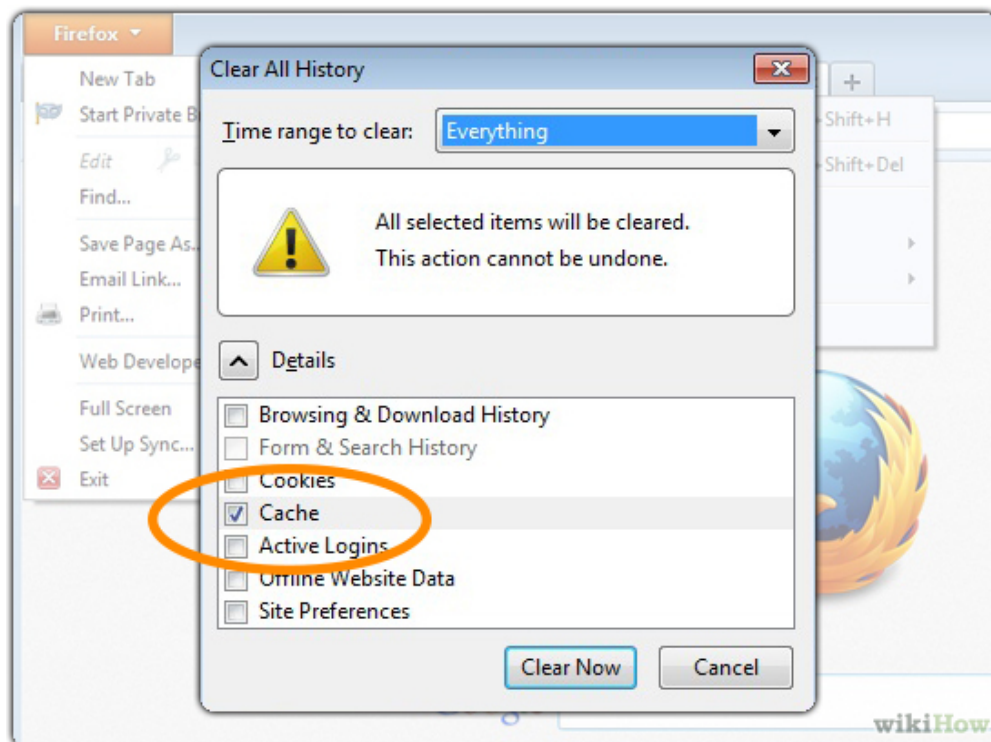
Or press `Ctrl+Shift+Delete` to open the recent history window.

On a Mac, from the Tools menu, select "Clear Recent History..."

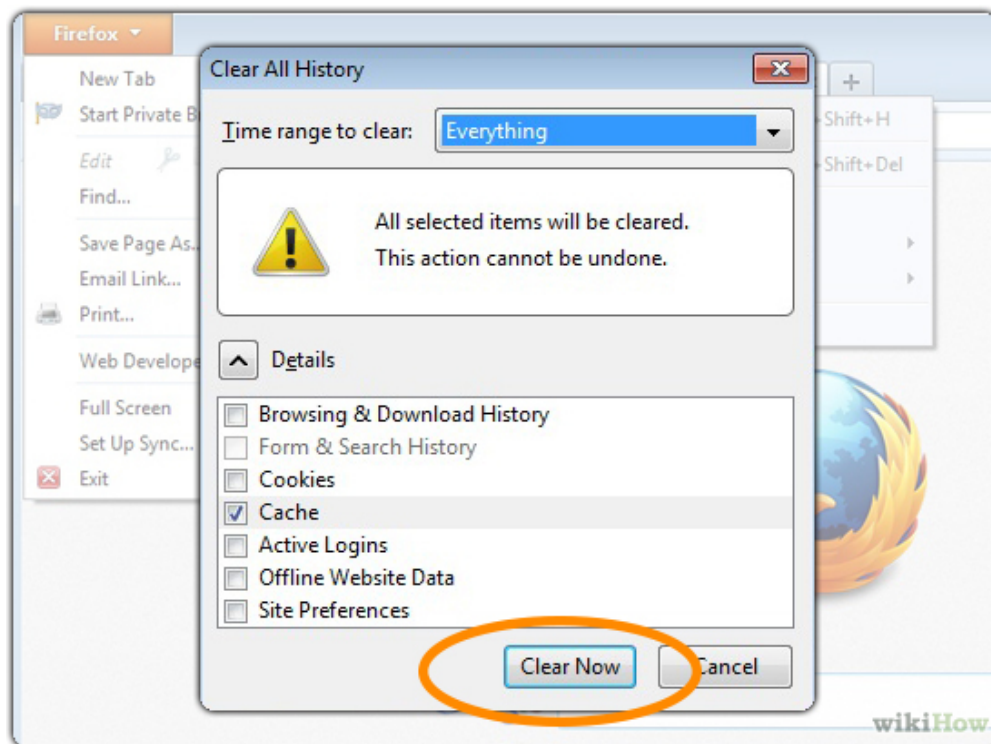
Alternately, you can press `⇧ Shift+⌘ Command+⌫ Delete`.



2. Make sure "Details" is expanded, then select "Cache" from the list. Uncheck everything else.



3. In the "Time Range to Clear" drop down, select "Everything".



4. Select "Clear Now". Your computer will work for a moment, and the process will be complete. You've successfully cleared Firefox's Cache!

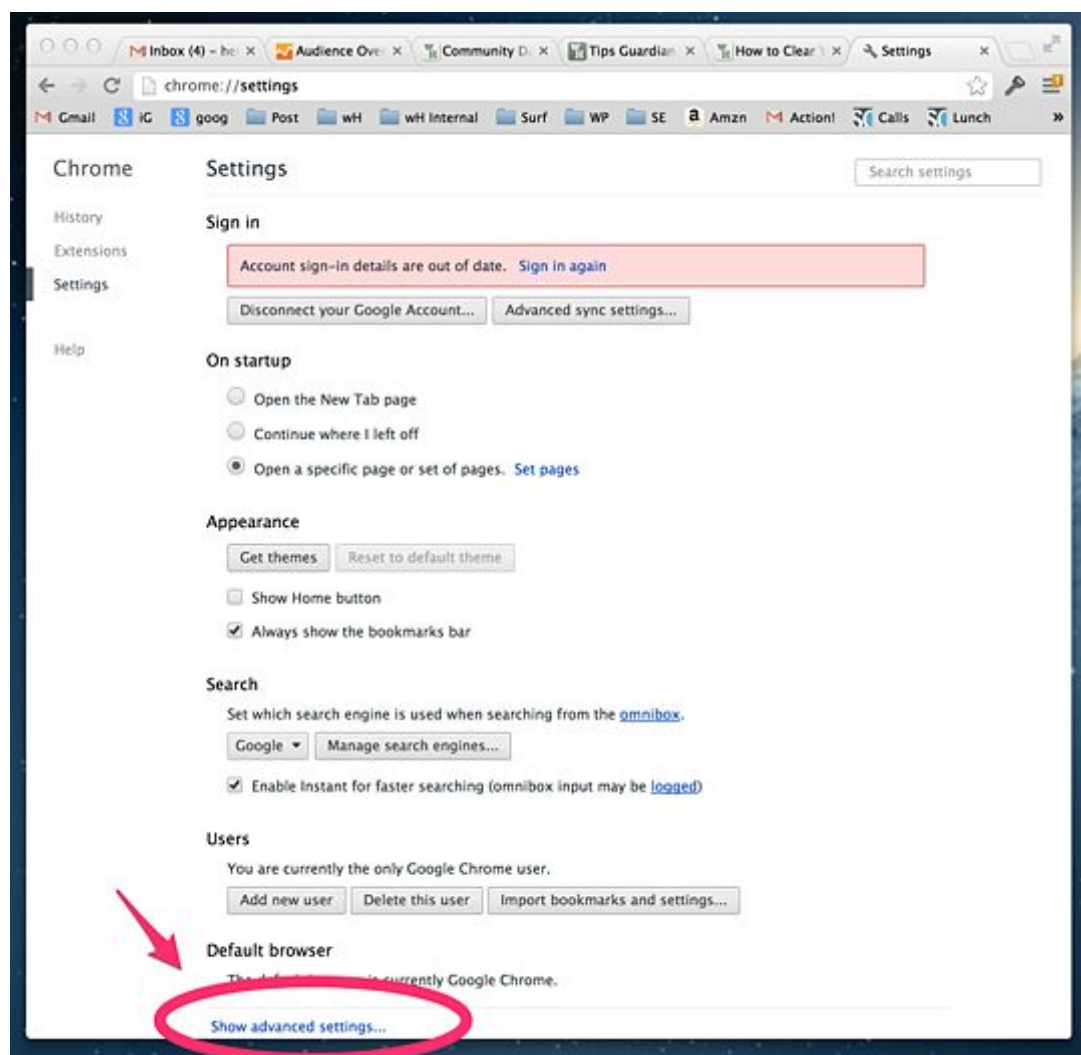
Chrome v10+

1. Open the settings on Chrome. Click the menu icon in the upper right corner of the browser to the right. Click settings on the bottom of the menu.

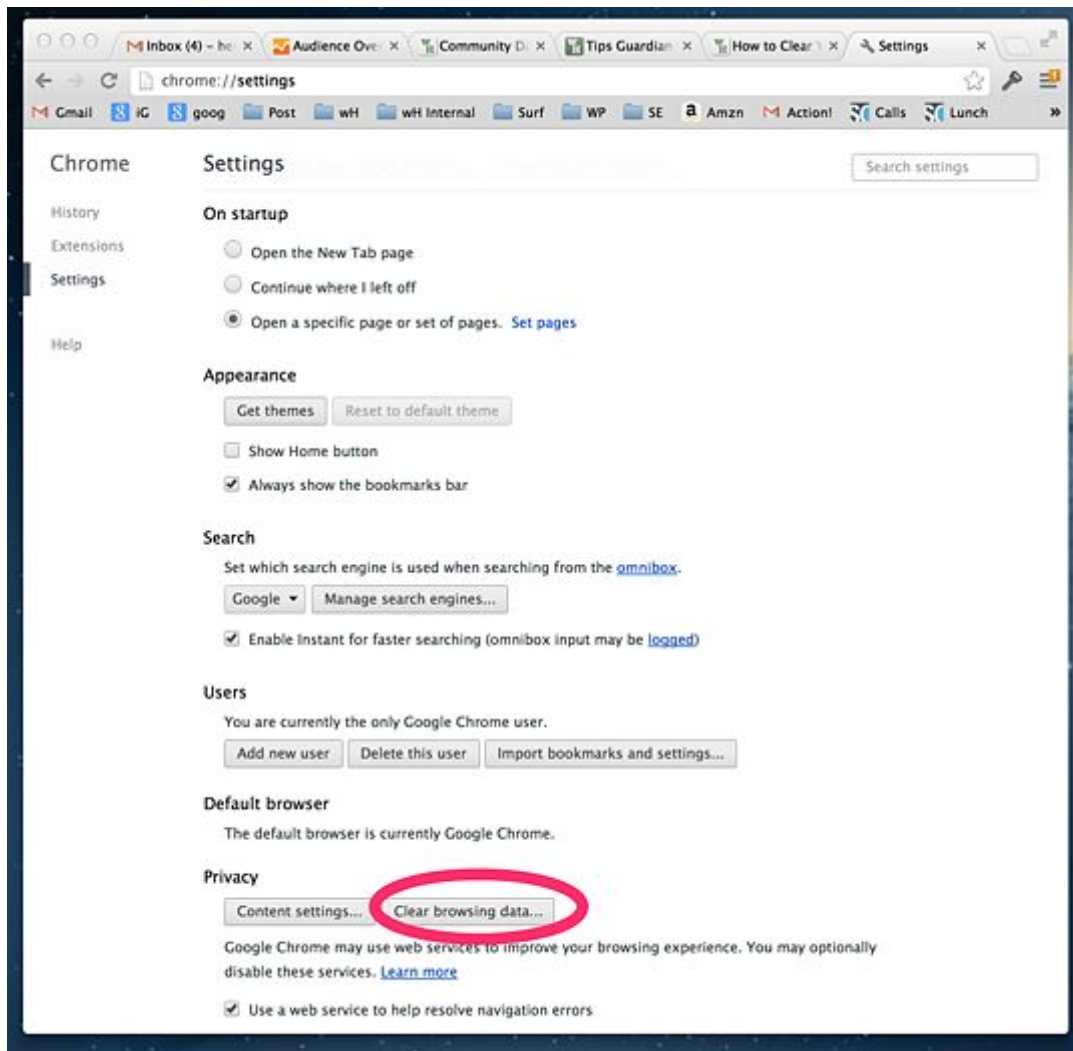
A faster way to get there is to press **Control** + **Shift** + **Delete** on a PC, or if you're using a Mac **⇧ Shift** + **⌘ Command** + **⌘ Delete**.



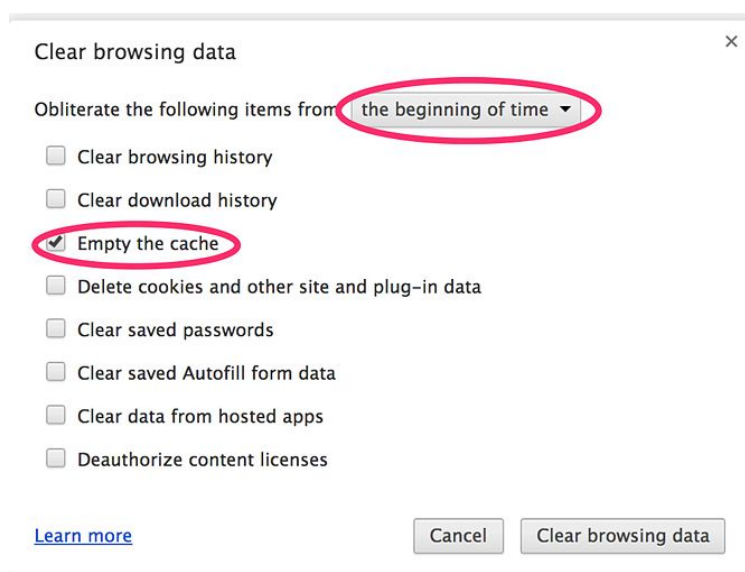
2. From settings, click "Show advanced settings..." It's located at the very bottom of the settings section.



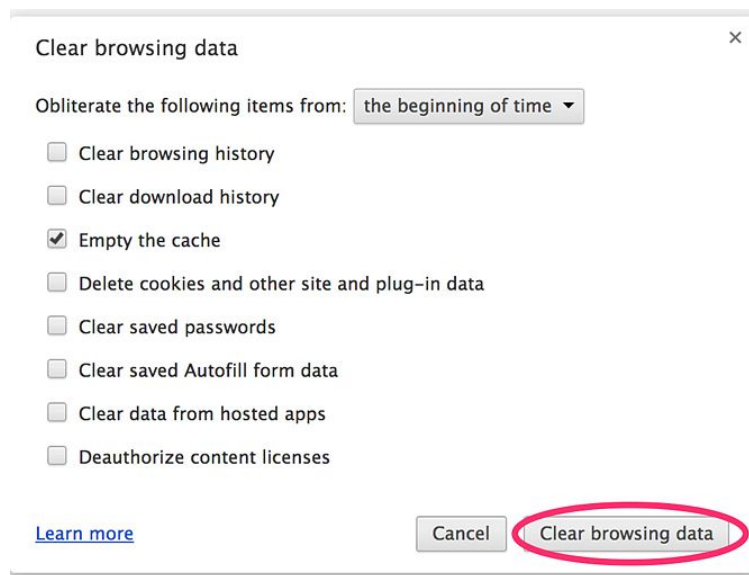
3. Scroll to the privacy section and click "Clear browsing data".



4. Select "Empty the cache". Uncheck all other options to avoid deleting browser history, cookies and other things you may wish to retain. Change "Obliterate the following items from" to "the beginning of time".

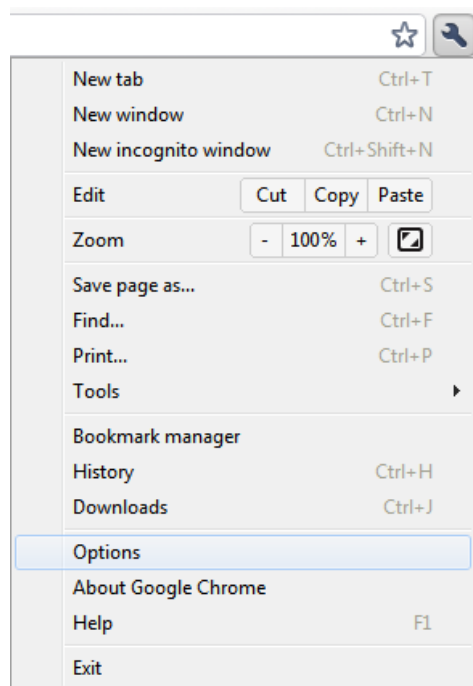


5. Press "Clear browsing data". You are done!

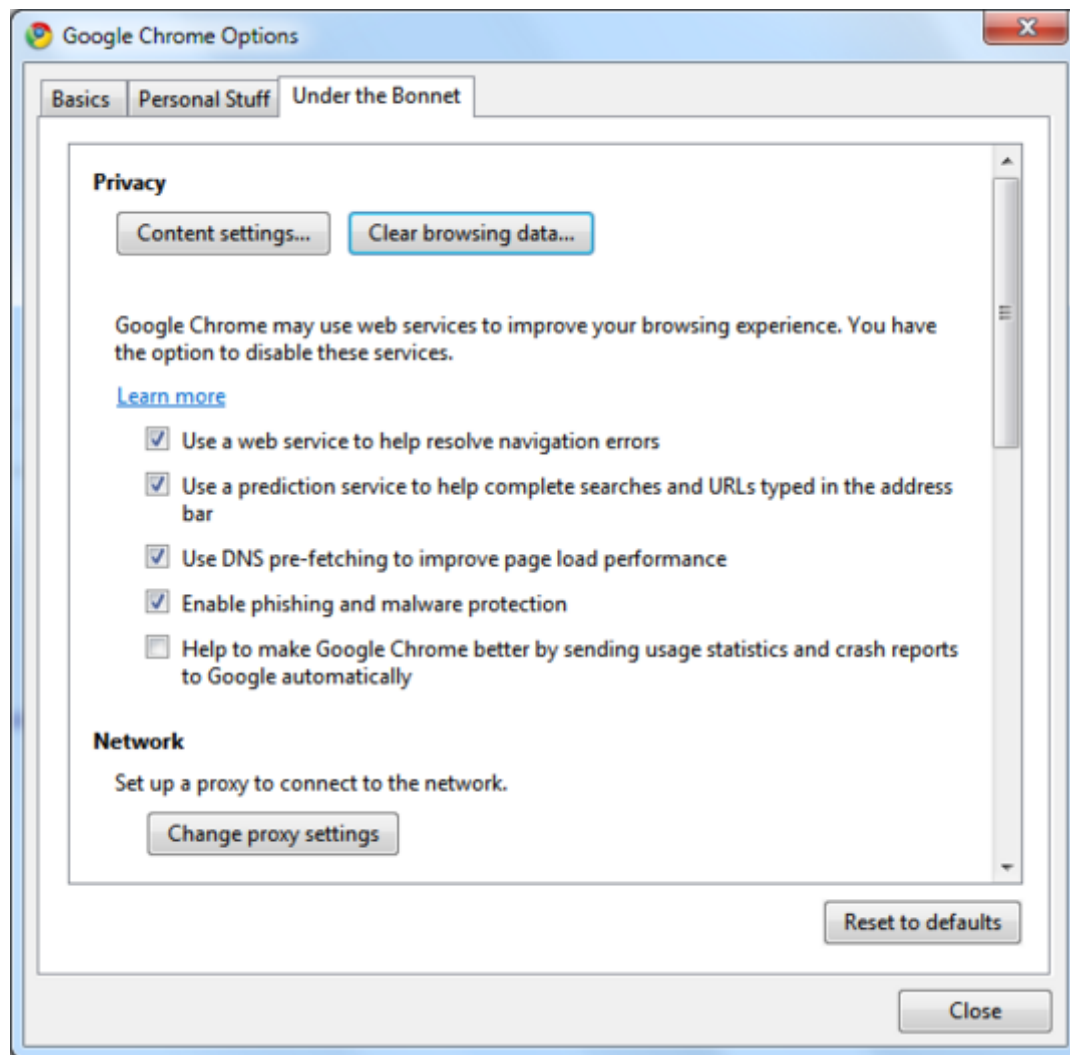


Chrome v1 - v9

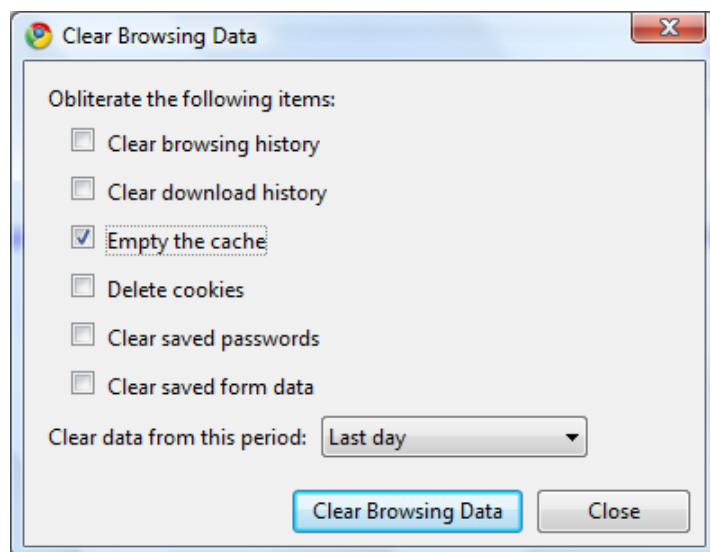
1. Once your browser is open, select the Tools menu (the wrench in the upper-right corner) and select Options (Preferences on Mac).



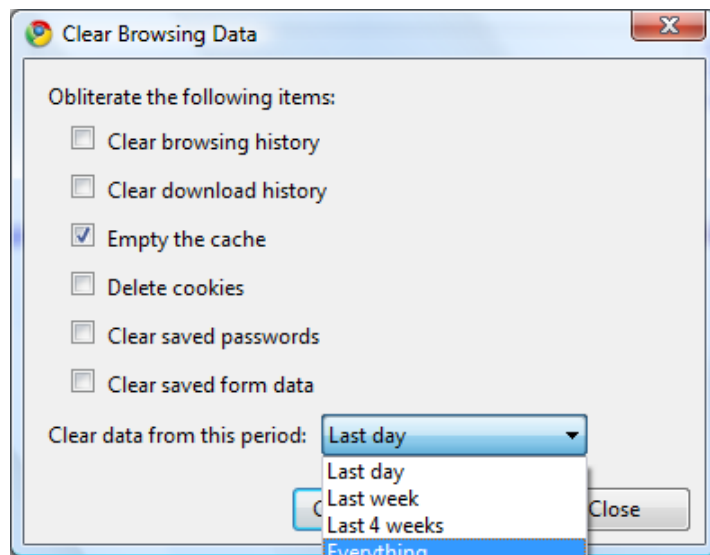
2. On the Under the Hood tab, click the Clear Browsing data... button.



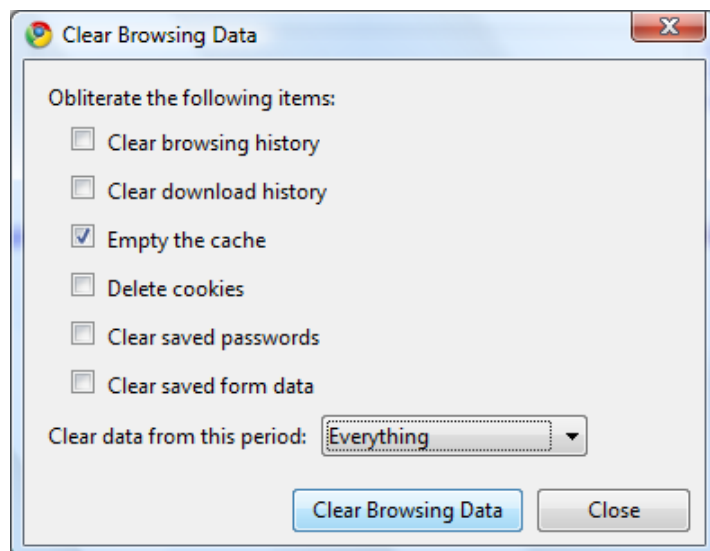
3. Select the Empty the cache check-box.



4. You can also choose the period of time you wish to delete cached information using the Clear data from this period dropdown menu.



5. Click the Clear Browsing Data button.



Safari for iOS, iPhone and iPad



1. Click on Settings from the home page.

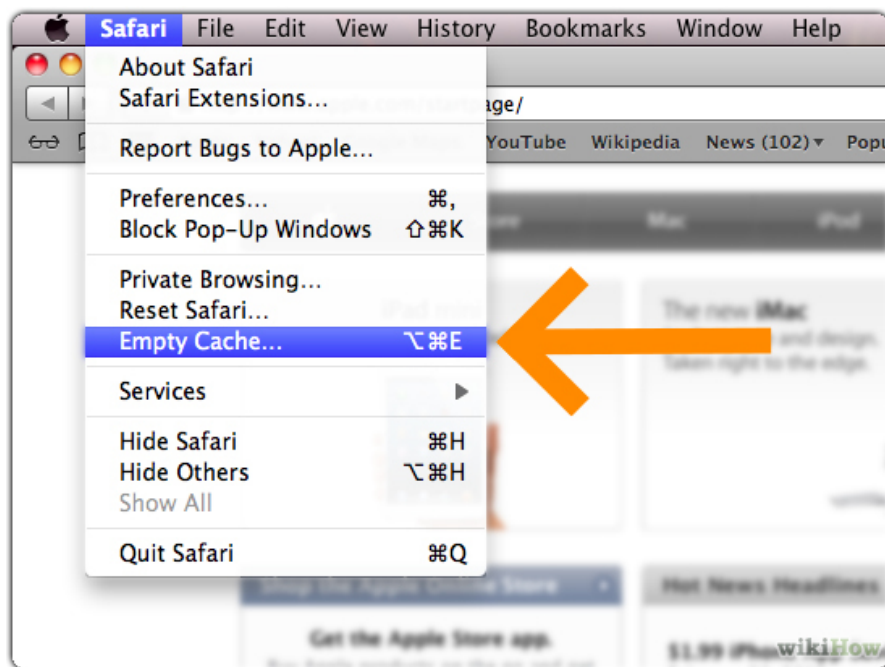


2. Scroll down until you see "Safari." Click on it to bring up the option page.

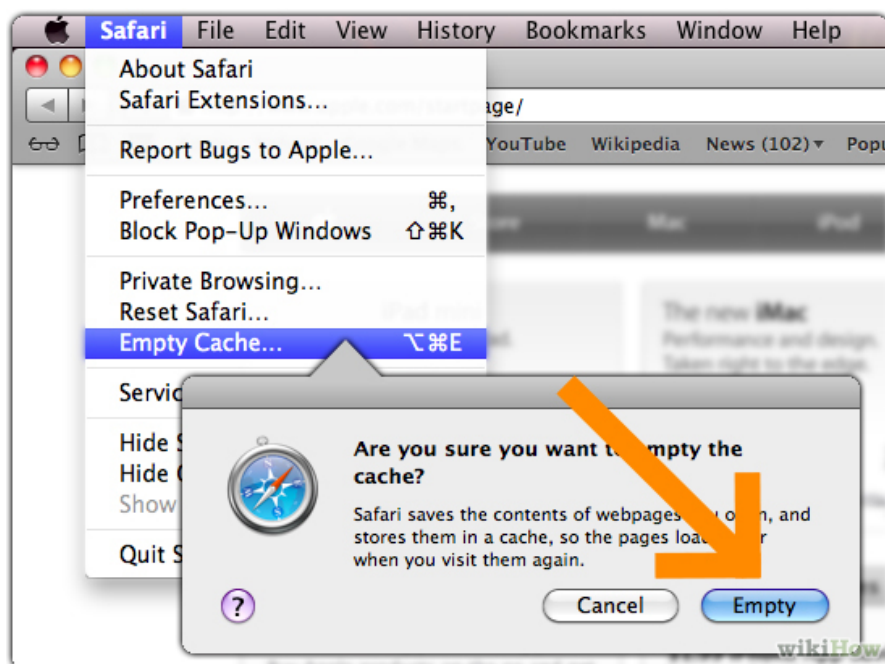


3. Click "Clear Cookies and Data." A popup box will appear. Click "Clear Cookies and Data" again to confirm your choice.

Safari for Mac OS X



1. Once your browser is open, click the Safari menu and select Empty Cache...



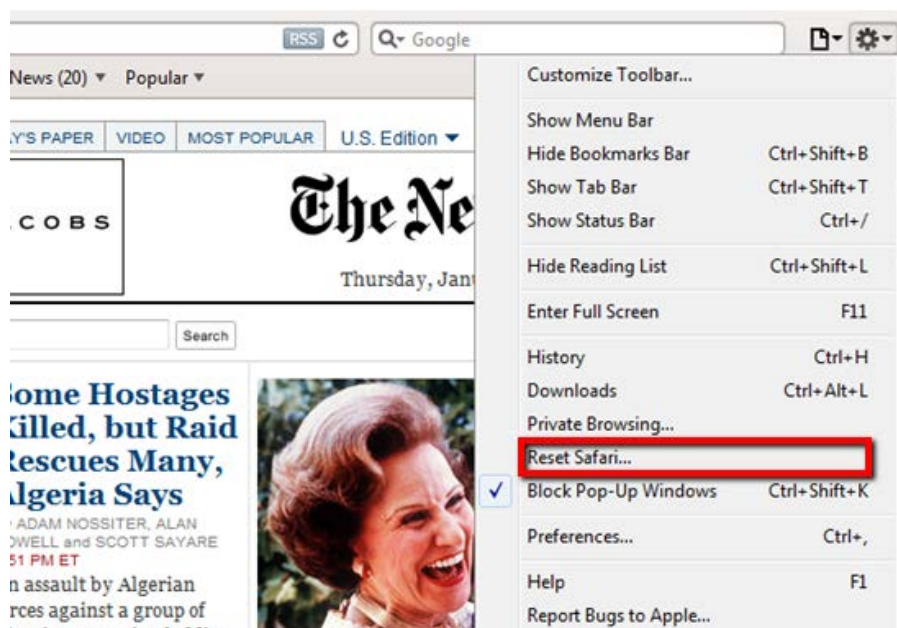
2. Click Empty.

Safari for Windows

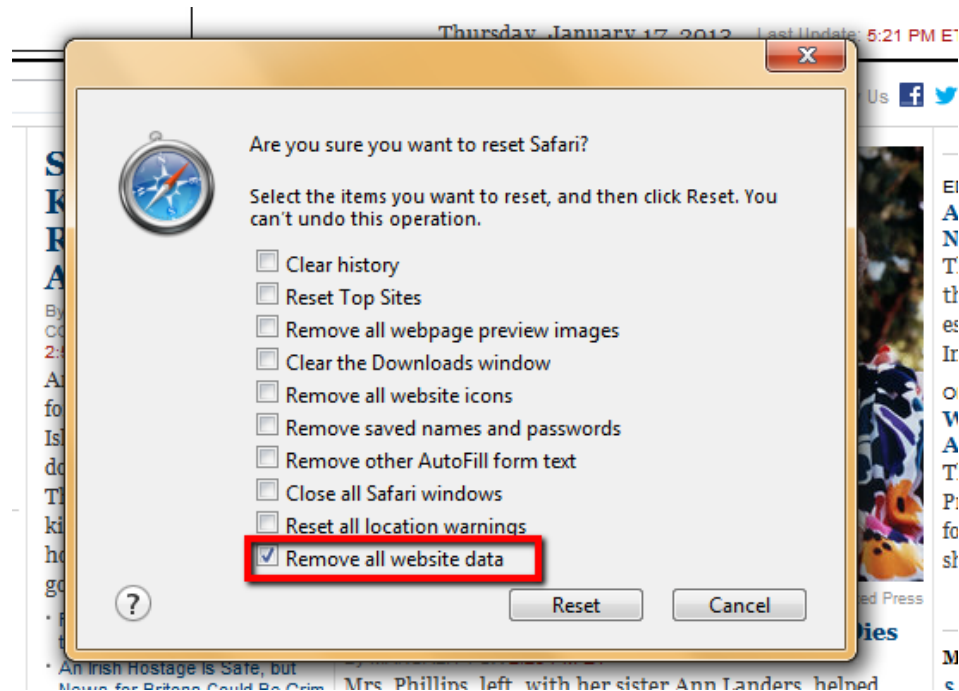
1. Once your browser is open, click the gear icon on the top right.



2. Select "Reset Safari..." This will prompt a screen to open.



3. Select "Remove all website data" at the very bottom of the prompt. Check or uncheck any other categories you want reset.



4. Click "Reset".



Android

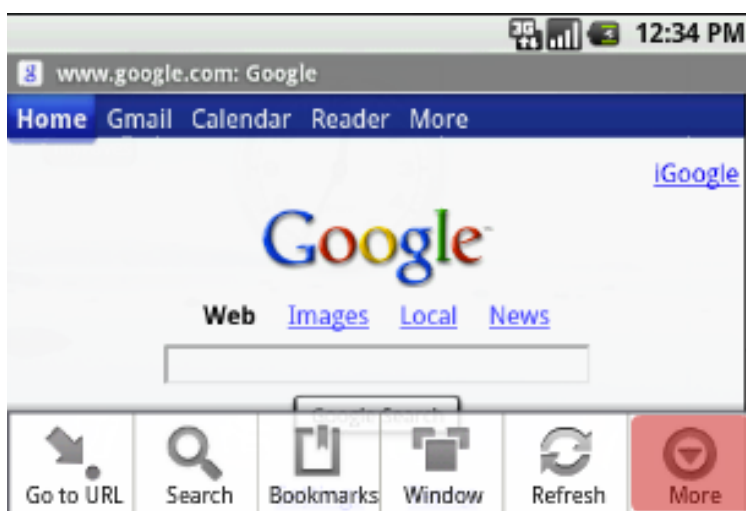
1. Open the browser.



2. Hit the Menu Key.



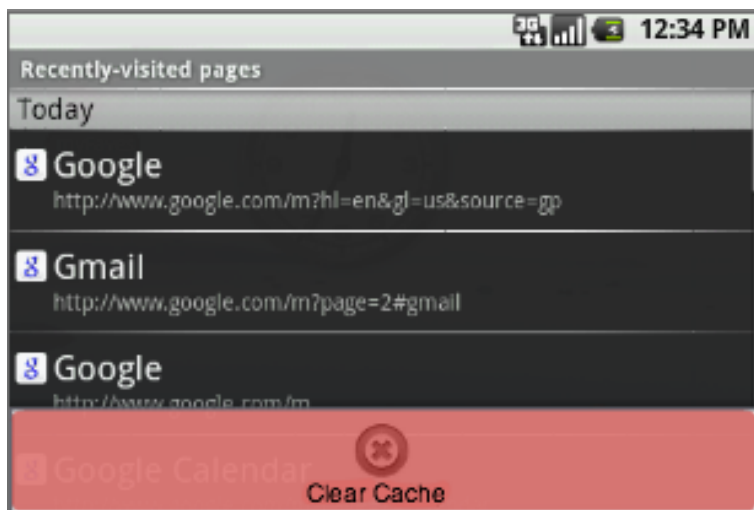
3. Click on the "More Options" button.



4. Click on "Settings"



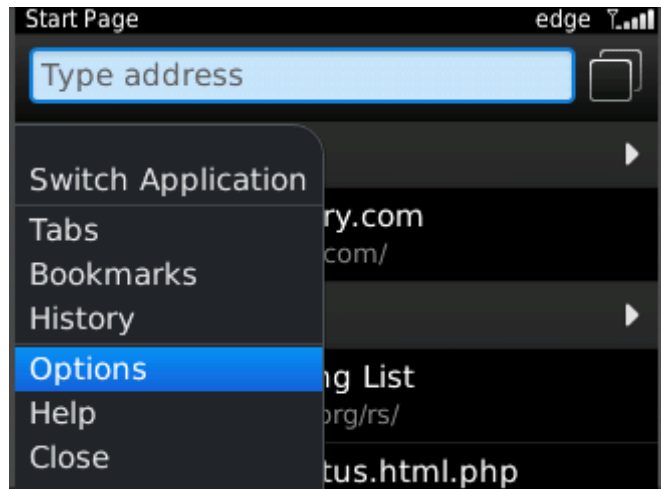
5. Hit **"Clear Cache."** You'll then be presented with a verification menu. Hit "Okay" or "Clear Cache" again (depending on the version of your phone) to complete the process.



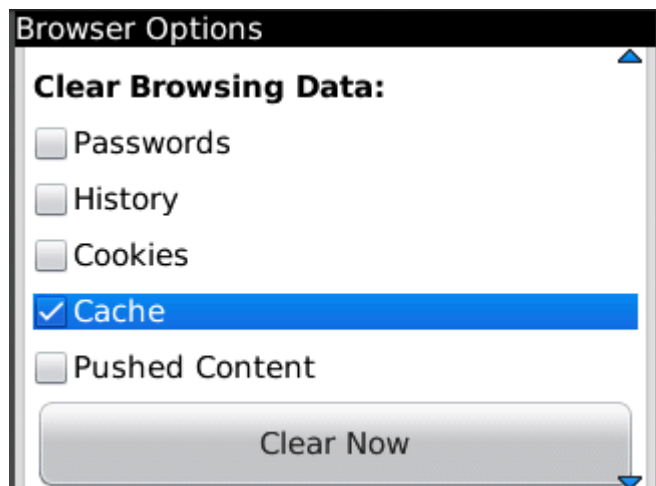
BlackBerry 6.0

1. From the BlackBerry Browser, press the BlackBerry button

2. Choose Options



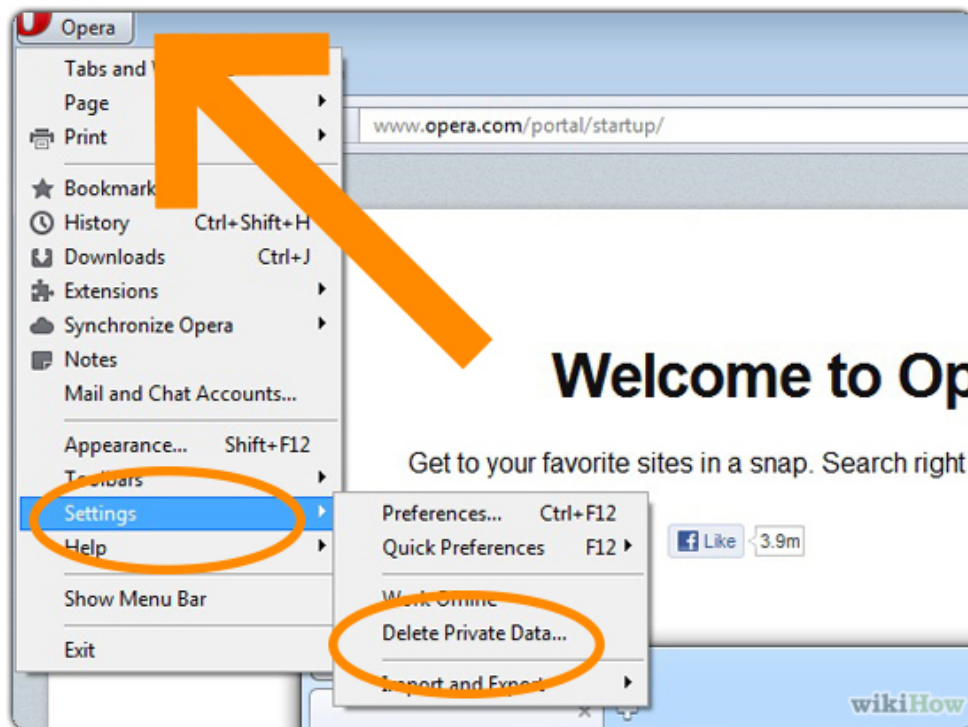
3. Toggle on "Cache"



4. Press "Clear Now"

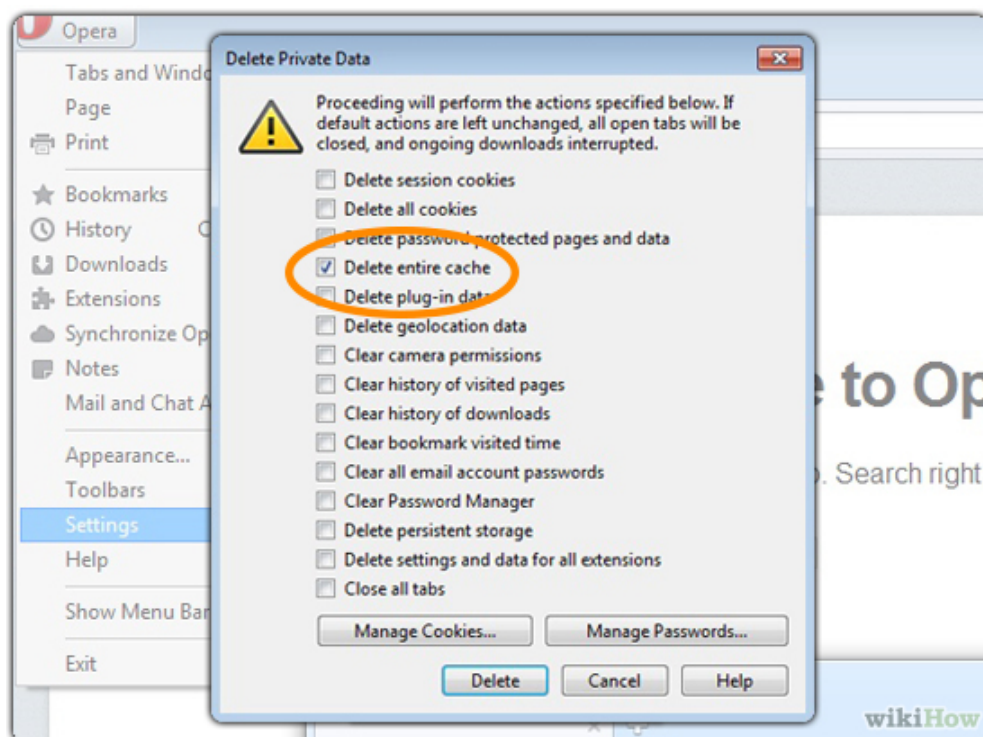
Opera

1. Once your browser is open, select the "Settings" menu and click "Delete private data".

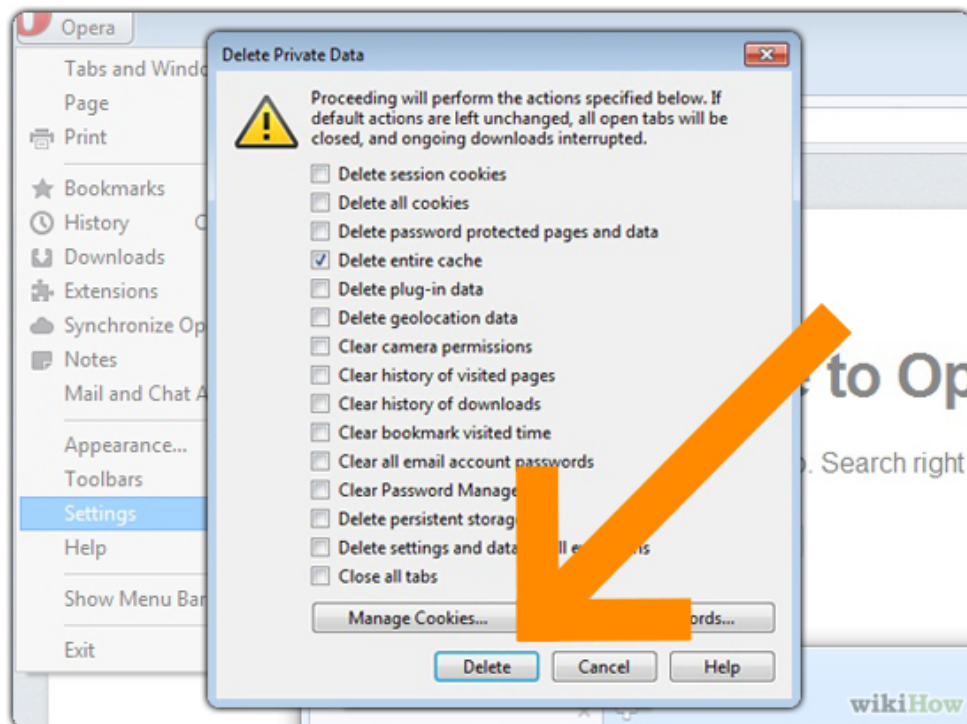


2. Make sure the "Delete entire cache" box is checked. Make sure any unwanted categories are left unchecked.

If you do not wish to delete cookies, saved passwords, etc., remove checks from them in the list.

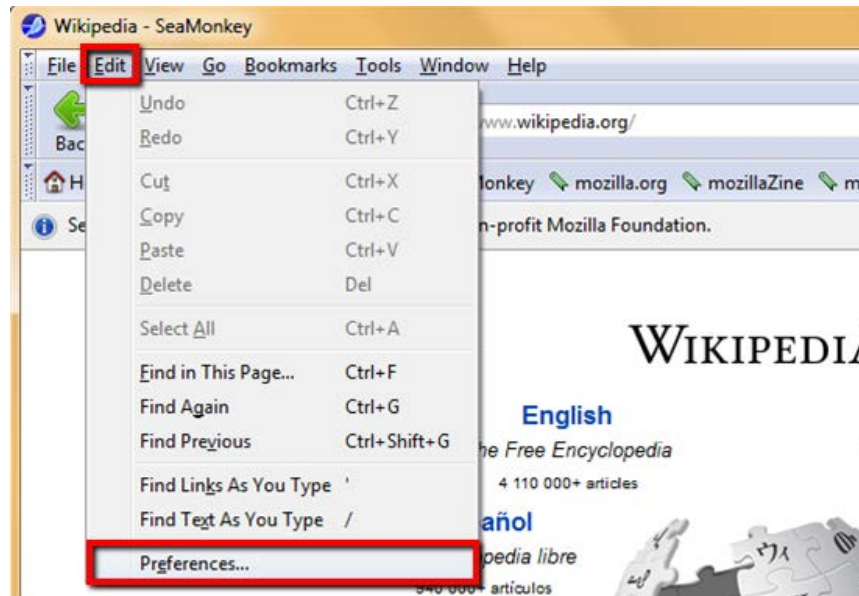


3. Press "Delete".

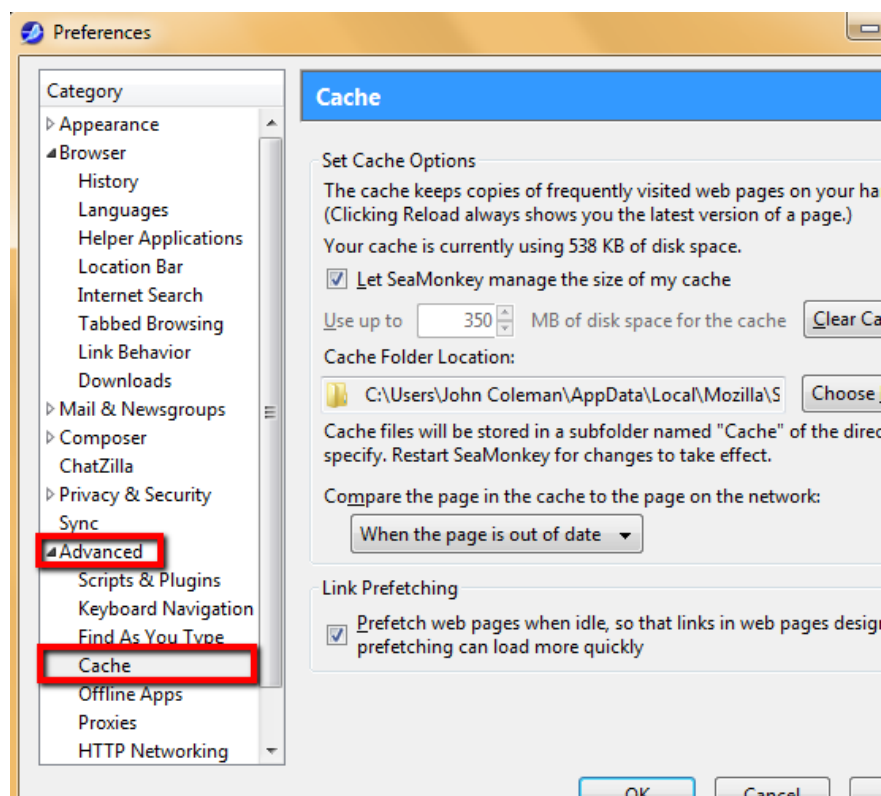


Mozilla SeaMonkey

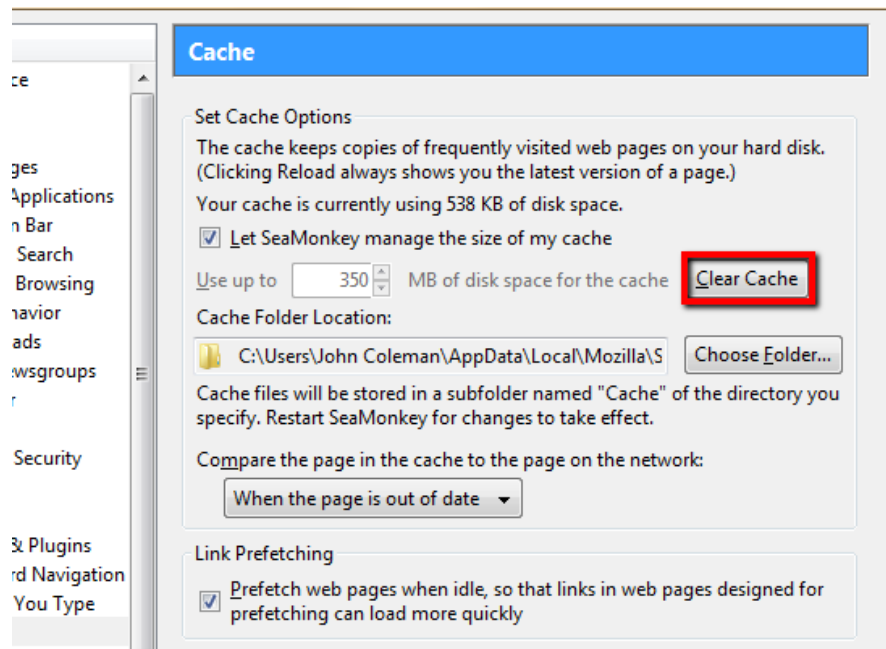
1. Once your browser is open, click the "Edit" menu and select "Preferences".



2. In the left-side list, open the "Advanced" node and select "Cache".



3. Click the "Clear Cache" button.



Konqueror

1. Once your browser is open, click the Settings menu and select Configure Konqueror.
2. Scroll down in the list of images and select Cache.
3. Click Clear Cache.