How to Clear your Web Browser's Cache

Your internet browser's cache stores certain information (snapshots) of webpages you visit on your computer so that they'll load more quickly when you visit the same website the next time. Sometimes your cache can prevent you from seeing updated content on a webpage, or cause problems with using the latest functionality on a webpage.

You can fix many browser problems by clearing your cache. Listed below are the steps to follow to clear the cache for different web browsers.

If you do not have permission to change browser settings on your computer, please contact the person in charge of your office's computer systems.

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 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.

Internet Explorer 8

1. Once your browser is open, click the Tools menu and Click on Delete Browsing History to open the Delete Browsing History window.
2. Select Temporary Internet Files.
3. Click the Delete button near the bottom of the window to delete your temporary files (i.e. clear your cache).
4. 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.

Mozilla Firefox

1. On a PC, from the History menu select "Clear Recent History" to open the recent history window. On a Mac, from the Tools menu, select "Clear Recent History".
2. Make sure "Details" is expanded, and 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.

Google Chrome

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.
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".