

Clearing Browser Cache

Sometimes when a browser isn't displaying correctly or not connecting to web pages like it should, you may need to clear the cache or those temporary internet files.

Clearing Cache: Firefox (most recent version)

Here's how to clear your *Mozilla Firefox* (most recent version) cache:

1. Click **Tools** from the main menu at the top of the *Firefox* window.
2. Select **Options** (the Options window will appear).
3. Select **Privacy and Security** in the left navigation.
4. Under **Cached Web Content**, select Clear Now.
5. Close all *Firefox* windows and restart.

Clearing Cache: Google Chrome

Here's how to clear your *Google Chrome* (most recent version) cache:

1. Click on the Chrome menu  on the browser toolbar.
2. Select **Settings**
3. Go to the bottom of the page and Select **Advanced**.
4. Go to **Clear browsing data**.
5. A dialogue window will appear, providing you with a list of checkboxes for the types of information that you wish to have removed. You will want to make sure to select **Cached Images and Files**.
6. You can also set how far back in your browsers history you wish to have removed.
7. Once, you have selected the types of information you wish to remove, click **Clear browsing data**.

Clearing Cache: Safari (Mac Only)

Here's how to clear your *Safari* (most recent version) cache for Mac OS X.

1. Launch *Safari*.
2. Click the *Safari* menu and select **Empty Cache**.
3. Click the **Empty** button in the dialog box that appears to confirm the deletion of your cache.
4. When your computer is finished, close all instances of *Safari*. Launch a new *Safari* browser

Clearing Cache: Internet Explorer 9.x or later –IE Not Recommended for ISRS Applications

Here's how to clear your *Internet Explorer 9.x* (or later) cache:

1. Launch your *Internet Explorer* browser.

2. Click **Safety** on the menu toolbar at the top right of the browser.
 - Or click on **Tools**, then **Internet Options**, and finally **Delete in the Browsing History Section**.
3. Click **Delete Browsing History...** from the drop-down menu.
4. Deselect **Preserve Favorites website data**.
5. Select **Temporary Internet files, Cookies, and History**.
6. Click **Delete**.
7. Close all browser windows and restart *Internet Explorer*.