

Clearing Your Browser Cache

Each time you access a file through your web browser, the browser caches (i.e., stores) it. Thus, the browser doesn't have to newly retrieve files (including any images on the page) from the remote web site each time you click Back or Forward. It is recommended to periodically clear the cache to allow your browser to function more efficiently. Usually completely quitting out of and restart the browser will fix the issue that the Portal is having with their computer. If not, "emptying the browser's cache may be necessary." Please refer to the appropriate browser version that you are using below for instructions.

For IE9 on Windows 7:

1. Click on **Internet Options**.
2. Under the **General** tab, click **Delete** under the **Browsing History** section.
3. Select **Temporary Internet Files, Cookies, History, Form Data, and ActiveX Filtering**.
4. Click **Delete** then **OK**.
5. Press **F12** on your keyboard.
6. Click **Clear Browser cache...**
7. Restart your browser.

Internet Explorer 8

1. From the **Safety** menu in the upper right, click **Delete Browsing History...**
2. Deselect **Preserve Favorites website data**, and select **Temporary Internet files, Cookies, and History**.
3. Click **Delete**.

Internet Explorer 7

1. From the **Tools** menu in the upper right, select **Internet Options**.
2. Under "Browsing history", click **Delete...**
3. To delete your cache, click **Delete files...**
4. To delete your cookies, click **Delete cookies...**
5. To delete your history, click **Delete history...**
6. Click **Close**, and then click **OK** to exit.

Firefox 3.5 and above for Windows

1. From the **Tools** menu, select **Clear Recent History...**
2. From the **Time range to clear**: drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Click the down arrow next to "Details" to choose what history elements to clear (e.g., check **Cookies** to clear cookies). Click **Clear Now**.

Firefox 3 for Windows

1. From the **Tools** menu, select **Clear Recent History...**, and then select the items you want to delete (e.g., **Browsing & Download History, Cache, Cookies**).
2. Click **Clear Recent History...**

Chrome

1. In the browser bar, enter: **chrome://settings/clearBrowserData**

2. Select the items you want to clear (e.g., **Clear browsing history**, **Clear download history**, **Empty the cache**, **Delete cookies and other site and plug-in data**).

You can choose the period of time for which you want to clear cached information from the **Obliterate the following items from:** drop-down menu. To clear your entire cache, select the beginning of time.

3. Click **Clear browsing data**.

Safari

1. From the **Safari** menu, select **Reset Safari...**
2. From the menu, select the items you want to reset, and then click **Reset**. As of Safari 5.1, **Remove all website data** covers both cookies and cache.

Firefox 3.5 and above for Mac OS X

1. From the **Tools** menu, select **Clear Recent History**.
2. From the **Time range** to clear: drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Click the down arrow next to "Details" to choose which elements to clear. Click **Clear Now**.

Firefox 3 for Mac OS X

1. In Firefox, from the **Tools** menu, select **Clear Recent History**.
2. Select the elements you want to clear (e.g., **Browsing & Download History**, **Cache**, **Cookies**), and then click **Clear Private Data Now**.

Mobile Safari for iPhone OS (iPhone, iPod touch, iPad)

To clear cache and cookies:

1. From the home screen, tap **Settings**, and then tap Safari.
2. At the bottom of Safari's settings screen, tap the buttons for **Clear Cookies** and **Clear Cache**. To confirm, tap **Clear Cookies** or **Clear Cache** again.

To clear history:

1. From the home screen, tap **Safari**.
2. At the bottom of the screen, tap the **Bookmarks** icon.
3. In the lower left, tap **Clear**.
4. Tap **Clear History**.

Android

To clear cache, cookies, or history:

1. Start your browser.
2. Tap **Menu**, and then tap **More**.
3. Select **Settings**.
4. Under "Privacy settings", select **Clear cache**, **Clear history**, or **Clear all cookie data** as appropriate, and then tap **OK** to accept (or **Cancel** to cancel) the deletion.