



Clearing Browser Cache and History

Every time you visit a web page, the web browser (e.g. Internet Explorer, Firefox, Safari, etc.) stores information from the websites you visit. This is called the browser's cache. The cache contains a record of the items you have seen, heard, or downloaded from web, including images, sounds, web pages and cookies. Typically, these items are stored in what is called the "Temporary Internet Files" folder. You should periodically clear the browser cache to help your web browser function more efficiently. It is also important to clear browser cache when upgrading to new software systems.

Information is provided below about how to clear cache from various browsers and browser versions. If you are not certain which version of a browser you are using, select the **Help** menu option located at the top of the browser window and then, depending on the browser, click on "About Mozilla Firefox" or "About Internet Explorer" or "About Safari."

Internet Explorer 9 and 10

1. Close all open browser windows except one.
2. Click the **gear at the top right** to open the settings menu.
3. Select **Safety** and **Delete Browsing History**.
4. **Select Temporary Internet Files, Cookies and History**. You will also need to **uncheck** all of the other boxes.
5. Click **Delete**.
6. Close browser window and re-launch.
7. Please be aware it might be necessary to reboot your computer to completely clear the browser cache.

Internet Explorer 8

1. Close all open browser windows except one.
2. From the **Tools** menu located near the top of the open browser window, click **Delete Browsing History**.
3. Deselect **Preserve Favorites website data**, and select **Temporary Internet files, Cookies, and History**.
4. Click **Delete**.
5. Close browser window and re-launch.
6. Please be aware it might be necessary to reboot your computer to completely clear the browser cache.



Internet Explorer 7

1. From the **Tools** menu located near the top of the browser window, select **Internet Options**.
2. Under "Browsing history", click **Delete**.
3. At the bottom of the **Delete Browsing History** screen, click **Delete All**. A warning will display that asks "Are you sure you want to delete all Internet Explorer browsing History?" Check the **Also delete files and settings stored by add-ons** box and click **Yes**.
4. Click **OK** on the Internet Options screen.
5. Please be aware it might be necessary to reboot your computer to completely clear the browser cache.

Internet Explorer 6

1. From the **Tools** menu located near the top of the browser window, select **Internet Options**.
2. On the **General** tab, in the **Temporary Internet Files** section, click the **Delete Cookies** button.
3. When that is finished, click the **Delete Files** button.
4. Click **OK** and then **OK** again.
5. Please be aware it might be necessary to reboot your computer to completely clear the browser cache.

Firefox 4.0 through 11.0

1. **Click the Firefox menu in the top left corner.**
2. Select the right arrow next to **History**.
3. Click **Clear Recent History**.
4. Make sure **'Details' is expanded, then select Cache from the list**. Uncheck everything else.
5. **In the Time Range to Clear:** drop down, select **Everything**.
6. Select **Clear Now**.
7. Close browser window and re-launch.
8. Please be aware it might be necessary to reboot your computer to completely clear the browser cache

Firefox 3.5 for Windows

1. From the **Tools** menu located near the top of the browser window, select **Clear Recent History**.
2. From the **Time range to clear:** drop-down menu, select **Everything**.
3. Click the down arrow next to "Details" to choose what history elements to clear. You should check **Browsing & Download History** and **Cache**. Click **Clear Now**.
4. Close browser window and re-launch.
5. Please be aware it might be necessary to reboot your computer to completely clear the browser cache.



Firefox 3.5 for Mac OS X

1. From the **Tools** menu located near the top of the browser window, select **Clear Recent History**.
2. From the **Time range to clear:** drop-down menu, select **Everything**.
3. Click the down arrow next to "Details" to choose which elements to clear. Click **Clear Now**.
4. Exit and re-launch the browser.
5. Please be aware it might be necessary to reboot your computer to completely clear the browser cache.

Safari for Mac OS X

1. From the **Safari** menu, select **Empty Cache**