

Clear my browser cache

Occasionally ITS may ask you to “clear your browser cache” if you are having problems with a particular website. This is also a troubleshooting step you can take on your own. Doing so clears out old copies of the site that your web browsers store on your computer to make them faster to access the next time you need them. These copies can cause problems if the site has changed since the last time it’s been used.

Clearing your cache may log you out of websites or cause them to load more slowly the first time that you visit them again. Saved passwords are not usually deleted unless you explicitly tell the browser to do so.

Chrome

To clear your cache on Chrome, click on the three dots on the far right.

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From the More Tools menu, choose Clear Browsing Data.

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A box will pop up. Choose “All Time” for the Time Range dropdown, check the box next to “Cached images and files” and click Clear Data.

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Firefox (Old)

Click the three lines at the top right of your browser.

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On the resulting menu, choose History.

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From the dropdown that slides out, choose Clear Recent History.

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In the window that comes up, choose “Everything” in the “Time range to clear” dropdown and make sure Cache is checked. Then click Clear Now. Clicking “Clear Now” will clear ALL checked items in this window!

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Firefox (New)

Click the three lines at the top right.

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From the menu that appears, choose Preferences.

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On the left side, choose Privacy and Security.

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Scroll down and choose Clear Data.

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Make sure Cached Web Content is checked, then click Clear

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Edge

Click on the three dots at the top right.

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Choose Settings on the bottom of the menu that pops up.

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Scroll down until you get to the “Clear browsing data” section and click “Choose what to clear”

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Make sure the “Cached data and files” box is checked and click Clear.

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Safari

NOTE: It is not possible to only clear the cache in Safari. Cookies (small files, which among other things keep you logged in to sites) will be removed as well. You'll have to log in to any sites again after performing this action.

From the Safari menu, choose Preferences.

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On the Privacy tab, choose Manage Website Data.

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Click Remove All at the bottom of the box that pops up.

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Click Remove when prompted, and your cache will be cleared.