

How To Clear Your Cache Files (or clear your history)

This job Aide shows how to clear your cache files within different browsers. When troubleshooting issues with any web site, after clearing your browser's cache and cookies, exit your browser completely before attempting to access the site again. In Windows, close all your browser windows; in Mac OS X, quit (Command-q) your browser.

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**).

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

3. Click **Clear browsing data**.

Firefox

1. From the **Tools** or **History** menu, select **Clear Recent History**.
If the menu bar is hidden, press Alt to make it visible.
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 of the history to clear. Click **Clear Now**.

Internet Explorer 9 and 8

1. Click **Tools**, and select **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 **Delete Browsing History...**
2. To delete your cache, click **Delete files...**
To delete your cookies, click **Delete cookies...**
To delete your history, click **Delete history...**
3. Click **Close**, and then click **OK** to exit.

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.

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 **Clear cookies and data**, or **Clear Cookies** and **Clear Cache**. Confirm when prompted.

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**, then Tap **Clear History**.