How to Clear your Browser Cache

Your browser often displays the information stored in cache from previous webpage visits in an effort to eliminate the time taken to re-download. Unfortunately, the information stored is not always accurate. Clearing the cache guarantees a fresh download, and can help to fix browsing errors. Below is a list of directions for clearing your browser cache for the Chrome, Firefox, Edge and Safari browsers.

Chrome on a PC and Mac

1. In the top right of the Chrome browser tool bar, select the Customize icon/three ellipse icon to expand the menu options.
   Or, use keys Ctrl+Shift+Delete (PC) or Shift+Command+Delete (Mac), then skip to step 4.
2. Select History, then choose History again
3. Select Clear Browsing Data in the left panel of the new tab
4. Use the dropdown menu to select the time range from which you want to clear browsing data
5. Clear browsing data by selecting checkboxes. At minimum, select the Cookies and other site data and Cached images and files checkboxes.
6. Select Clear Browsing Data

Firefox on a PC and Mac

1. In the top right of the Firefox browser tool bar, select the Application Menu icon/three horizontal lines icon to expand the menu options.
   Or, use keys Ctrl+Shift+Delete (PC) or Shift+Command+Delete (Mac), then skip to step 5.
2. Select Options/Preferences
3. Select Privacy & Security in the left panel of the new tab
4. Find History in the list, then select Clear History…
5. Use the dropdown menu to select the time range from which you want to clear browsing data
6. Clear browsing data by selecting checkboxes. At minimum, select the Cookies and other site data and Cached images and files checkboxes.
7. Select Ok

Edge on a PC

1. In the top right of the Edge browser tool bar, select the Settings icon/three ellipse icon to expand the menu options.
   Or, use the shortcut keys Ctrl+Shift+Delete, then skip to step 4
2. Select History
3. In the new pop out window, select the More Options icon/three ellipse in the top, then select Clear browsing data
4. Use the dropdown menu to select the time range from which you want to clear browsing data
5. Clear browsing data by selecting checkboxes. At minimum, select the Cookies and other site data and Cached images and files checkboxes.
6. Select Clear Now

Safari on a Mac

1. In the Safari menu bar, select the History menu. Or, use the keys Command+Y.
2. Select Clear History

3. Use the dropdown menu to select the time range from which you want to clear browsing data
4. Clear browsing data by selecting checkboxes. At minimum, select the Cookies and other site data and Cached images and files checkboxes.
5. Select Clear History