

## Clearing your browser's cache

*Q : What is it?*

A : A temporary storage area in memory or on disk that holds the most recently downloaded Web pages. As you jump from Web page to Web page, caching those pages in memory lets you quickly go back to a page without having to download it from the Web again.

*Q : Why do you need to clear it?*

A : Occasionally information stored within the browser's cache can cause issues for the website and prevent it from running correctly. In these situations you will need to clear the cache.

### Internet Explorer 9, 10 and 11:

1. Click on the Cog icon top right and choose Internet Options;
2. Select the General tab;
3. In the Browsing history section click Delete;
4. Tick the Preserve Favourites website data and the Temporary Internet Files checkboxes and click Delete;
5. Click OK to close the Internet Options dialog box;
6. Refresh the page.

### Internet Explorer 8:

1. Click on the Tools menu and choose Internet Options;
2. Select the General tab;
3. In the Browsing history section click Delete;
4. Tick the Temporary Internet Files checkbox and click Delete;
5. Click OK to close the Internet Options dialog box;
6. Refresh the page.

### Internet Explorer 7:

1. Click on the Tools menu and choose Internet Options;
2. Select the General tab;
3. In the Browsing history section click Delete;
4. Locate Temporary Internet Files and click Delete files;
5. Click Close then OK to close the Internet Options dialog box;
6. Refresh the page.

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### Chrome:

1. Click on the Chrome menu, represented by an icon with three horizontal lines;
2. Select Settings;
3. Click Show advanced settings;
4. In the Privacy section, click the Clear browsing data... button;
5. Tick the Empty the cache checkbox and select Everything from the Time Range drop-down;
6. Click Clear browsing data;
7. Refresh the page.

### Firefox v3.5+:

1. Click on the Tools menu and choose Clear Recent History;
2. Tick the Cache checkbox in the Time Range tab and click Clear Now;
3. Refresh the page.

### Safari:

1. Click on the Safari menu (to the right of the Apple menu);
2. Click Reset Safari;
3. Tick the Remove All Website Data checkbox;
4. Click Reset;
5. Refresh the page.