

Clearing Cache

The term cache refers to a collection of data collected from internet usage and stored on your computer for faster loading of web pages. Clearing this data can free up space and ensures you are seeing the most recent version of a web page. Follow these steps to clear the cache in specific browsers.

Internet Explorer 6 - 7

1. Open Internet Explorer
2. Click on Tools top left of screen
3. Select 'internet options'
4. On the 'general' tab choose 'delete files'
5. OK.

Alternatively, to force refresh use the key combination ctrl + F5.

Internet Explorer 8 - 9

1. Open Internet Explorer
2. Click on the drop down menu named 'safety'
3. Choose 'delete browsing history'
4. In the pop up box, Check all boxes except passwords
5. Click delete to finish.

Alternatively, to force refresh use the key combination ctrl + F5.

Internet Explorer 10-11

1. Open Internet Explorer
2. Click on the drop down menu named 'safety'
3. Choose 'delete browsing history'
4. In the pop up box, check the box 'temporary internet files and website files'
5. Click delete to finish.

Alternatively, to force refresh use the key combination ctrl + F5.

Chrome

Open Chrome

1. Click on the 3 lines at the right of the address bar
2. Choose settings from the menu
3. Click on 'history' on the right hand menu
4. Choose 'clear browsing data'
5. Tick the box 'empty the cache'
6. Choose 'clear browsing data'.

Alternatively, to force refresh use the key combination shift + ctrl + F5.

Firefox

Open Firefox

1. Click on 'Tools' (on Windows, you may have to click 'Alt' to reveal this option) and select 'Clear recent history'
2. Select 'Everything' from the 'Time range to clear' dropdown
3. Open the 'Details' section and ensure the following items are checked (the other fields can be checked /unchecked as you wish):
4. Browsing and Download History
5. Form and Search History
6. Cookies
7. Cache
8. Active Logins
9. Offline Website Data
10. Click on the 'Clear Now' link

Once the box disappears, close and reopen the browser.

Safari 5 for windows

Open Safari

1. If the menu bar isn't visible, press the ALT-key on your keyboard
2. Click 'edit' from the menu
3. Choose 'empty cache' from the list.

Alternatively, to force refresh use the key combination ctrl + F5.

Safari for Mac

Open Safari

1. From the top menu click 'safari' then 'empty cache'
2. Click on 'empty' when it prompts for confirmation
3. Click on the refresh symbol next to the forward and back buttons to reload the current webpage.
4. Alternatively, to force refresh use the key combination CMD + R.