

# Quick Reference Guide: Clearing web browser cache

#### Please select the browser you are using:



- Internet Explorer
- Mozilla Firefox
- Google Chrome
- Safari

#### Note:

Clearing your web browser's cache may remove the following data:

- Saved passwords
- Address bar predictions
- Shopping cart contents, etc.

While you should clear your web browser's cache periodically in order to load the latest files and webpages from RHB, you may wish to record some of your saved information first.



### **Internet Explorer**

<ol> <li>Open up "Tools" by clicking on the gear icon on the top right of the browser, then click on "Internet Options"</li> </ol>	Print File Zoom (100%) Safety Add site to Start menu View downloads F12 Developer Tools Go to pinned sites Compatibility View settings Report website problems Internet options About Internet Explorer
2) Under the "General" tab, there will be a "Browsing History" section. Click the "Delete" button under that section.	Internet Options       Image: Content Connections Programs Advanced         Home page       To create home page tabs, type each address on its own line.         Intro//myl portal mb/group xcom/Pages/default.asport         Use current       Use default         Use current       Use new tab         Startup       Start with home page         Tabs       Tabs         Change how webpages are displayed in tabs.       Tabs         Browsing history       Delete temporary files, history, cookies, saved passwords, and web form information.         Delete browsing history on exit       Delete         Settings       Appearance         Colors       Languages       Fonts         OK       Cancel       Apply
3) Ensure that "Temporary Internet files and website files" is ticked, then press the "Delete" button.	Delete Browsing History       Image: Content of the second s



### **Mozilla Firefox**

<ol> <li>Click the "Menu" button by clicking on the three line icon, then click on "History"</li> </ol>	Image: Copy   Image: Copy </th
2) Click on "Clear Recent History".	☆       i       I         HISTORY       View History Sidebar       Ctrl+H         Clear Recent History       Ctrl+Shift+Del         Restore Previous Session
<ol> <li>Select "Everything" at the Time range to clear selection on top.</li> </ol>	Clear All History       Time range to clear:     Everything
<ol> <li>Ensure that "cookies", "cache" and "active logins" are ticked.</li> </ol>	All selected items will be cleared. This action cannot be undone.
5) Click on "Clear now" button to clear cache.	<ul> <li>▶ Dgtails</li> <li>▶ Browsing &amp; Download History</li> <li>▶ Form &amp; Search History</li> <li>♥ Cookies</li> <li>♥ Cookies</li> <li>♥ Cache</li> <li>♥ Active Logins</li> <li>♥ Offline Website Data</li> <li>■ Site Preferences</li> <li>▼</li> </ul>



## **Google Chrome**

<ol> <li>Select the "More" button by clicking on the three line icon, then click on "More Tools", then click on "Clear browsing data"</li> </ol>	New tab       Ctrl+T         New window       Ctrl+A         New window       Ctrl+N         New incognito window       Ctrl+Shift+N         History       >         Downloads       Ctrl+Shift+N         History       >         Downloads       Ctrl+Shift+N         History       >         Downloads       Ctrl+Shift+N         History       >         Downloads       Ctrl+F         Save page as       Ctrl+Shift+Del         Find       Ctrl+F         Add to taskbar       Edit       Cut         Clear browsing data       Ctrl+Shift+Del         Extensions       Settings       +         Task manager       Shift+Esc       Exit       Ctrl+Shift+Q         Developer tools       Ctrl+Shift+I       Exit       Ctrl+Shift+Q
<ol> <li>Ensure "from the beginning of time" is selected at the top to clear entire web browser cache.</li> </ol>	Clear browsing data × Obliterate the following items from: the beginning of time Browsing history
<ol> <li>Ensure that "cached images and files" is ticked.</li> </ol>	Cookies and other site and plugin data     Cookies and other site and plugin data     Cookies and files     Coched images and files     Passwords
<ol> <li>Click on "Clear browsing data" button to clear cache.</li> </ol>	Autofill form data  Hosted app data  Content licenses
	Saved content settings and search engines will not be cleared and may reflect your browsing habits.



#### Safari

- 1) Select the "Develop" option at the top of your browser
- 2) Click on "Empty Caches".

