

How do I clear web browser cache?

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Clearing your browser cache can be a way to remedy some common problems. If instructed to do so by technical support, please clear your browser cache **for the browser you use to access your web conference room.**

Instructions for the following browsers: [Internet Explorer](#), [FireFox](#), [Google Chrome](#), [FireFox for Mac](#), [Safari for Mac](#)

Internet Explorer

1. Click Tools and then **Delete Browsing History**.
2. If you use a newer version like 10 or 11, click **Alt** key to view menu bar. Then, click Tools menu. Click Delete Browsing History.
3. Select **Cookies and Website Data**. Also select **Form data** and **Passwords** if you experience issues with saved passwords and auto-fill options.
4. Press the **Delete**.
5. Once finished, press **Close** and then **OK** to return to your browser.

Google Chrome

1. Click the Chrome settings button (the spanner (UK) / the Wrench (US) in the upper-right corner. Note that new version displays a button with 3 horizontal lines, in the upper-right corner).
2. Select **Options**
3. Select **Under the Hood** from the menu on the left side. Newer versions do not include this item. Click **Show Advanced Settings...**, instead.
4. Select Clear Browsing Data...
5. Select **all** the check boxes, except Clear Saved Passwords and Content License.
6. Where it says Clear Data from this Period, select **the beginning of time**.
7. Click Clear Browsing Data.

FireFox

1. Click **History** menu and select **Clear Recent History**. If you don't see tools, press Alt key. Alternatively, click the **settings** button (button with 3 horizontal lines, in the upper-right corner), click History and click Clear Recent History next.
2. From the **Time range to clear:** drop-down menu, select **Everything**.

3. Click the down arrow next to **Details** and make sure that **Cache** is selected.
4. Click **Clear Now**.

Firefox (Mac OS X)

1. From the **Tools** menu, click History and select **Clear Recent History...**
2. From the **Time range to clear:** drop-down menu, select **Everything**.
3. Click the down arrow next to **Details** and make sure **Cookies, Cache, Active logins** (if you experience login issues) and **Offline Website Data** are selected.
4. Click **Clear Now**.

Safari (Mac OS X)

1. Choose Safari > Preferences > Privacy. Or else, click Safari and click the **Reset** button.
2. Click **Remove All Website Data**, select one or more websites, then click **Remove**. If you clicked the Reset button, select **Remove all website data** and **Close all Safari windows**.
3. To empty the caches, Click the **Developer** menu and select Empty Caches.
If you do not see Developer menu: The menu can be activated by opening the **Preferences** dialog, clicking the **Advanced** icon, then putting a tick alongside **Show Develop Menu** in Menu Bar.