

## STEPS FOR PROPERLY CLEARING YOUR BROWSER'S CACHE

**If using Internet Explorer (IE), Edge, Chrome, or Firefox,** follow these steps:

1. Close ALL open internet browser windows
2. Open one new internet browser window
3. Click CTRL + SHIFT + DELETE - then follow the specific steps for your browser as listed below.

**If using Internet Explorer:**

- Uncheck "Preserve Favorites Website Data," then check all other boxes.
- Click the Delete button

**If using Microsoft Edge:**

- Check "Browsing History," "Cookies and Saved Website Data," "Cached Data & Files," and "Tabs I've set aside or recently closed"
- Click the Clear button

**If using Chrome:**

- Check "Browsing History," "Cookies and Other Site Data," and "Cached images and files."
- Click the Clear Data button

**If using Firefox:**

- Check ALL boxes.
- Click the OK button
- Once the cache/history has cleared, close the open browser window
- Open a new browser window and try accessing your site/page again.
- If you still see the problem, restart your laptop/desktop

**If using Safari,** the fastest way to clear your cache is to use the following keyboard shortcut: CMD + ALT + E or follow these steps:

- Click on the Safari tab at the top right and choose Preferences from the dropdown menu
- Click the Advanced tab of the menu that pops up
- At the end of the tab, select the "Show Develop menu in menu bar" box and close the Preferences menu
- Click the Develop tab from the Safari menu at the top of the page
- Click Empty Caches from the dropdown menu
- Next, clear your browsing history
- Choose the History tab in Safari
- At the very bottom of the dropdown menu, choose Clear History
- A box pops up with a choice to clear the last hour, today, yesterday, or all history. Choose all history and click the Clear History button
- Close the browser window
- Open a new browser window and try accessing your site/page again.
- If you still see the problem, restart your MAC.