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Business Zone – Clearing your Cache

BT Wholesale Online V.2

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Version Control

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Introduction

Why is this an issue?

During a weekend release, you may experience distorted data due to browser cache issues. Some of these issues may prevent you from ordering or tracking faults/orders and you may come across inaccurate information.

To assist you in resolving these issues, we have created an easy guide on how to clear your cache for the top 3 browsers used. You may access the guide via My BT Wholesale

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How to clear cache on Internet Explorer

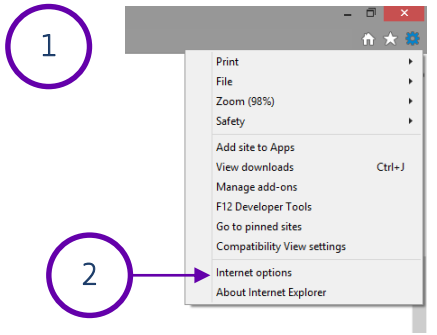
1. Select the **Tools** button on the top right corner of your screen:

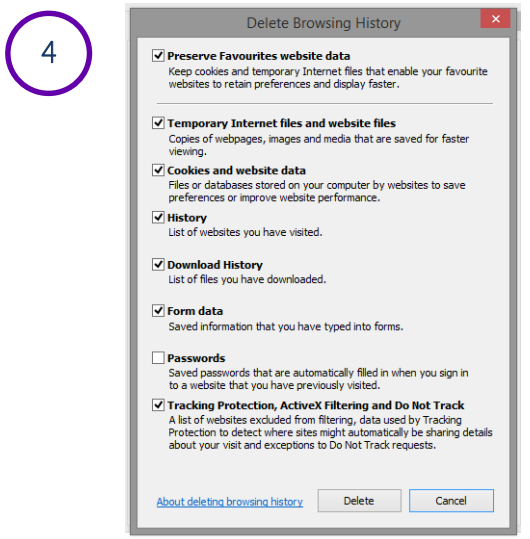
2. When the window open select **Internet options**

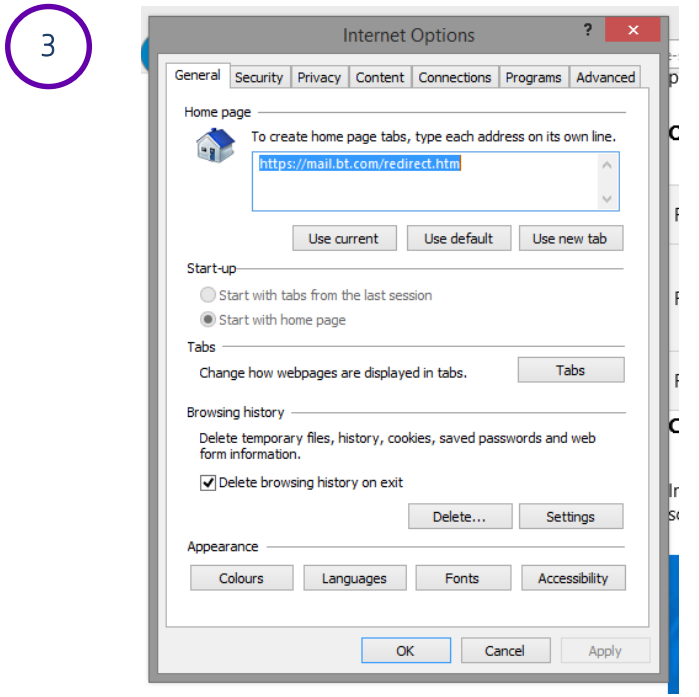
3. A new window will open to the left of the screen. When this opens, under the **General** tab and the **Browsing history** section, make sure that **Delete browsing history on exit** is ticked as shown. You can now click on **Delete**

4. A new window will open. Make sure that all sections are ticked except **Password** as shown. Click on **Delete**

You should now be able to view any new releases clearly.







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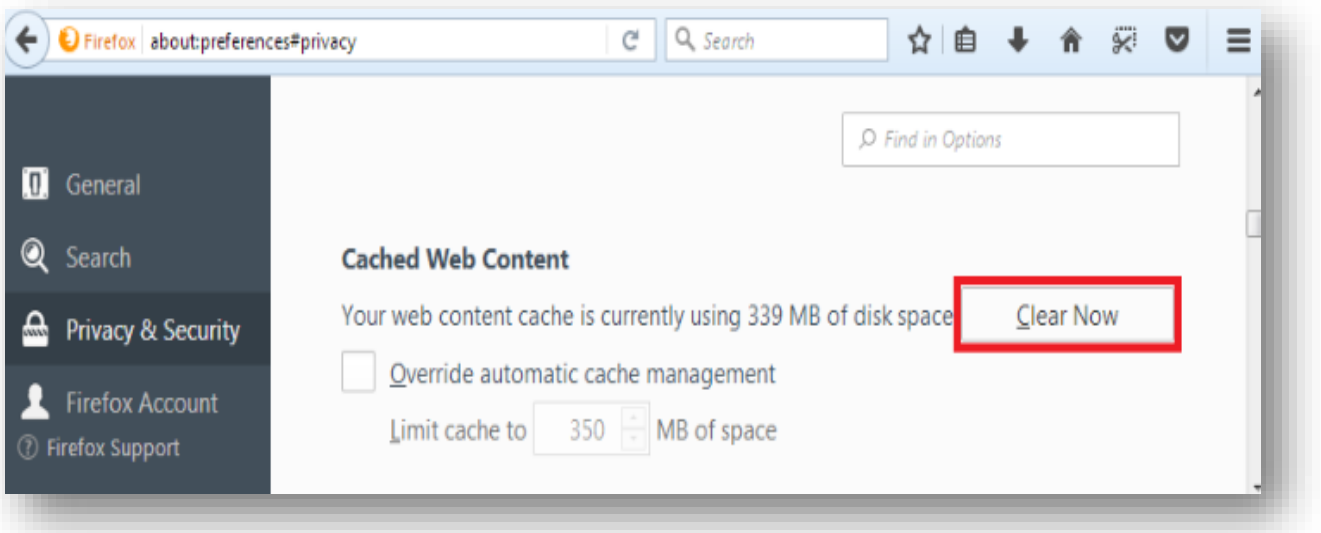
How to clear cache on Firefox

1. Click the **Menu** button
2. Choose **Options**
3. Select the **Privacy and Security** panel
4. In the **Cached Web Content** section, click **Clear Now**
5. Close the *about:preferences* page. Any changes you've made will automatically be saved.



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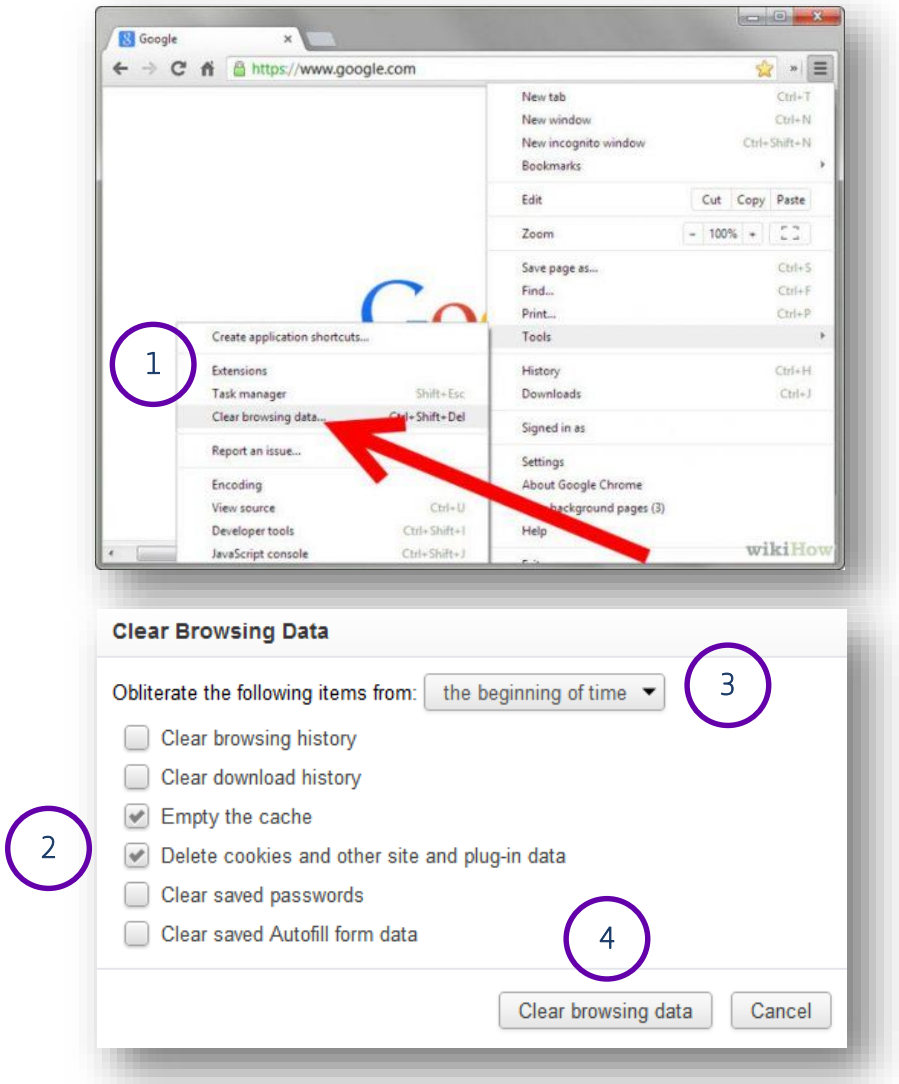
How to clear cache on Chrome

1. On your browser toolbar, click on **More** > **Tools** > **Clear Browsing Data**

2. Click the check boxes for **Cookies and other site data** and **Cached images and files**

3. Use the menu at the top to select the amount of data that you want to delete. Choose beginning of time to delete everything.

4. Click **Clear browsing data**



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