

**BT** wholesale

# Business Zone - Clearing your Cache

BT Wholesale Online  
V.2



# Contents:

[p4- Introduction](#)

[p5- How to clear cache on Internet Explorer](#)

[p6- How to clear cache on FireFox](#)

[p7- How to clear cache on Chrome](#)

# Version Control

| Date     | Change                                  | Slide | Version |
|----------|---|-------|---------|
| 16/01/17 | Clearing your Cache User Guide Creation | All   | 1       |
| 23/04/18 | Updated Internet Explorer instructions  | 5     | 2       |

# Introduction


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## Why is this an issue?

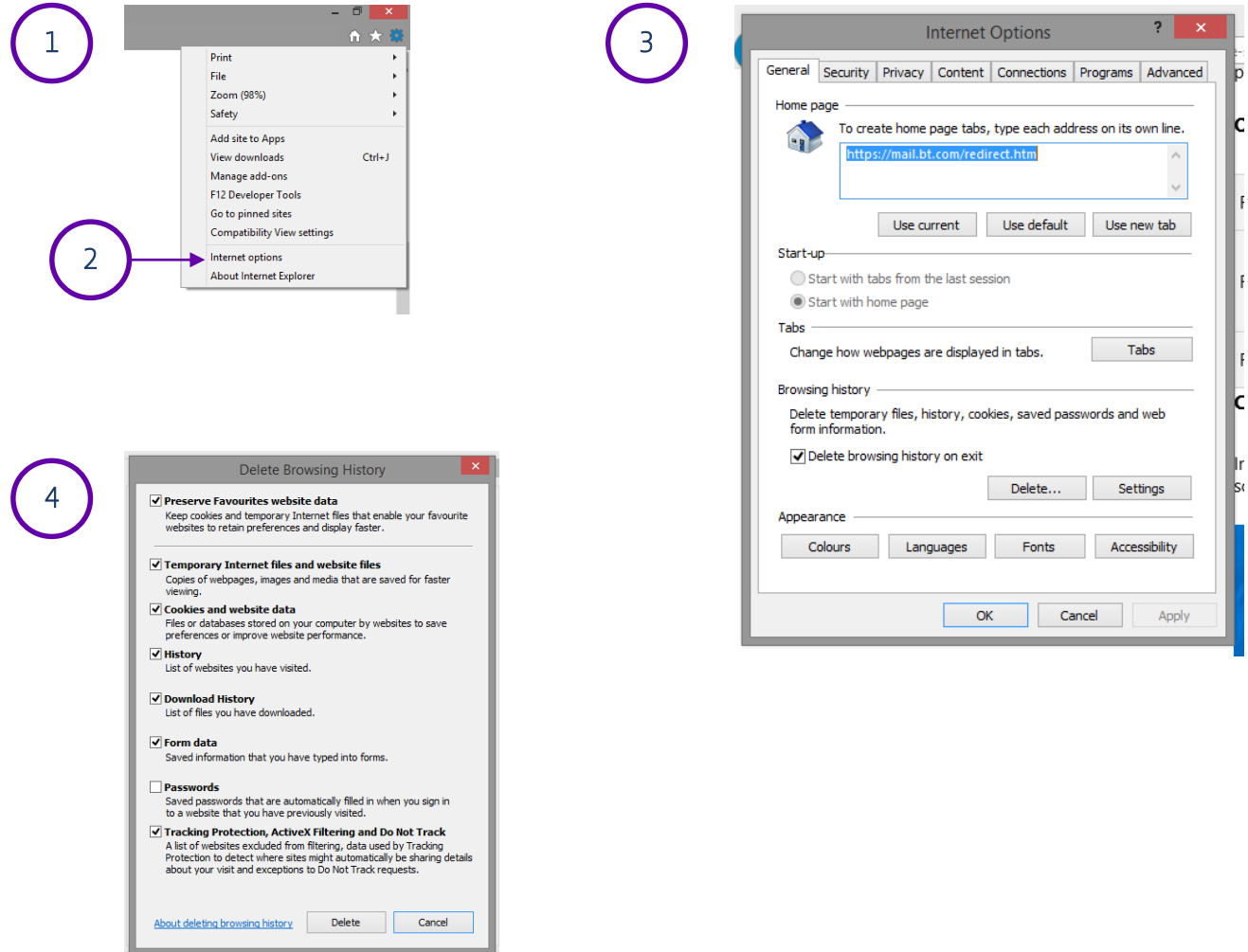
During a weekend release, you may experience distorted data due to browser cache issues. Some of these issues may prevent you from ordering or tracking faults/orders and you may come across inaccurate information.

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


# How to clear cache on Internet Explorer

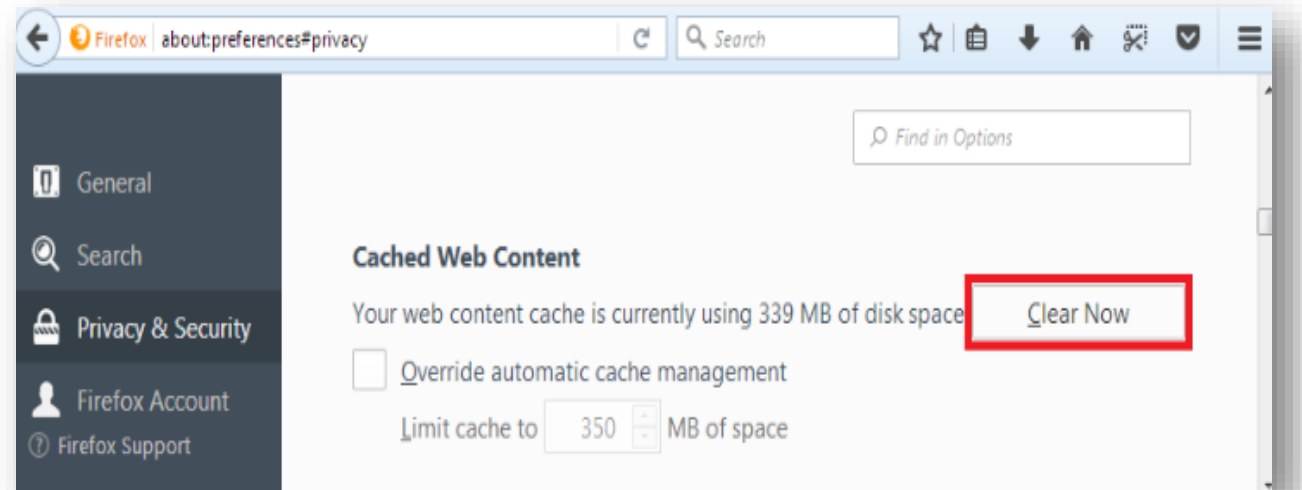
1. Select the **Tools** button on the top right corner of your screen: 
2. When the window open select **Internet options**
3. A new window will open to the left of the screen. When this opens, under the **General** tab and the **Browsing history** section, make sure that **Delete browsing history on 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.



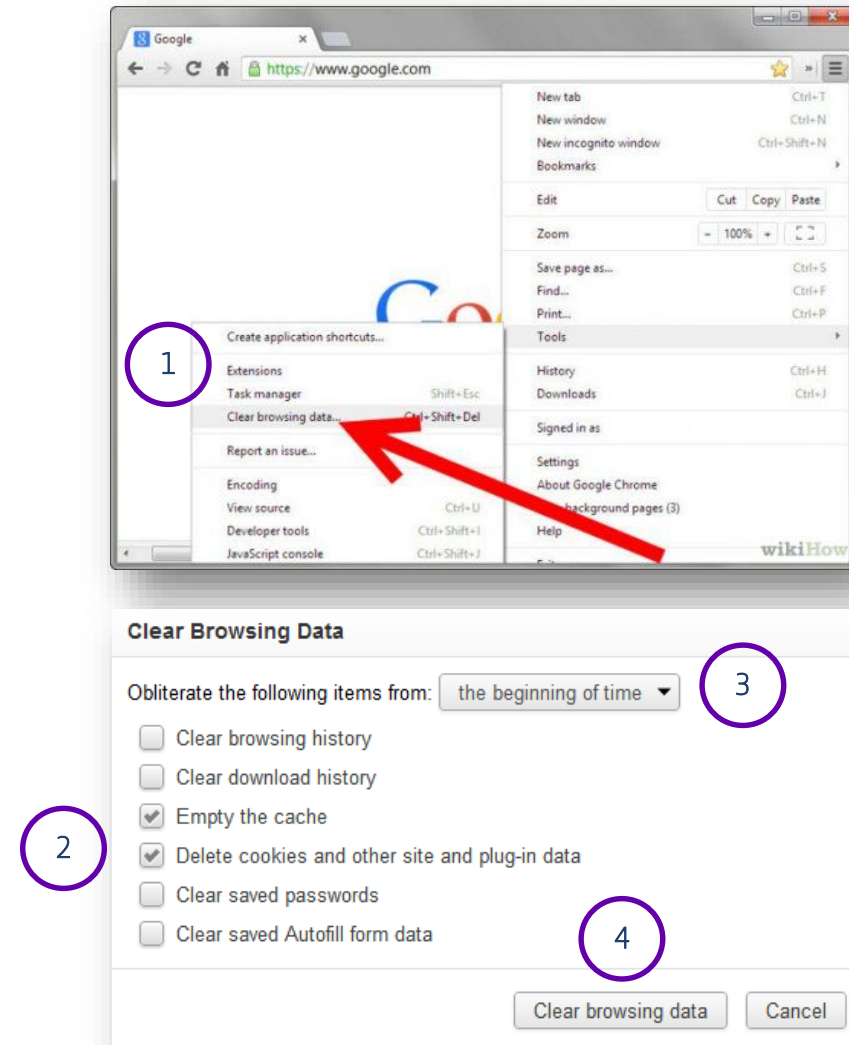
# How to clear cache on Firefox

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.



# 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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