How to delete your Browser cache

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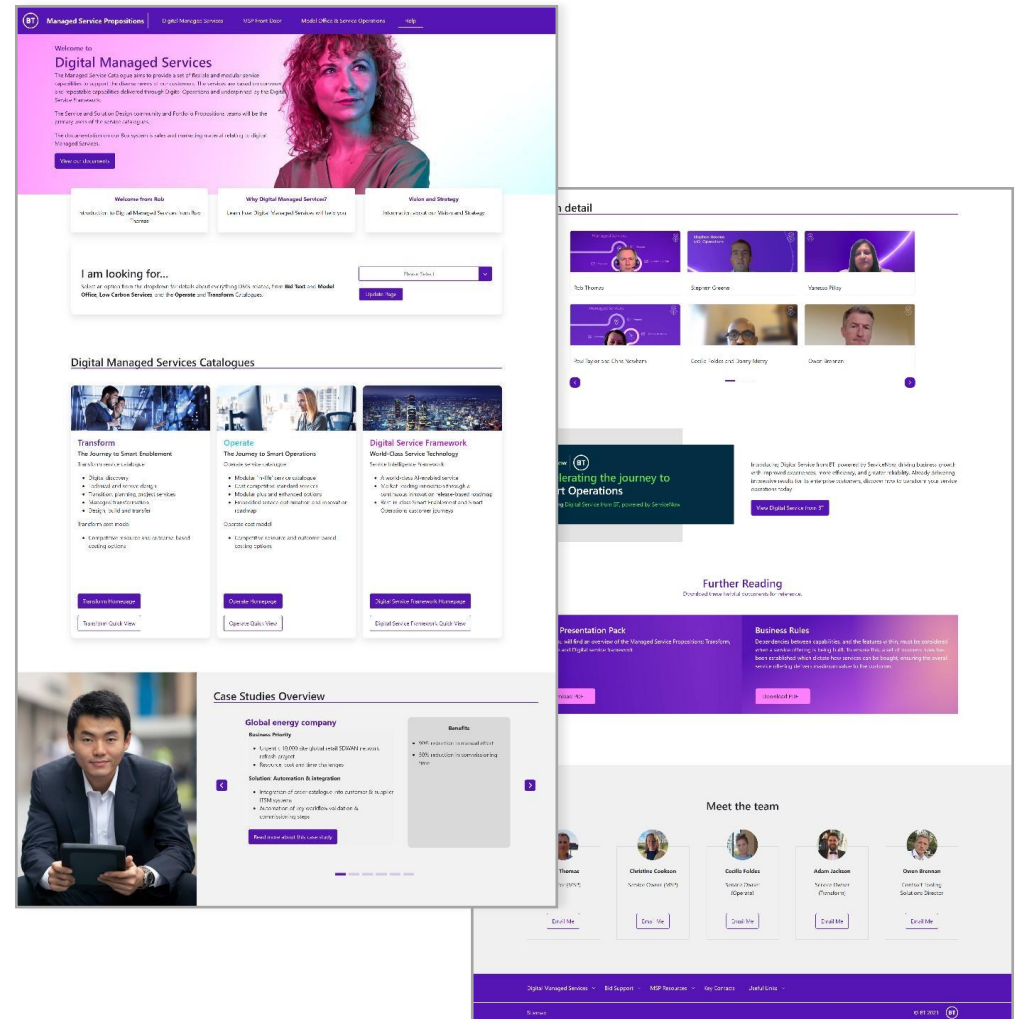
Issue: v1.0

Deleting your cache ensures you're viewing the newest version of a page.

If the page you're viewing has formatting issues and/or errors, it's likely that you need to delete your cache to view the current version. It's quick, easy, and doesn't involve restarting your computer.

What is a cache?

Browsers save imagery, code, and text from the pages you've visited previously so that it doesn't have to re-download them each time you visit. This is called your cache of data, but sometimes it shows you an older version of the page.

To view the newest version of the page you're on, follow these steps:
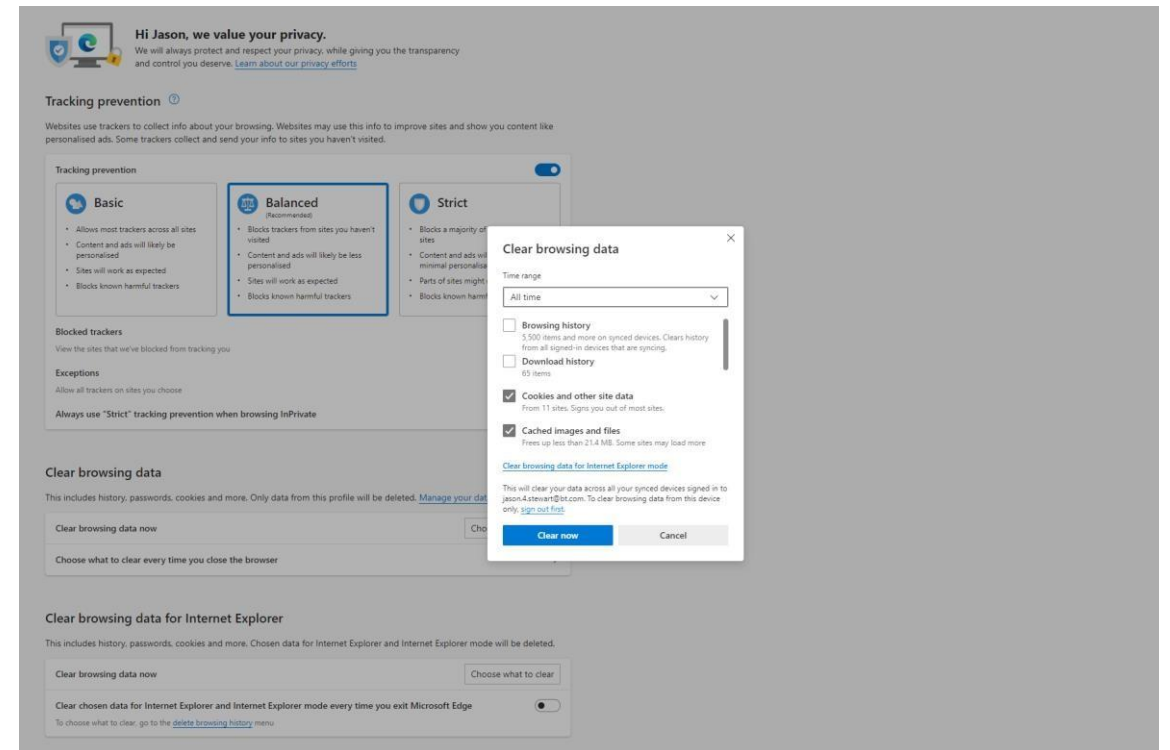
Edge browser

Step 1

Press Ctrl+Shift+Delete at the same time while in your browser so that a Clear browsing data box appears.

Step 2

Under **Time range** select all time from the dropdown. Then ensure Cookies and other site data and Cached imagery and files are both selected in the tick boxes before clicking the blue Clear now button

Step 3

Go back to the page you were looking at and press the refresh button at the top of the screen. The version you see now is the most up-to-date version

Internet Explorer browser

Step 1

Select the Tools button on the top right corner of your screen. When the window opens, select Internet options.
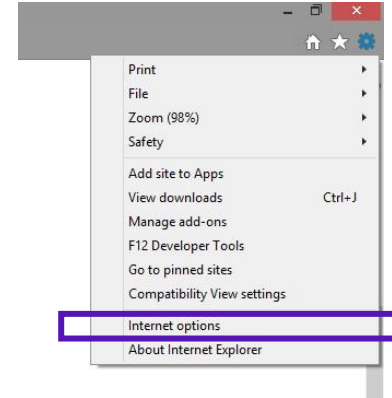
Step 2

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.
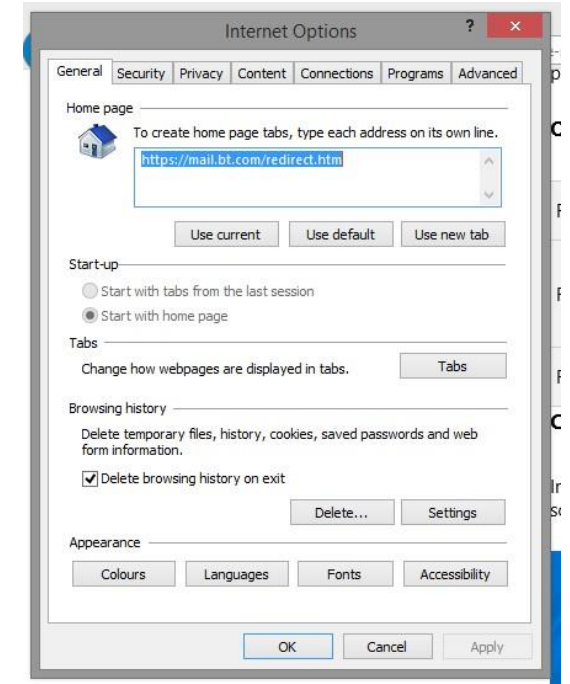
Step 3

A new window will open. Make sure that all sections are ticked except **Password** as shown and click on Delete.
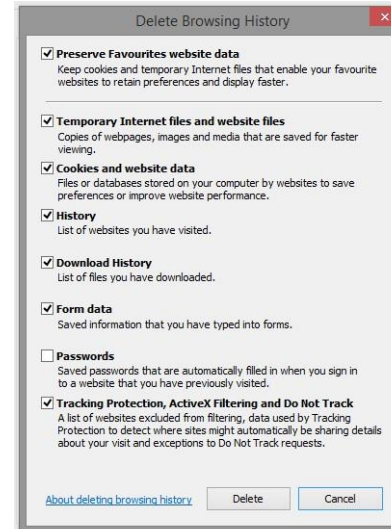
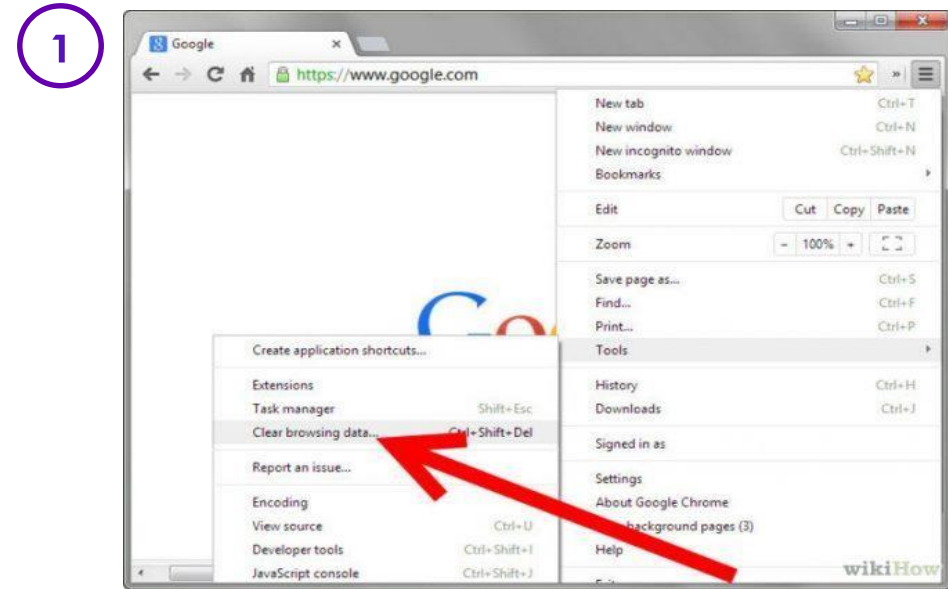You should be able to view any new releases clearly now.

Chrome browser

Step 1

On your browser toolbar, click on More > Tools > Clear Browsing data.

Step 2

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

Step 3

Use the menu at the top to select the amount of data that you want to delete. Then select from the dropdown **the beginning of time** to delete everything. Now click Clear browsing data.
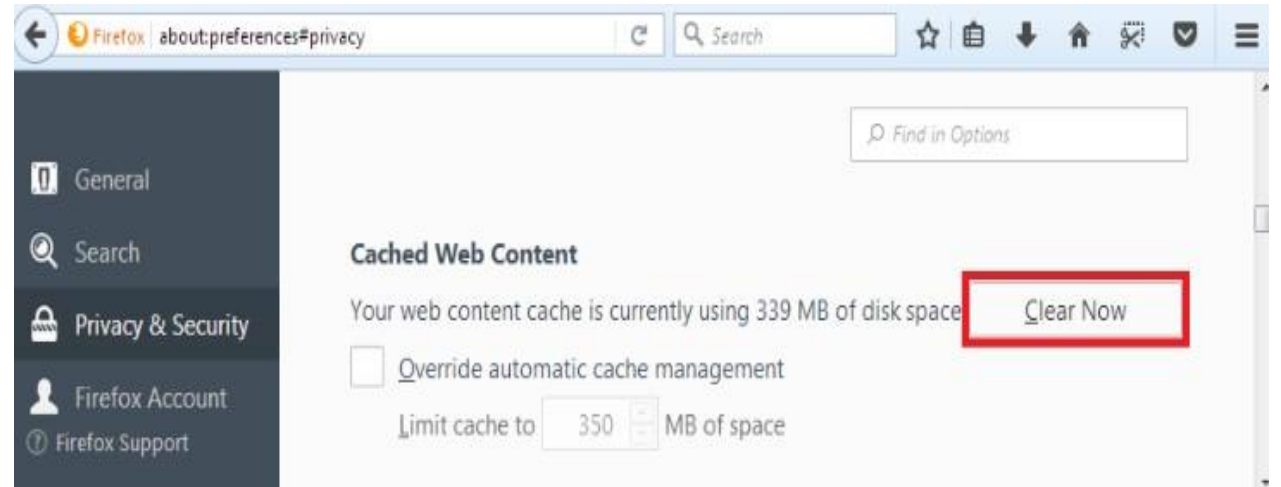
Firefox browser

Step 1

Go to the Menu button, select Options and the Privacy and Security panel.

Step 2

In the **Cached Web Content** section, click Clear Now.

Step 3

Close the **about:preferences** page and any changes you have made will be automatically saved.

BT

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