

## How do I clear my web browser's cache?

A guide to clearing a web browser's cache



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Clearing your web browser cache may help you solve data saving issues you're repeatedly experiencing.

The cache stores a copy of any pages you've visited for quick access, which can sometimes result in inconsistencies between it and live data. Clearing your cache is simple – just use the following steps for the appropriate browser.

## Safari (desktop/laptop)

- Choose **Safari** in the upper left-hand corner and then **Preferences**
- Open the **Privacy** menu
- Choose **Remove all website data** and this will clear your cache

## Safari (iOS)

- On your home screen, go to **Settings**, then **Safari**
- Choose **Clear History and Website Data**
- From there, choose **Clear History and Website Data** and this will clear your cache (These steps are for iOS 8 and later – you may see **Clear Cookies and Data** in older versions of iOS)

## Chrome (desktop/laptop)

- Open the Chrome browser and then the **menu** in the upper-right of the page
- Choose **More tools**
- Choose **Clear browsing data** and this will clear your cache

## Chrome (mobile)

- Open Chrome and choose the upper right **menu icon** (three dots)
- Go to **Settings** and then **Privacy**
- Choose **Clear Cache/ Clear Browsing Data** and this will clear your cache

## Internet Explorer (desktop/laptop)

- Open Internet Explorer 8 and go to your **settings menu** in the top right-hand corner
- Go to **Internet options**
- Under Browsing history choose **Delete** and this will clear your cache

## Internet Explorer (mobile)

- Open your browser and choose the '...' icon on the bottom right
- Open **Settings** and scroll down to **Delete history**
- Choose **Delete** and this will clear your cache

## Microsoft Edge (desktop/laptop)

- Open **Hub** and then **History**
- Choose **Clear all history**, or choose the elements you want to delete
- Choose **Clear** and this will clear your cache

## Firefox (desktop/laptop)

- Open the Firefox browser and choose the **Menu** button in the upper-right of the page
- Choose **History**, then **Clear recent history**
- Ensure '**Cache**' is selected under **Details** and choose **Clear now**, and this will clear your cache

## Firefox (mobile)

- Open the Firefox browser and choose the **Menu** button in the upper-right of the page
- Go to **Settings**, then **Privacy**
- Ensure '**Cache**' is selected under **Clear Private Data** and choose **Clear now**, and this will clear your cache



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