Instructions for Clearing Browser Caches

Clearing browser caches (once) is sometimes necessary when a new version of the browser, or a new version of the software that creates web pages, is installed. In general, if a web page is not displaying as expected, the following is recommended:

1. Clear the browser cache (once) as instructed below, and try again.
2. If the problem persists, open a different browser, clear the cache (once) and try again.
3. If the problem persists, call the IT Help Desk at (925) 229-6888.

Firefox – (recommended browser)

1. Open a new tab (click on the + sign at the end of the tabs. A tab will open called “New Tab”:

2. Close ALL other tabs by right-clicking on the New Tab and selecting “Close Other Tabs”.

3. Click on History – Clear Recent History:

4. Time range to clear = Everything
5. Checked = Browsing & Download History, Cookies, Cache, and Active Logins
6. Click Clear Now.
7. Wait 30-60 seconds to allow the cache to be cleared, or at least until the popup box has closed.
8. Your cache has now been cleared, so you can be sure of getting fresh data and programs.
Internet Explorer

1. Open a new tab by clicking on the small blank square tab to the right of the other tabs:

2. A new tab will open and it will open any page(s) you have set up as your “home pages”. Right-click on one of the tabs and select “Close other tabs”:

3. Click on Tools – Delete browsing history:

4. Checked = minimum of:
   a. Preserve...
   b. Temporary...
   c. Cookies...
   d. History...
   e. Form data...
5. Click Delete.
6. Wait until you see a popup box telling you it has finished:

7. Click on the small x to close the popup box.
8. Your cache has now been cleared, so you can be sure of getting fresh data and programs.
1. Open a new tab by clicking on the small gray parallelogram to the right of the other tabs:

2. A new tab will open called “New Tab”. Right-click on it and select “Close other tabs”:

3. Click on the three horizontal lines at the right of the browser window, then select More Tools – Clear Browsing Data....:

4. Select “Obliterate...from “ = “the beginning of time”.

5. Checked = a minimum of:
6. Click on “Clear Browsing data”:

7. Wait until the rotating half-circle stops. If a popup appears asking if you give permission to Google to make changes on your computer, click No.

8. Your cache has been cleared. Now you can be sure of getting fresh data and programs.
Safari

If you have Safari, the steps are likely to be as follows. There may be variations, depending on your version and device. If you need more help, do a web search for clearing the cache for your particular version.

1. Click on the “gear icon” in the top right of the browser window.
2. Click on “Preferences”.
3. Click on “Privacy”.
4. Click on “Remove All Website Data”.

5. Click on “Remove Now”.

6. Your cache has been cleared. Now you can be sure of getting fresh data and programs.