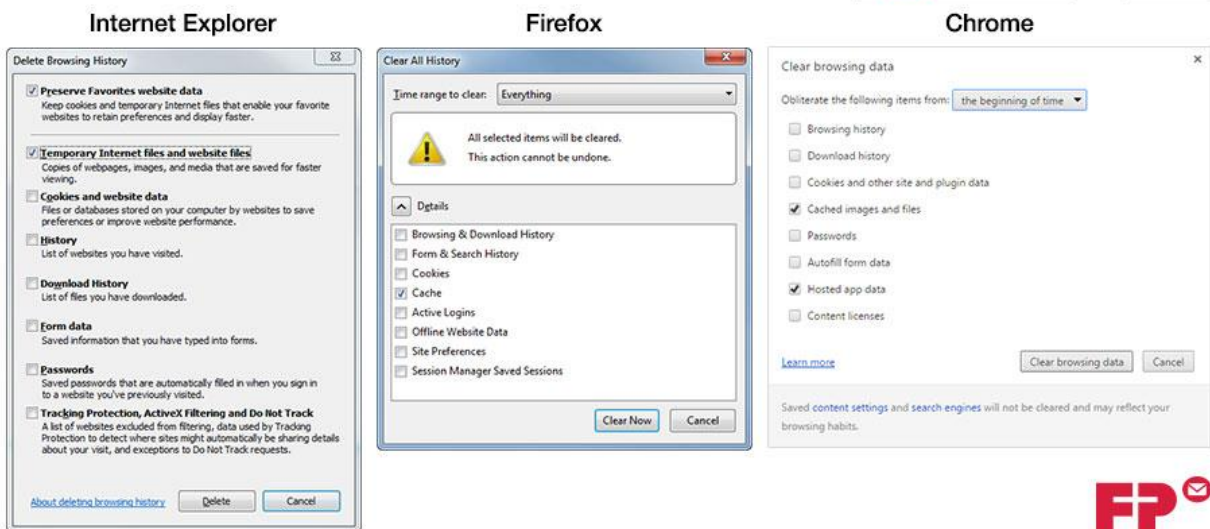


# Clear Browser Cache

On occasion, we recommend that customers clear their web browser cache as a troubleshooting step. This removes the files temporarily stored on your computer (cache file storage) that make websites appear more quickly.

In most cases, press **Ctrl-Shift-Delete** (Windows) or **Command-Shift-Delete** (Mac) to bring up the menu that allows you to clear your browser cache. (Note: Internet Explorer calls this “Temporary Internet files and website files”.)

## Clear Browser Cache



Cache clearing menus on Internet Explorer, Firefox, and Chrome

## Cookies

If you have been advised to also clear all your browser’s cookies, be aware that this may impact your future experience on websites you visit. For example, you may have to re-login to websites you’re used to automatically logging into, in addition to affecting other features and functions on various websites.

# More Resources for Removing/Refreshing Cache Files

## From Microsoft:

- [Internet Explorer 9](#)
- [Internet Explorer 10](#)
- [Internet Explorer 11](#)

[Firefox](#) (Mozilla)

[Chrome](#) (Google)

[How do I clear the browser cache](#) (MIT)

[How do I clear my web browser's cache, cookies, and history](#) (Indiana University)