

WHY DO I NEED TO CLEAR MY CACHE?

If you have owned a computer for any length of time you likely have experienced the dread of internet slow down. If it gets bad enough that you need to reach out for technical support one of the first things that they will tell you to try is to clear your browser cache. But what does clearing your cache even do? Why does it help?

What is Your Browser Cache?

Your cache is the name for a portion of your hard drive that is dedicated to storing browser files that your browser determines it may need to use again. Web pages are packed with information, and this information is stored in dozens, hundreds and sometimes thousands of files for just one site. Your browser will cache portions of the page for you so in future visits load times are quicker, improving your overall internet experience.

Why Should I Clear my Cache?

Your browser will store things like files, CSS styles, JavaScript scripts, images, and other multimedia content. When changes are made to a website like updating a logo, changing a picture, increasing font or changing colors, you may run into trouble with your browser's cache. Occasionally your browser will load your cached info instead of updated portions of the page that you are desiring to view. This can result in a slow down, image errors or not seeing the new things on your website.

What Does Clearing my Cache Do?

Clearing your cache exactly what it sounds like. You are deleting all saved information from your local hard drive that has been stored in the cache. When you return to internet websites that you have been to in the past your browser will “think” you have never been to that page before and cache fresh updates info from the websites.

How Often Should I Clear my Cache?

If you regularly visit with web pages, gaming sites, and online meetings then you should clear your cache regularly. Clearing your cache once a month or bi monthly ensures that you will be able to see any changes that have been made to the sites you frequent.

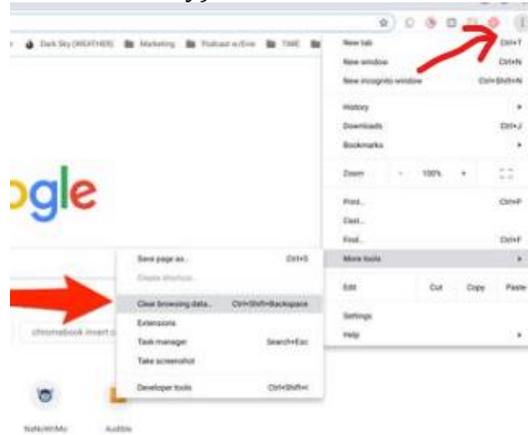
How do I clear my cache?

Clearing your cache is different for every browser. Please see our instructions below for your specific browser:

Clearing cache in Chrome, and on Chromebook

- 1. Open your Chrome browser.**

2. Tap the three dots in the top-right corner of the screen, hover over "More Tools" and then select "Clear browsing data" (Alternatively: Hold down the CTRL, Shift, and Backspace keys simultaneously).



3. Select the time range from the dropdown menu at the top (**choose ALL time**), and choose which (if any) parts of your data you don't want to clear (browsing history, cookies and other site data, and cached images and files) **Choose ALL**

- 4. Click "Clear data." Exit/quit all browser windows and re-open the browser.

Clearing Cache in Firefox

- From the History menu, select **Clear Recent History**.

If the menu bar is hidden, press Alt to make it visible.

- From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
- Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
- Click Clear Now.
- Exit/quit all browser windows and re-open the browser.

Clearing Cache in Microsoft Edge

- In the top right, click the Hub icon (looks like three horizontal lines).
- Click the History icon, and then select Clear all history.
- Select Cookies and saved website data, and then Cached data and files. Click Clear.
- After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

Clearing cache in Safari

- Choose History from the menu bar
- Clear History
- Click the pop-up menu > Then choose how far back you want your browsing history cleared

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