IT Technical Support



Clearing Cache

It is important to periodically clear the cache within your browsers to ensure websites load correctly with updated data and to prevent a host of authentication errors.

Please scroll through to see instructions for Chrome and Microsoft Edge.

Chrome 🧕

In Chrome, click the three dots i at the top right of the screen, then More tools > Clear browsing data...

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I		New tab New window New Incognito window	w	Ctrl+	Ctrl+T Ctrl+N Shift+N
		History Downloads Bookmarks Google Password Mar Extensions	nager N	ew	Ctrl+J
		Zoom	- 100	0% +	::
		Print Cast			Ctrl+P
		Find			Ctrl+F
Save page as Ctrl+S		More tools			۱.
Create shortcut		Edit	Cut	Сору	Paste
Name window Clear browsing data Ctrl+Shift+Del		Settings Help			•
Performance New Task manager Shift+Esc		Exit			
Developer tools Ctrl+Shift+I	₽	Managed by your org	anisation		

Ensure that the Time range is "All time" and that both 'Cookies and other site data' and 'Cached images and files' are ticked. Then select Clear data.



Restart your browser for this to take effect.



ô Settings

⑦ Help and feedback

Close Microsoft Edge

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Click on 'Cookies and site permissions' under the Settings heading on the left of the page.

Select the 'Manage and delete cookies and site data' button.

Settings	Cookies and data stored	
Q Search settings	Save cookies and data on your device in order to facilitate continuous browsing between sites and sessions	
ම Profiles	Manage and delete cookies and site data	>
Privacy, search, and services		
Appearance		
Sidebar	Site permissions	
🔄 Start, home, and new tabs		
🖄 Share, copy and paste	All sites View nermissions for sites you've visited	>
Cookies and site permissions		

Click the 'See all cookies and site data' button.

Cookies and data stored / Cookies and site data	
Allow sites to save and read cookie data (recommended)	
Block third-party cookies When on, sites can't use cookies that track you across the web. Features on some sites may break.	
Preload pages for faster browsing and searching Uses cookies to remember your preferences, even if you don't visit those pages	
See all cookies and site data	>

Click the 'Remove all' button and then the 'Clear' button.



Restart your browser for this to take effect.