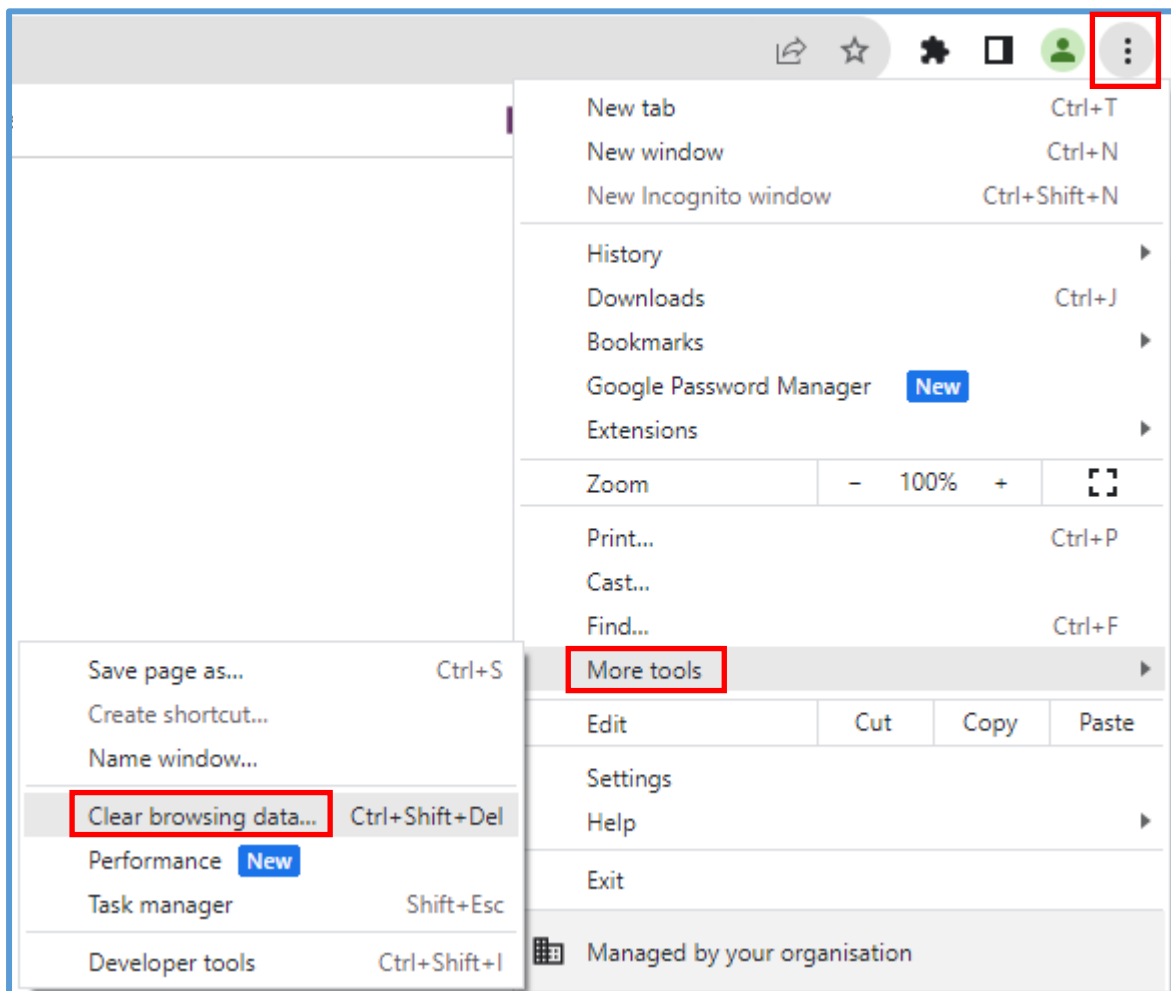## Clearing Cache

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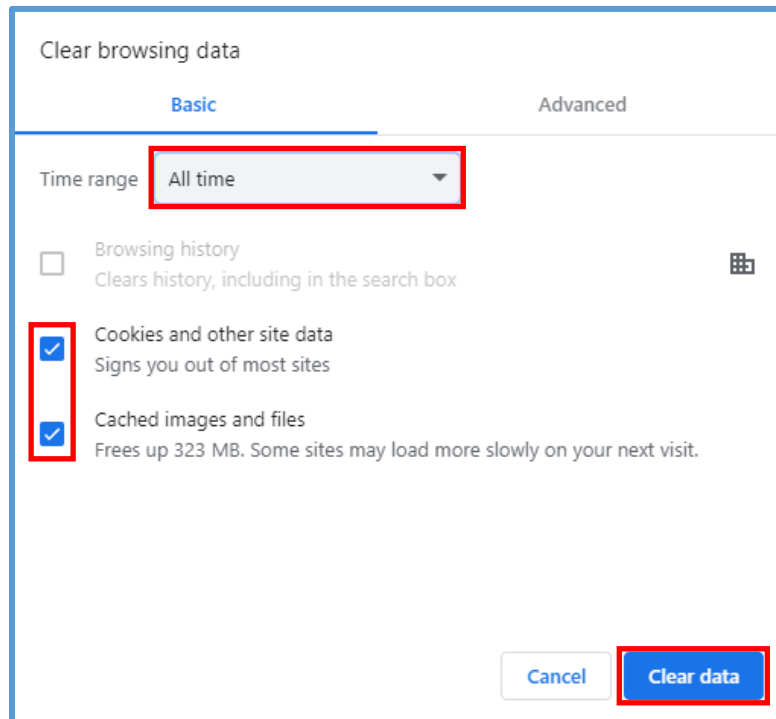
Please scroll through to see instructions for Chrome and Microsoft Edge.

Chrome

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

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.
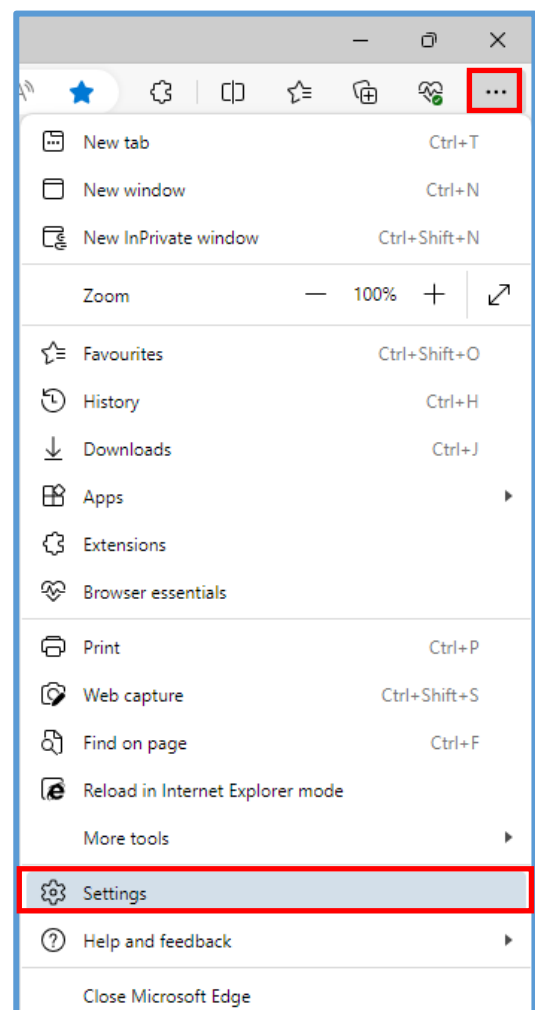
Clear browsing data

Basic   Advanced

Time range   All time ▾

☐ Browsing history
   Clears history, including in the search box   ⊞

☑ Cookies and other site data
   Signs you out of most sites

☑ Cached images and files
   Frees up 323 MB. Some sites may load more slowly on your next visit.

                                              Cancel   **Clear data**

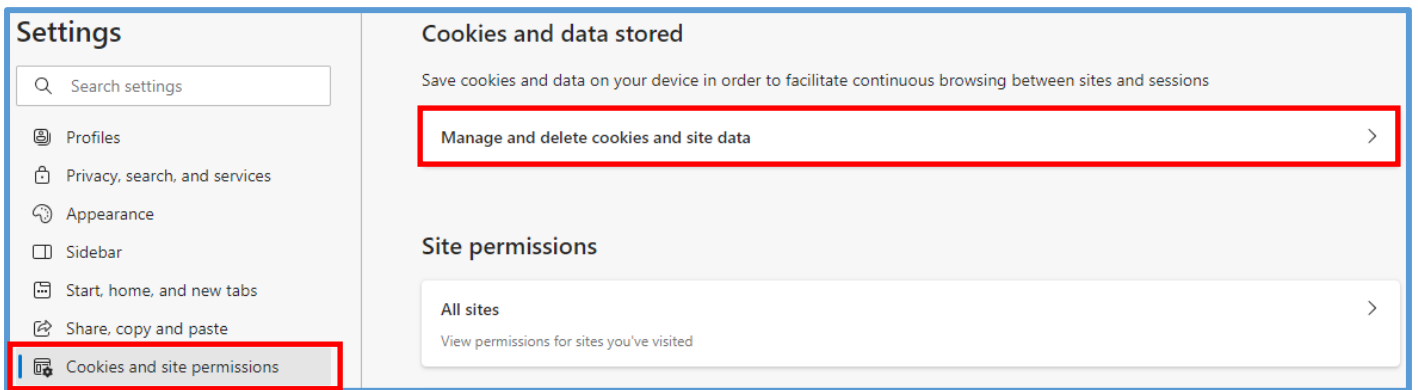Restart your browser for this to take effect.

Microsoft Edge

In Microsoft Edge, select the three dots ⋯ at the top right of the screen, then select Settings.

⊡ New tab   Ctrl+T
☐ New window   Ctrl+N
⧉ New InPrivate window   Ctrl+Shift+N

   Zoom   —   100%   ＋   ⤢

☆≡ Favourites   Ctrl+Shift+O
⟳   History   Ctrl+H
↓   Downloads   Ctrl+J
⊞   Apps   ▸
⟨3 Extensions
🧠 Browser essentials

🖶   Print   Ctrl+P
◎   Web capture   Ctrl+Shift+S
⌕   Find on page   Ctrl+F
ⅇ   Reload in Internet Explorer mode
    More tools   ▸

⚙   Settings
⑦   Help and feedback   ▸
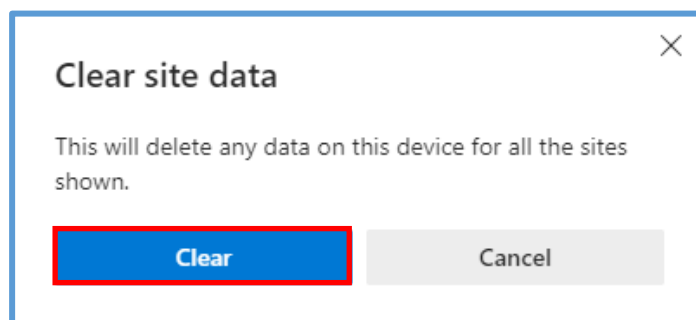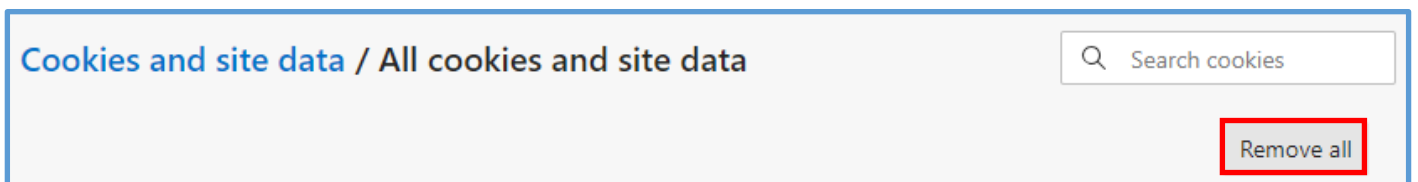
    Close Microsoft Edge

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.

Click the 'See all cookies and site data' button.
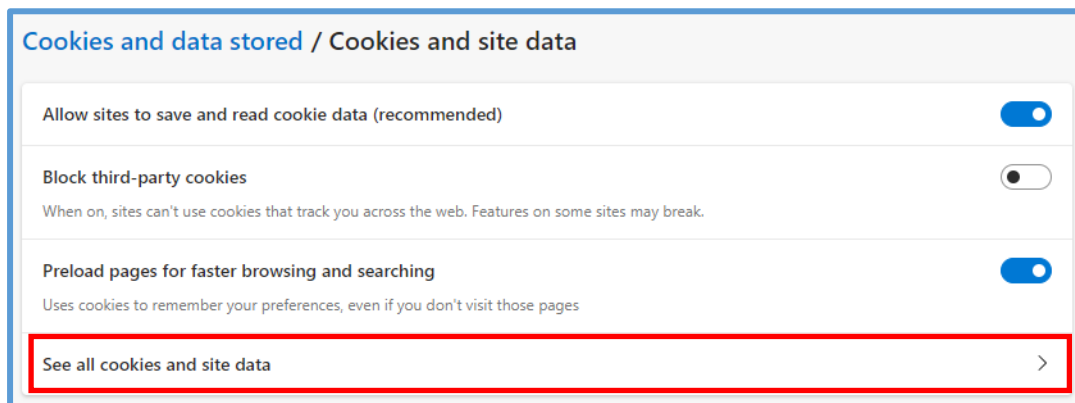
Click the 'Remove all' button and then the 'Clear' button.

Restart your browser for this to take effect.