

# Clear Browser Cache

## Quick Reference Guide

This QRG will outline the steps to clear your cache browsing history in Chrome or Microsoft Edge.

The cache is a memory that stores website data, images, files etc., that helps websites to load faster. It is essential to clear your browsing history to remove browser cache to website information from your computer that may be causing unexpected system behaviour, i.e., unresponsive webpages.

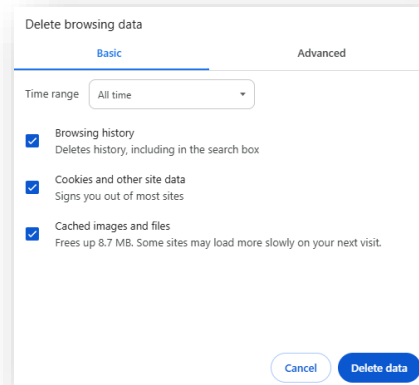
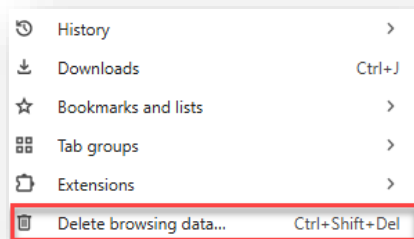
A normal reload of a webpage is a process where the browser reloads the page but checks for the data, images, files, etc., in the cache memory first. A hard load is a reload process where the browser reloads the page but the page does not load anything from the cache memory and instead downloads everything fresh from the website server.

### Clear Browser Cache - Chrome

Open Chrome



1. Open the Chrome browser
2. Click the three dots on the top right-hand corner
3. Select **Delete browsing data**



4. Leave **Basic** selected
  - **Time Range** should be **All Time**, and ensure **Browsing history, Cookies and other site data, and Cached images and files** are all checked
5. Click **Delete Data**

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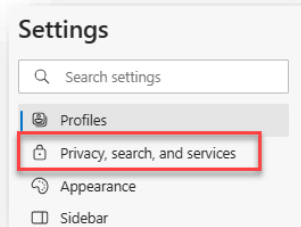
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### Clear Browser Cache - Microsoft Edge

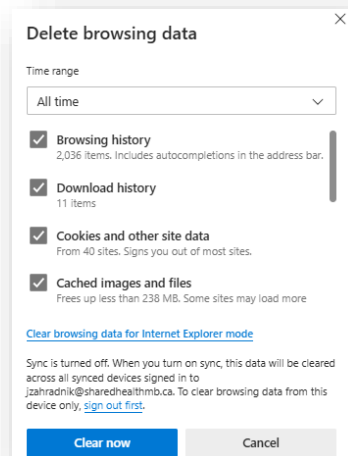
Open Edge



1. Open the Microsoft Edge browser
2. Click the three dots on the top right-hand corner
3. Select **Settings**
4. Select **Privacy, search, and services**



5. Under **Delete browsing data** click **Choose what to clear**
6. **Time Range** should be **All Time** and ensure **Browsing history, downloaded history, Cookies and other site data, Cache images** and files are all checked
7. Click **Clear Now**



If clearing the browser cache did not resolve the issue, restart your workstation if your computer has not restarted recently.