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Clearing Your Browser Cache



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In some troubleshooting instances, support may ask you to clear your browser cache.

- 1. Open your browser.
- 2. Log out of any Cayuse applications, as well as your account at your institution.
- 3. Close your browser and wait 2 minutes, keeping your browser closed.
- 4. Follow the browser-specific steps below.

Chrome

- 1. Open up your browser again and press: **CTRL + SHIFT + DELETE** on a PC or **CMD + SHIFT + DELETE** on a Mac.
- 2. In the new window, use the drop-down menu to change the period to **All time**. Check **Cookies and other site data** and **Cached images and files**, and click **Clear data**.

Clea	ar brows	sing data		
		Basic		Advanced
Time	e range	All time	Ŧ	
	Browsi 94 item	ng history 15		
	Downlo None	oad history		
>	Cookie From 7	s and other site data '6 sites (you won't be sign	ed out of yo	our Google Account)
>	Cacheo 145 MB	d images and files 3		
	Passw 98 pas	ords and other sign-in dat swords (а	
	Autofill	form data		
				Cancel Clear data

Edge

- 1. Open up your browser again and press: **CTRL + SHIFT + DELETE** on a PC or **CMD + SHIFT + DELETE** on a Mac.
- 2. In the new window, use the drop-down menu to change the period to **All Time**. Check **Cookies and other site data** and **Cached images and files**, and then click **Clear Now**.

Clear browsing data

All Time

None

Cookies and other site data

From 20 sites. Signs you out of most sites.

Cached images and files

Frees up less than 29.0 MB. Some sites may load more slowly on your next visit.

Passwords

None

A...tofill form date (included forme and conde)

Cancel

3. Restart your computer. Open your browser and access Cayuse.

Firefox

- 1. Open up your browser again and press: **CTRL + SHIFT + DELETE** on a PC or **CMD + SHIFT + DELETE** on a Mac.
- 2. In the new window, use the drop-down menu to change the period to **Everything**. Check **Cookies** and **Cache**, and click **Clear Now**.

Clear All History	×
Time range to clear: Everything	~
All selected items will the This action cannot be a	be cleared. undone.
History	
Browsing & Download History	✓ <u>C</u> ookies
Active Logins	✓ Cache
Eorm & Search History	
Data	Offline Website Data
*82-0159	OK Cancel

Internet Explorer

- 1. Open up your browser again and press: **CTRL + SHIFT + DELETE** on a PC or **CMD + SHIFT + DELETE** on a Mac.
- 2. In the new window, check **Temporary Internet files and website files** and **Cookies and website data**, and click **Delete**.



Safari

1. Open up your browser again. In the menu, click **Safari**, and click **Preferences**.

Ś	Safari	File	Edit	View	History	Bookmarks	Window	Help
• 0	About Safari	t Safari i Extens	sions				Google	
Abc	Prefe	rences			Ж,		obugie	
ADC	Settin	igs for	This W	ebsite	•			
	Clear	History	y					
	Servio	ces			•			
	Hide S	Safari			ЖН			
	Hide (Others		٦	ЖН			
	Show	All						
	Quit S	Safari			ЖQ			

- 2. In the Preferences window, click on **Privacy**.
- 3. Click **Remove All** and **Done**.

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