Clearing Browser Cache on Mozilla Firefox Version 4 and higher

The icon for Mozilla Firefox looks like this:

**Step 1:** Click on the History Menu at the top of the browser window:

**Step 2:** In the History Menu, click the option that says “Clear Recent History”: 

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**Step 3:** Ensure you see the same settings and have the same checkboxes checked as below and click the “Clear Now” button:

![Clear All History dialog box](image)

**Step 4:** Close out of all internet browser windows and re-start the internet browser then try the activity you were trying to perform again.
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Clearing Browser Cache on Internet Explorer Version 9 and Higher

The icon for Internet Explorer looks like this:

Step 1: Click on the Tool gear icon in the upper right hand part of the screen.

Step 2: Click “Safety” from the menu:
Step 3: Click on “Delete Browsing History” from the menu:

Step 4: The following window will open. Ensure you have the same checkboxes checked as below. At a minimum, the 1) Cookies and website data and 2) History checkboxes should be checked.
**Step 5:** Click the “Delete” button at the bottom of the pop up:

![Delete Browsing History dialog box](image)

**Step 6:** Close out of all internet browser windows and re-start the internet browser then try the activity you were trying to perform again.
Clearing Browser Cache on Google Chrome All Versions

The icon for Google Chrome looks like this:

Step 1: Click the 3 Horizontal Lines button in the upper right part of the window:

Step 2: Click the History line from the menu that appears:
Step 3: A new tab will open, click the “Clear Browsing Data...” button on the new window that appears:

Step 4: A pop up will appear, ensure you have at least the same settings and checkboxes checked below and then click on the “Clear browsing data” button:

Step 5: Close out of all internet browser windows and re-start the internet browser then try the activity you were trying to perform again.