State of Tennessee



**Clearing Cache:** 

Microsoft Edge Google Chrome Firefox Internet Explorer

State of Tennessee Edison

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## Why you should clear your Cache?

A website is composed of thousands of files and pieces of data stored on a webserver. When you access webpages like Edison, many of these files and pieces of data are stored on your computer in a cache allowing for easier access the next time you visit.

Websites like Edison are constantly being updated, as a result, the files stored on your computer slowly become outdated. By clearing this cache, your computer will download the latest files the next time you visit Edison.

**IMPORTANT SHORTCUT/NOTE:** For all browsers, the keyboard shortcut to bring up the delete browsing data and clear cookies/cache panel is **CTRL + SHIFT + DELETE**.

If you hold these three keys (**CTRL + SHIFT + DELETE**) down at the same time, this will bring up the window needed to check all options to clear your browsing data. All you will need to do is make sure **ALL OPTIONS** are checked and that any time range options presented say **All Time**. Also make sure to close your browser after you finish deleting your browsing history and cookies/cache in order to fully complete the process.

Continue on to see full steps to clear cache and cookies for Microsoft Edge, Google Chrome, Firefox, and Internet Explorer



# How to Clear your Internet Browser's Cache and Cookies Microsoft Edge

## (Continue past these steps to clear cache and cookies for Google Chrome, Firefox, and Internet Explorer)

1. Click the **Settings and more** icon in the top right.



2. Click the History option from the drop-down menu



3. Click the Clear Browsing Data button in the top of the next window that displays.





- 4. The drop down beside **Time range** needs to say **All time**. If the Time range option does not auto default to All time, then simple click the drop down and select All time.
- 5. Make sure ALL OPTIONS are checked including Browsing history, Download history, Cookies and other site data, Cached images and files, Passwords, Autofill form data (includes forms and cards), Site permissions, All data from the previous version of Microsoft Edge, and Media Foundation data.

Cle	ear browsing data $ imes$	
Time	e range	
AI	II time 🗸 🗸	
<ul> <li></li> <li><td>Browsing history 14 items. Includes autocompletions in the address bar. Download history None</td><td></td></li></ul>	Browsing history 14 items. Includes autocompletions in the address bar. Download history None	
<ul> <li></li> </ul>	From 20 sites. Signs you out of most sites. Cached images and files Frees up 30.4 MB. Some sites may load more slowly on your next visit.	
Sync acros brow	t is turned off. When you turn on sync, this data will be cleared uss all synced devices signed in to AG17461@tn.gov. To clear using data from this device only, <u>sign out first</u> .	
	Clear now Cancel	

- 6. Click Clear now.
- 7. Once you have clicked **Clear now** close the browser by clicking the **X** in the top right of the screen and this will complete the process.





## **Google Chrome**

## (Continue past these steps to clear cache and cookies for Firefox and Internet Explorer)

1. Click the **Customize and control Google Chrome** icon in the top right.



2. Click Clear Browsing Data...

			_	đ		×
			(@	) Guest		:
		New tab		(	Ctrl+	۲t
	Ľ	New window		C	Ctrl+	N
	9	Guest				۲
	Ŧ	Downloads			Ctrl	+J
1.	Ð	Extensions				•
	Û	Clear browsing data	С	trl+Shif	ft+D	el

3. At the top of the menu, select **All time** as the **Time range**.



4. Make sure there is a check mark beside ALL OTIONS including: Browsing history, Download history, Cookies and other site data, Cached images and files, Passwords and other sign-in data, Autofill form data, Site settings, Hosted app data. Once all options are checked, click Clear data.

Clea	ar browsing data
	Basic Advanced
Time	e range All time
	Browsing history None
	Download history None
~	Cookies and other site data From 5 sites (you won't be signed out of your Google Account)
✓	Cached images and files Less than 1 MB
	Passwords and other sign-in data None
_	Autofill form data
	Cancel Clear data

5. Once you have clicked **Clear data** close the browser by clicking the **X** in the top right of the screen and this will complete the process.





## **Firefox**

## (Continue past these steps to clear cache and cookies for Internet Explorer)

1. Select the View history, bookmarks, and more icon from the Firefox toolbar.



2. Select the **History** option from the menu.

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ar	Bookmarks	>		•	
	History		>	ŝ	
C	Downloads				

3. Select the **Clear recent history...** option.





4. Make sure the drop down beside Time range to clear says Everything. The boxes next to Browsing & download history, Cookies, Active Logins, Cache, Form & search history, Offline website data, and Site settings should all have checks. Then press the Clear Now button at the bottom of the menu.

Clear All History			
Time range to clear: Everything $\checkmark$			
All history will be cleared. This action cannot be undone.			
History			
✓ Browsing & download history ✓ Cookies			
✓ Active <u>l</u> ogins ✓ C <u>a</u> che			
✓ Eorm & search history			
Data			
Site settings Offline website data			
Clear Now Cancel			

5. Once you click Clear Now, the Clear Recent History box should disappear, and your history has been deleted in Firefox. You will need to close all open browser windows before continuing by clicking the X in the top right corner of the page.



### **Internet Explorer 11**

1. Select **Tools** from the Internet Explorer toolbar.





2. Select Internet options from the menu in the top right corner of the browser.



3. Select the **Delete** button.





4. Make sure the box next to Preserve Favorites website data is not checked. This should be the only box WITHOUT a checkmark. The boxes next to Temporary Internet files and website files, Cookies and website data, History, Download History, Form data, Passwords, and Tracking Protection, ActiveX Filtering and Do Not Track should all have checks. Then press the Delete button at the bottom of the menu.

Delete Browsing History	×
Preserve Favorites website data Reep cookies and temporary internet hies that enable your favorite websites to retain preferences and display faster.	
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.	
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
List of websites you have visited.	
Download History List of files you have downloaded.	
Form data Saved information that you have typed into forms.	
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing deta about your visit, and exceptions to Do Not Track requests.	ails
About deleting browsing history Delete Cancel	



#### 5. Press OK.



6. Once this has completed, close all open browser windows before continuing by clicking the X in the top right corner of the page.

