



# **GEP Help Guides**

## **Kings Clearing Cache Guide**



## Purpose

It is a good idea to clear your browser cache because it:

- prevents you from using old forms
- protects your personal information
- helps our applications run better on your computer

When you visit a website, your browser stores:

- information (such as the location of the site you visited)
- files used to run an online application
- downloads (such as old versions of forms)

When we update our application, your browser may still use old files. If you don't clear your cache, you may see old forms. Old files can cause display or access problems when you apply online.

- [How do I clear the cache in Internet Explorer](#)
- [How do I clear the cache in Edge](#)
- [How do I clear the cache in Google Chrome](#)
- [How to clear the Firefox cache](#)
- [How to clear cache and cookies in Apple Safari browser](#)



## How do I clear the cache in Internet Explorer

Your browsing history is the information that Internet Explorer stores on a PC as you surf the web. To help improve your experience, this includes information you've entered into forms, passwords, and sites you've visited. However, if you're using a shared or public PC, you may not want Internet Explorer to save your history.

### View your browsing history and delete specific sites

By viewing your browsing history, you can choose to delete specific sites, or return to a webpage that you've already visited.

1. In Internet Explorer, select the **Favourites** button.
2. Select the **History** tab, and choose how you want to view your history by selecting a filter from the menu. To delete specific sites, right-click a site from any of these lists and then select **Delete**. Or, return to a page by selecting any site in the list.

### Delete your browsing history

Regularly deleting your browsing history helps protect your privacy, especially if you're using a shared or public PC.

1. In Internet Explorer, select the **Tools** button, point to **Safety**, and then select **Delete browsing history**.
2. Choose the types of data or files you want to remove from your PC, and then select **Delete**.

### Clear the Cache on a PC

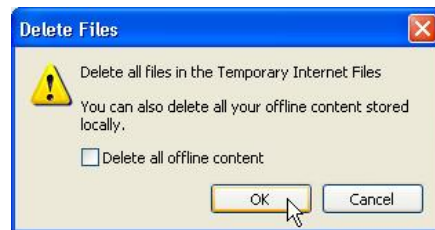
1. On the Internet Explorer **Tools** menu, click **Internet Options**. The Internet Options box should open to the General tab.



2. On the General tab, in the Temporary Internet Files section, click the **Delete Files** button.



3. When the dialog box opens click **OK** to clear the cache. This will delete all the files that are currently stored in your cache.



4. Click **OK** again to close the Internet Options box.

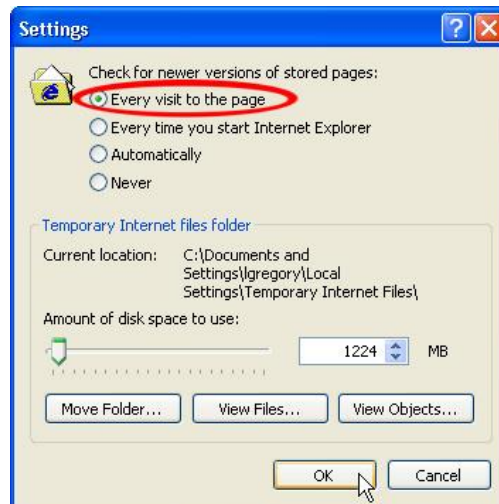
Notice, you can set your computer to clear the cache every time you view a page. This would slow down a bit how fast web pages display on your computer but would guarantee that you were viewing the most up-to-date version of the pages.

### **To clear the cache every time a page is loaded:**

1. On the Tools menu, click Internet Options. The Internet Options box should open to the General tab.
2. On the General tab, in the Temporary Internet Files section, click the Settings button. This will open the Settings box.



3. Under "Check for newer versions of stored pages:" click the "Every visit to the page" button. Then click OK at the bottom of the Settings box.



4. Click OK again to close the Internet Options box.



## How do I clear the cache in Edge

With your permission, the new Microsoft Edge can remember information for you, making it easier to return to a favourite site or fill in forms. Microsoft Edge stores your browsing data, such as your passwords, information you've entered in forms, sites you've visited, and other information. Other browsing modes such as InPrivate browsing and Guest mode function differently and store less data than normal browsing.

Your browsing data is stored on your device. If you've turned on sync, those data types can also be stored in the Microsoft cloud to be synced across your signed in versions of Microsoft Edge.

You can see and clear your browsing history by selecting **Settings and more** > **History** > **Manage history**. You may choose to clear your browsing history at any time.

### **Clear browsing data stored on your computer**

To clear browsing data on your computer, make sure sync is turned off. Items that are synced will be cleared across all synced devices.

Here's how to clear your browsing data in Microsoft Edge:

1. Select **Settings and more** > **Settings** > **Privacy and services** .
2. Under **Clear browsing data**, select **Choose what to clear**.
3. Choose a time range from the **Time range** drop-down menu.
4. Choose the types of data you want to clear. For example, you may want to remove browsing history and cookies but keep passwords and form fill data.
5. Select **Clear now**.





## How do I clear the cache in Google Chrome

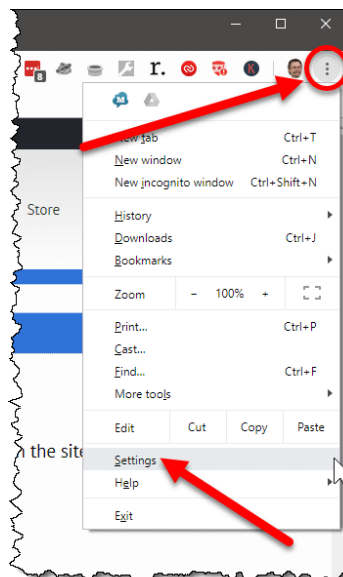
### *From a PC*

1. On your computer, open **Chrome**.
2. At the top right, click More .
3. Click More tools. **Clear** browsing data.
4. At the top, choose a time range. To **delete** everything, select All time.
5. Next to "Cookies and other site data" and "**Cached** images and files," check the boxes.
6. Click **Clear** data.

### *From Android*

#### **In the Chrome app**

1. On your Android phone or tablet, open the Chrome app .
2. At the top right, tap More .
3. Tap History > Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and site data" and "Cached images and files," check the boxes.
6. Tap Clear data.




### *From iPad & iPhone*

#### **Before clearing cache & cookies**

When you clear your cache and cookies, your browser might sign you out of your Google Account. To make sure you can sign back in, update your recovery phone number and email address.




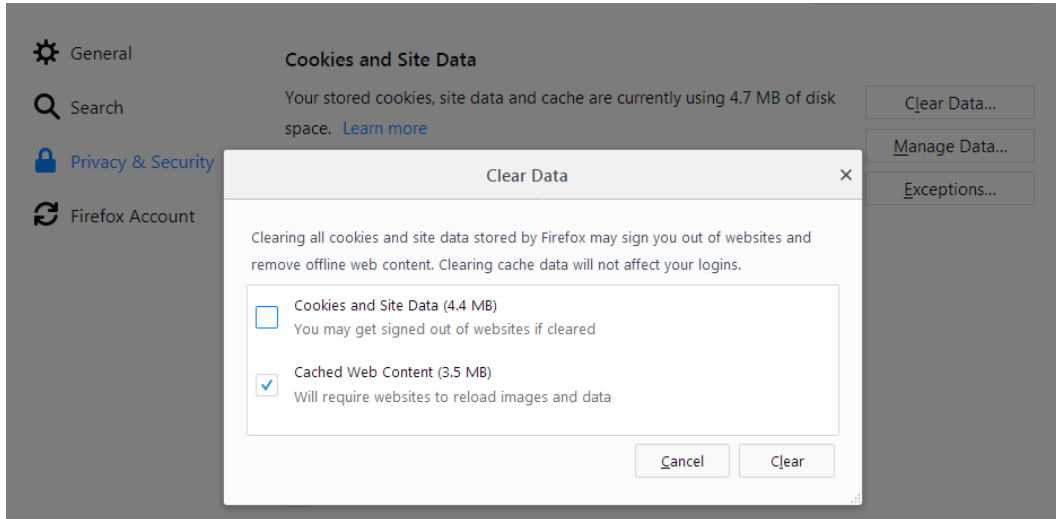
## In the Chrome app

1. On your iPhone or iPad, open the Chrome app .
2. At the bottom, tap More \*\*\*.
3. Tap History > Clear browsing data.
4. Make sure there's a check mark next to "Cookies, Site Data," and "Cached Images and Files."
5. Tap Clear browsing data.




## How to clear the Firefox cache

1. Click the menu button  and select Options.
2. Select the Privacy & Security panel.
3. In the **Cookies and Site Data** section, click Clear Data....



4. Remove the check mark in front of *Cookies and Site Data*.
5. With *Cached Web Content* check marked, click the Clear button.
6. Close the about: preferences page. Any changes you've made will automatically be saved.

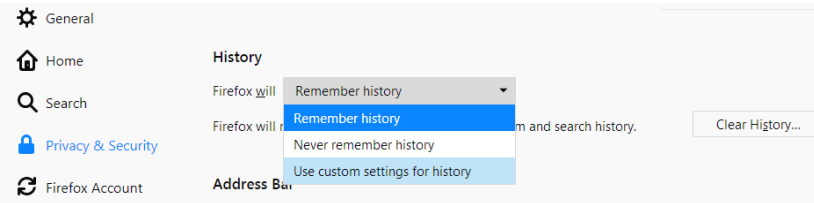
**Tip:** Here's another way to clear the Firefox cache:

Click the Library button , click History and click Clear Recent History.... Next to **Time range to clear**, choose **Everything** from the drop-down menu, select **Cache** in the items list, make sure other items you want to keep are not selected and then click the **Clear Now** button.

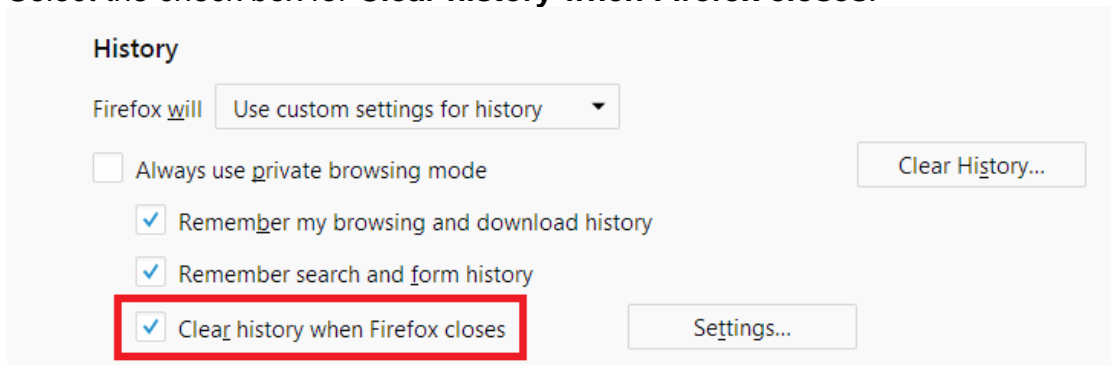
## Automatically clear the cache

You can set Firefox to automatically clear the cache when Firefox closes:

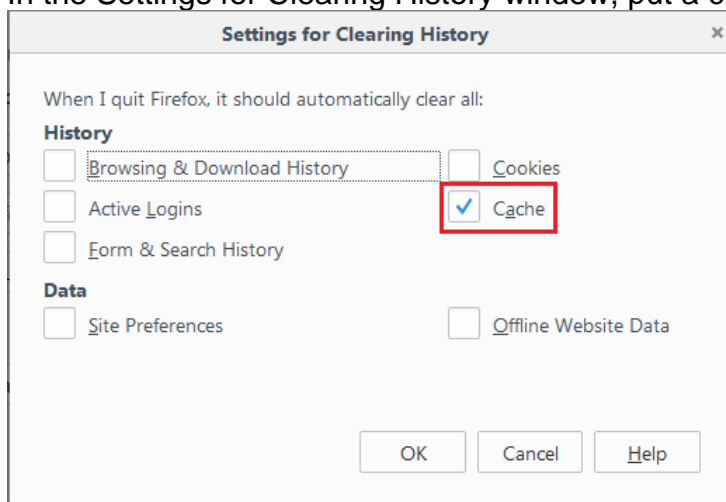
1. Click the menu button and select **Options**.
2. Select the **Privacy & Security** panel and go to the **History** section.
3. In the drop-down menu next to **Firefox will**, choose **Use custom settings for history**.



4. Select the check box for **Clear history when Firefox closes**.



5. Beside *Clear history when Firefox closes*, click the **Settings...** button. The Settings for Clearing History window will open.
6. In the Settings for Clearing History window, put a check mark next to **Cache**.



7. Click **OK** to close the Settings for Clearing History window.
8. Close the *about: preferences* page. Any changes you've made will automatically be saved.



**Tip:** There are several add-ons available that will allow you to clear the cache using an icon on your toolbar. Go to the [Mozilla Add-ons Web Page](#) to do a search. The Mozilla community is not responsible for maintaining and supporting third-party add-ons. Please contact the add-on developer directly if you need assistance with an add-on.



## How to clear cache and cookies in Apple Safari browser

### Cache:

First try clearing the browser cache for the version you're using:

- Click the Safari menu.
- Select Empty Cache.
- Click Empty.
- Safari for Windows
- Click the Edit menu.
- Select Empty Cache.
- Click Empty.

### Cookies:

If clearing the cache doesn't fix the problem, next you may want to try clearing the browser cookies. Important! While deleting the browser cookies may fix the problem, it also removes your saved settings for sites you've previously visited.

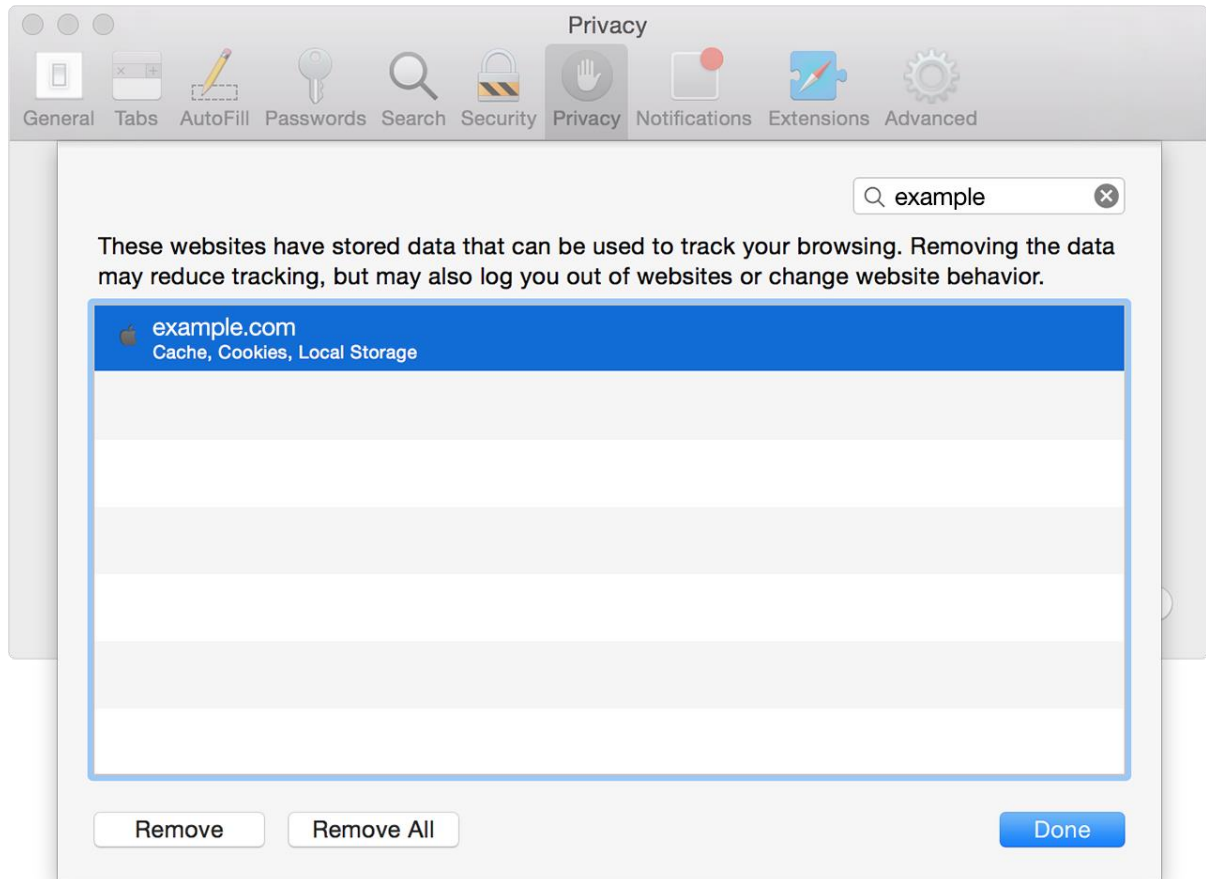
- Click the Edit menu
- Click Preferences
- Click Security
- Click Show Cookies
- Click Remove All
- Click Done
- Close the **Preferences** dialog box

### For Windows

- Click the Safari menu
- Select **Preferences**
- Click **Security**
- Click Show Cookies
- Click Remove All
- Click Done to close the cookies list
- Close the Preferences dialog box

1. Click on the **Safari** drop-down menu and select Preferences.
2. Click the **Advanced** tab. Select the Show **Develop** menu in menu bar checkbox and close the Preferences window.
3. Select the Develop drop-down menu. Click **Empty Cache**.
4. Note: You may want to also **clear** your browser history.

1.



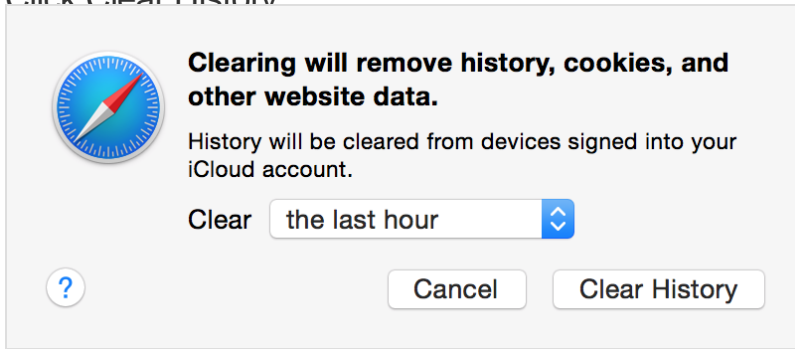
If you used the [Private Browsing](#) feature of Safari when visiting a website, you might not see the site listed here.

## ***If Safari doesn't load pages from multiple sites***

In OS X Yosemite, you can delete website data for the past hour, or past few days if websites or pages stopped loading recently.

1. Choose History > Clear History and Website Data.
2. In the sheet that appears, choose the range of data you want to remove from the Clear pop-up menu.

3. Click Clear History



If you want to remove website data for all of the sites and pages you've ever visited, choose "all history" from the Clear pop-up menu. The option to Remove All Website Data in the Privacy pane of Safari preferences does this, too. These options also reset your [browsing history](#) and [Top Sites](#).