How do I clear my browser cache?

Instructions below for Chrome, Firefox, Edge, and Safari browsers. As Microsoft no longer supports security updates for the Internet Explorer, **please do not use Internet Explorer to access Citywide applications.**

Please contact your Department IT staff if you need assistance clearing your cache or installing Firefox or Chrome.

Google Chrome

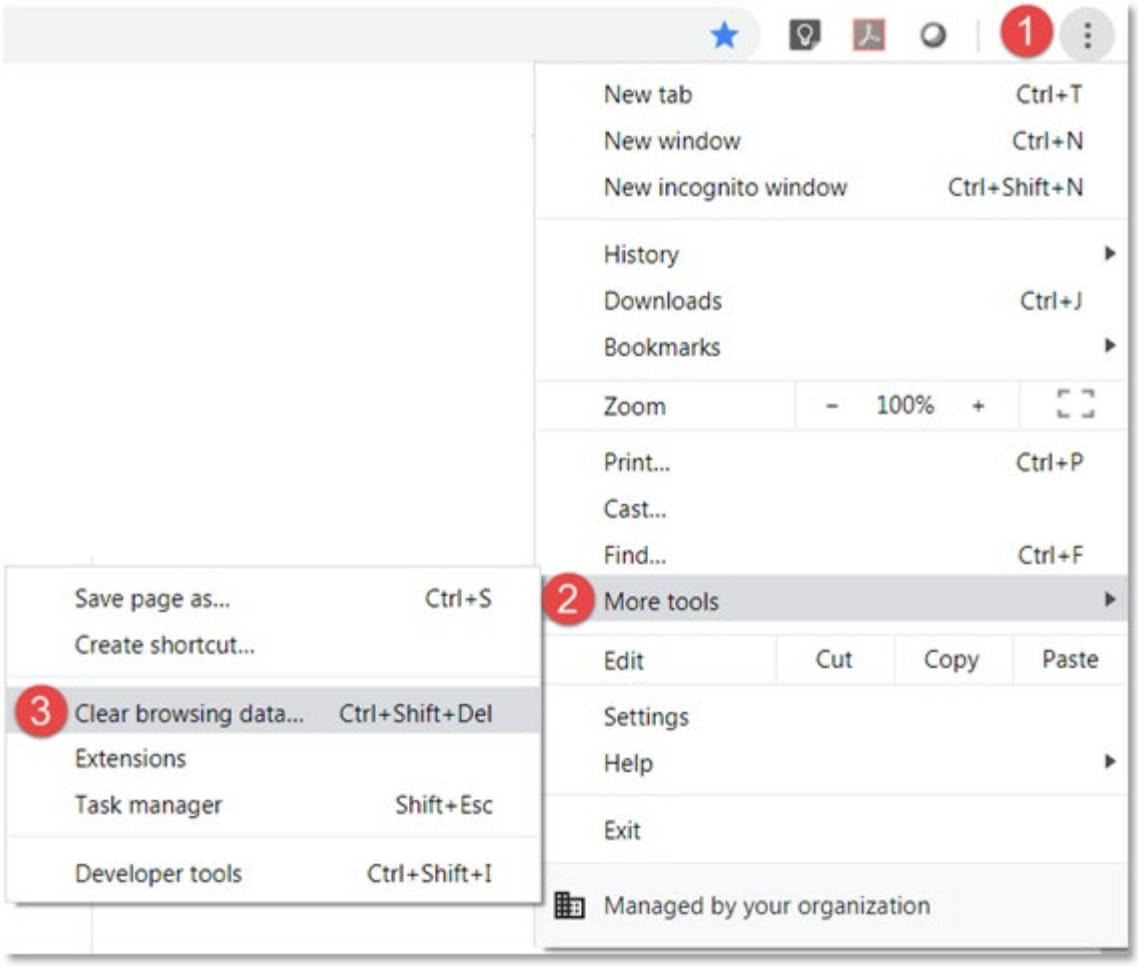
1) Open your Chrome browser and click the **menu** (3 dots) in the top right corner

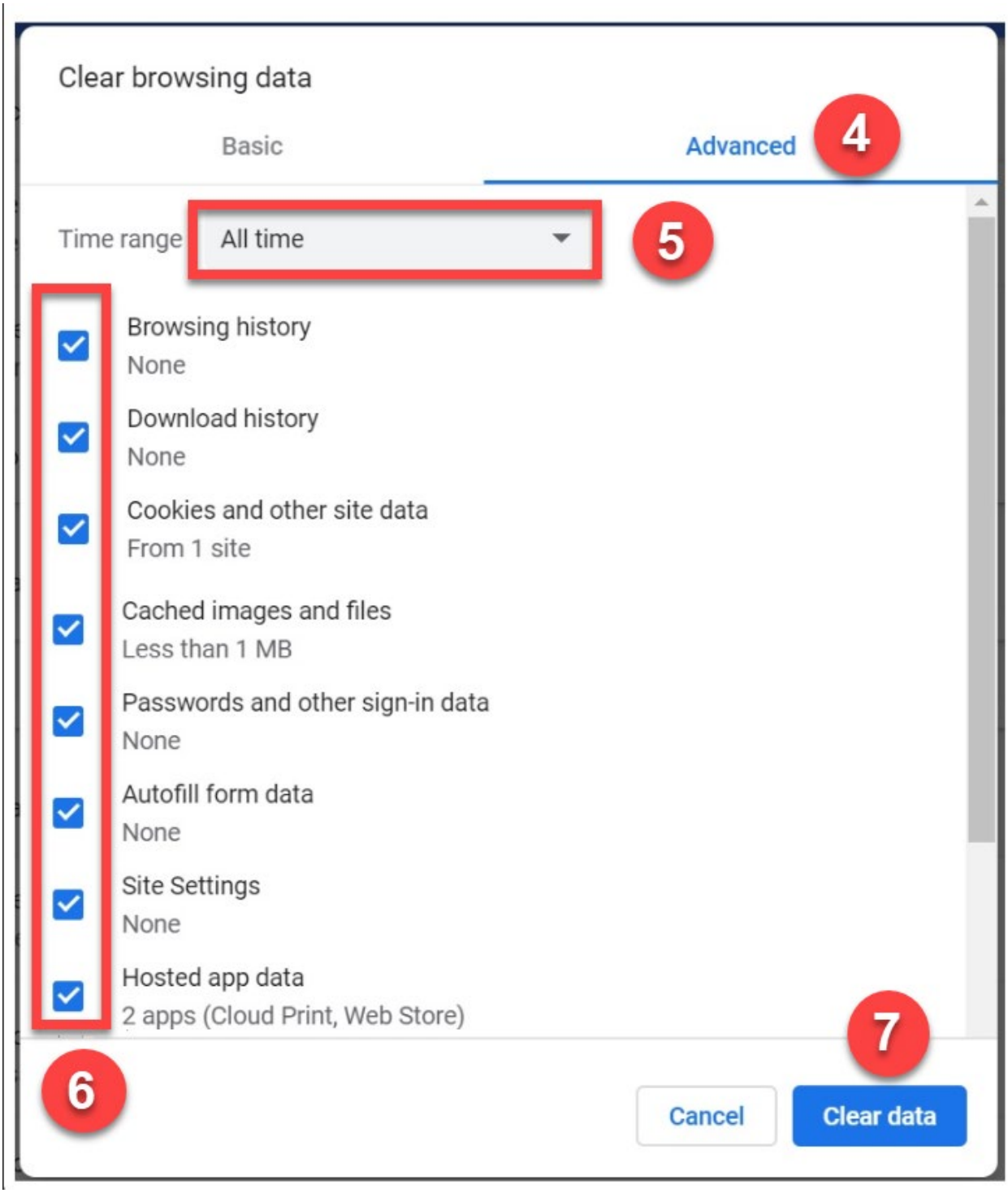
2) Select **More tools**

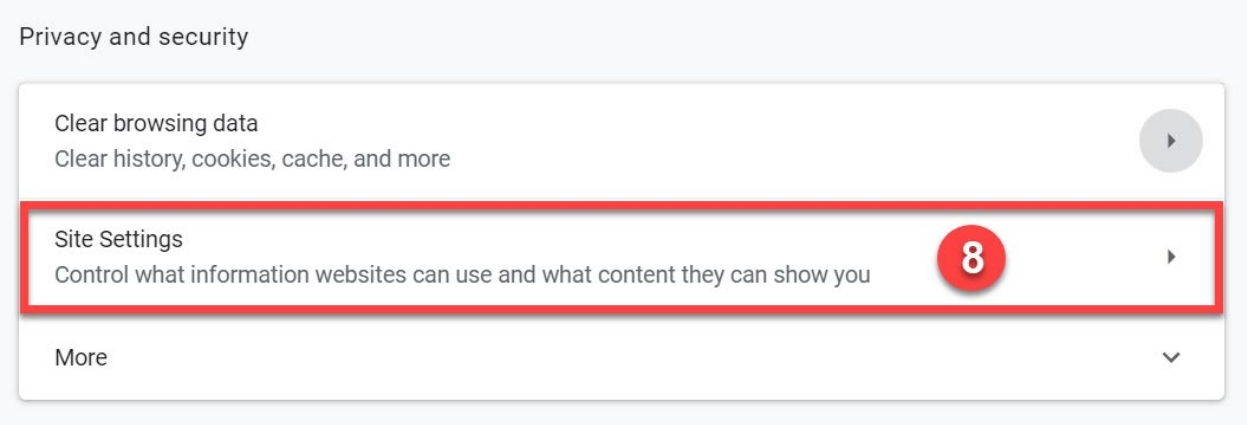
3) Click **Clear browsing data** (or use the keyboard shortcut Ctrl+Shift+Del to jump straight to step 4)

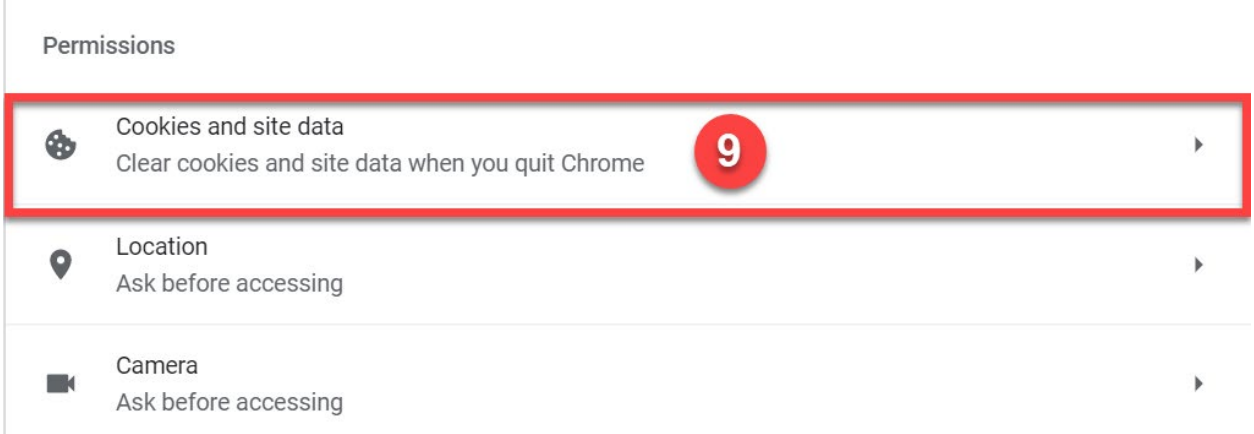
4) Click **Advanced**
5) For **Time range**, select **All time**
6) Select all items to ensure all data and files are cleared

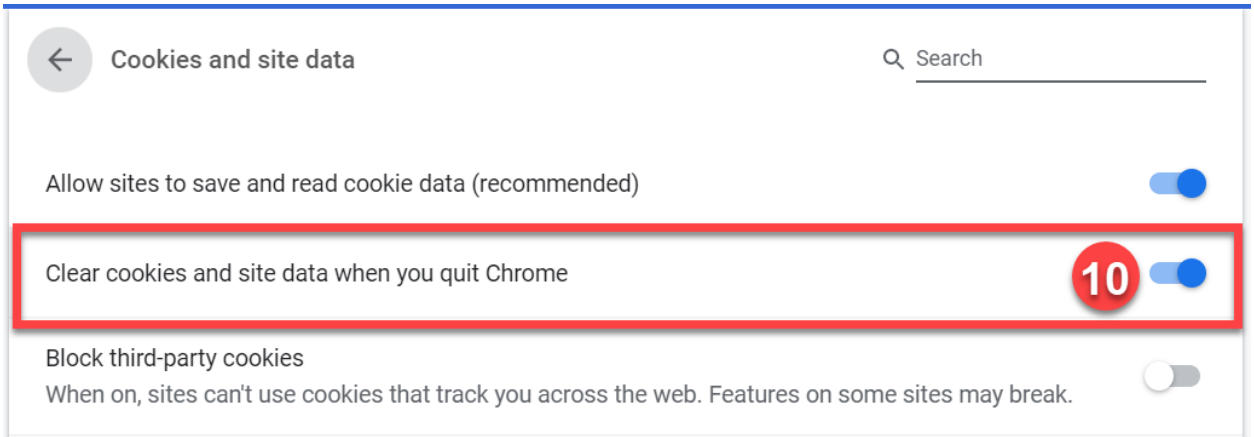
7) Click **Clear data**
8) Under **Privacy and security**, click **Site Settings**
9) Click **Cookies and site data**
10) Turn on **Clear cookies and site data when you quit Chrome** to ensure your cache is cleared after each browser session


1
New tab Ctrl+T
New window Ctrl+N
New incognito window Ctrl+Shift+N
History
Downloads Ctrl+J
Bookmarks
Zoom - 100% +
Print... Ctrl+P
Cast...
Find... Ctrl+F
2
More tools
Edit Cut Copy Paste
Settings
Help
Exit
Managed by your organization
Save page as... Ctrl+S
Create shortcut...
3
Clear browsing data... Ctrl+Shift+Del
Extensions
Task manager Shift+Esc
Developer tools Ctrl+Shift+I


Clear browsing data
Basic
Advanced
4
Time range
All time
5
Browsing history
None
Download history
None
Cookies and other site data
From 1 site
Cached images and files
Less than 1 MB
Passwords and other sign-in data
None
Autofill form data
None
Site Settings
None
Hosted app data
2 apps (Cloud Print, Web Store)
6
7
Cancel
Clear data







Firefox

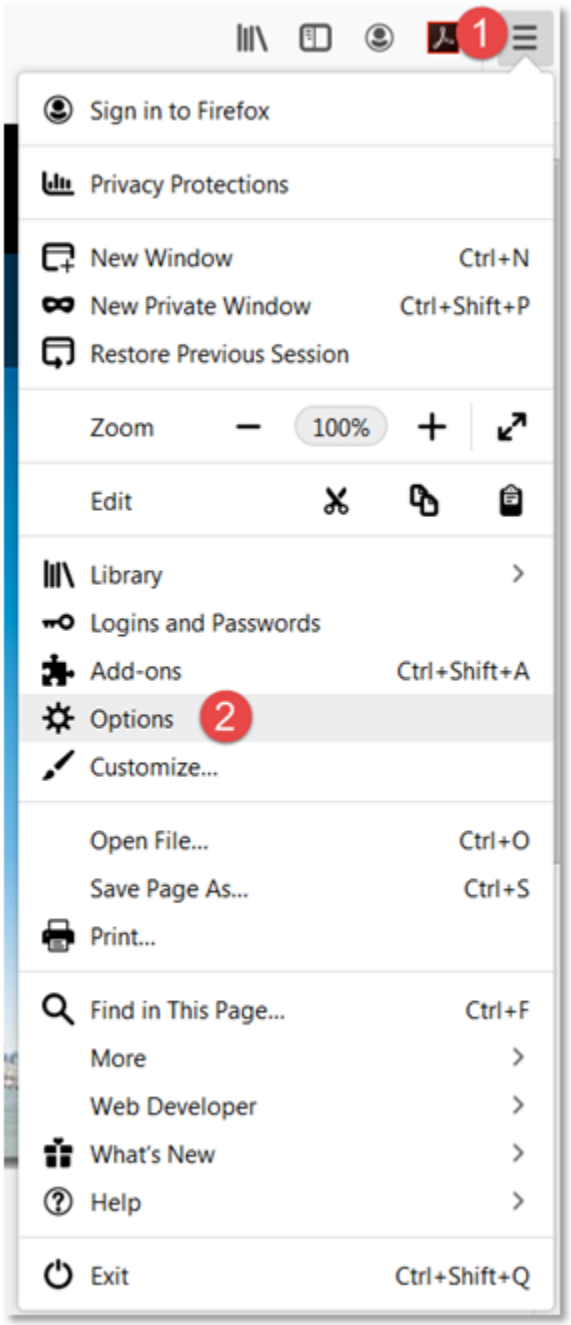
1) Open your Firefox browser and click the **menu** in the top right corner

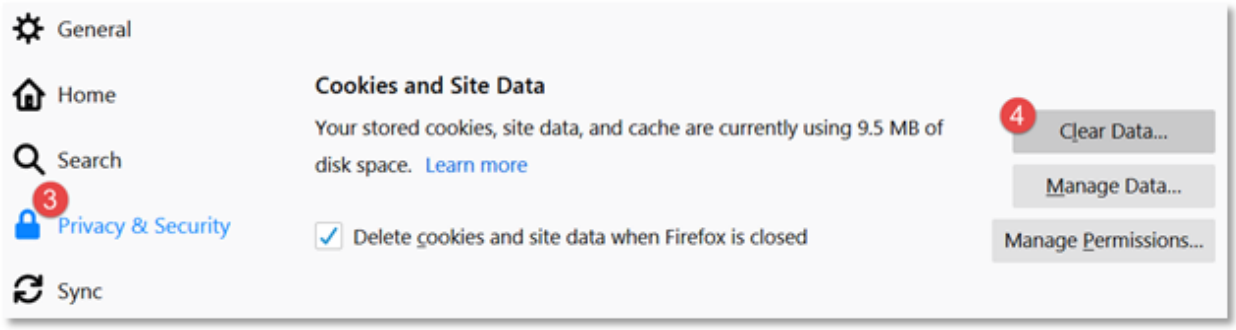
2) Click **Options** (or **Preferences**)

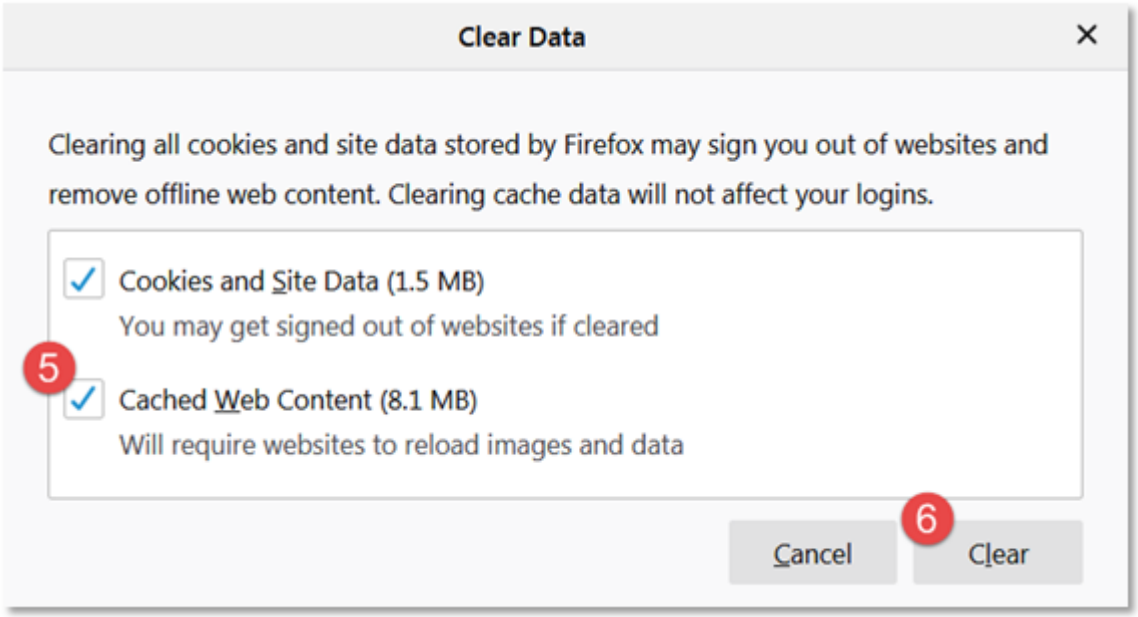
3) Click **Privacy & Security**

4) Under "Cookies and Site Data" click **Clear Data…**

5) Check **Cookies and Site Data** and **Cached Web Content**
6) Click **Clear**

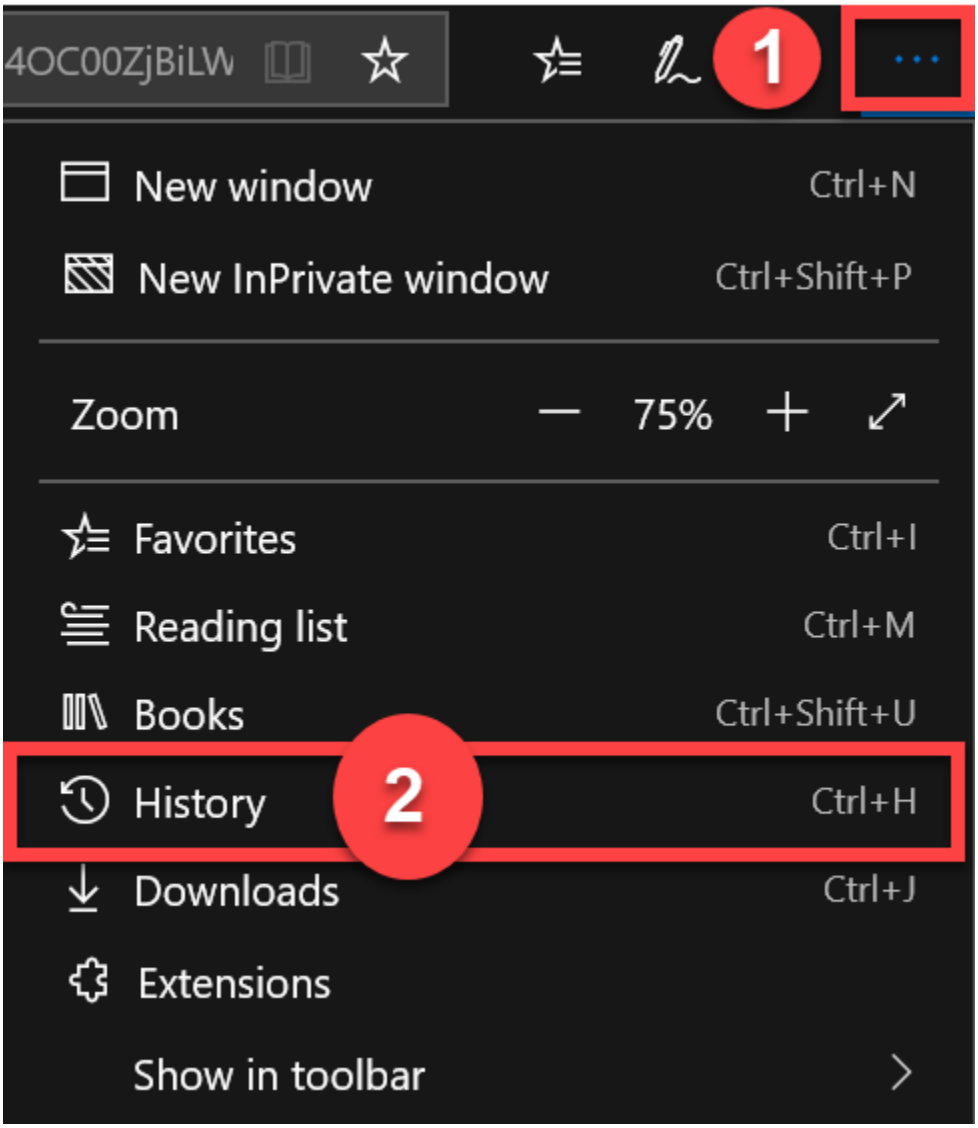


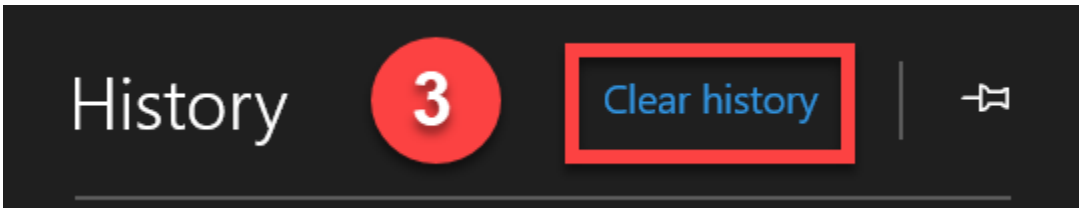


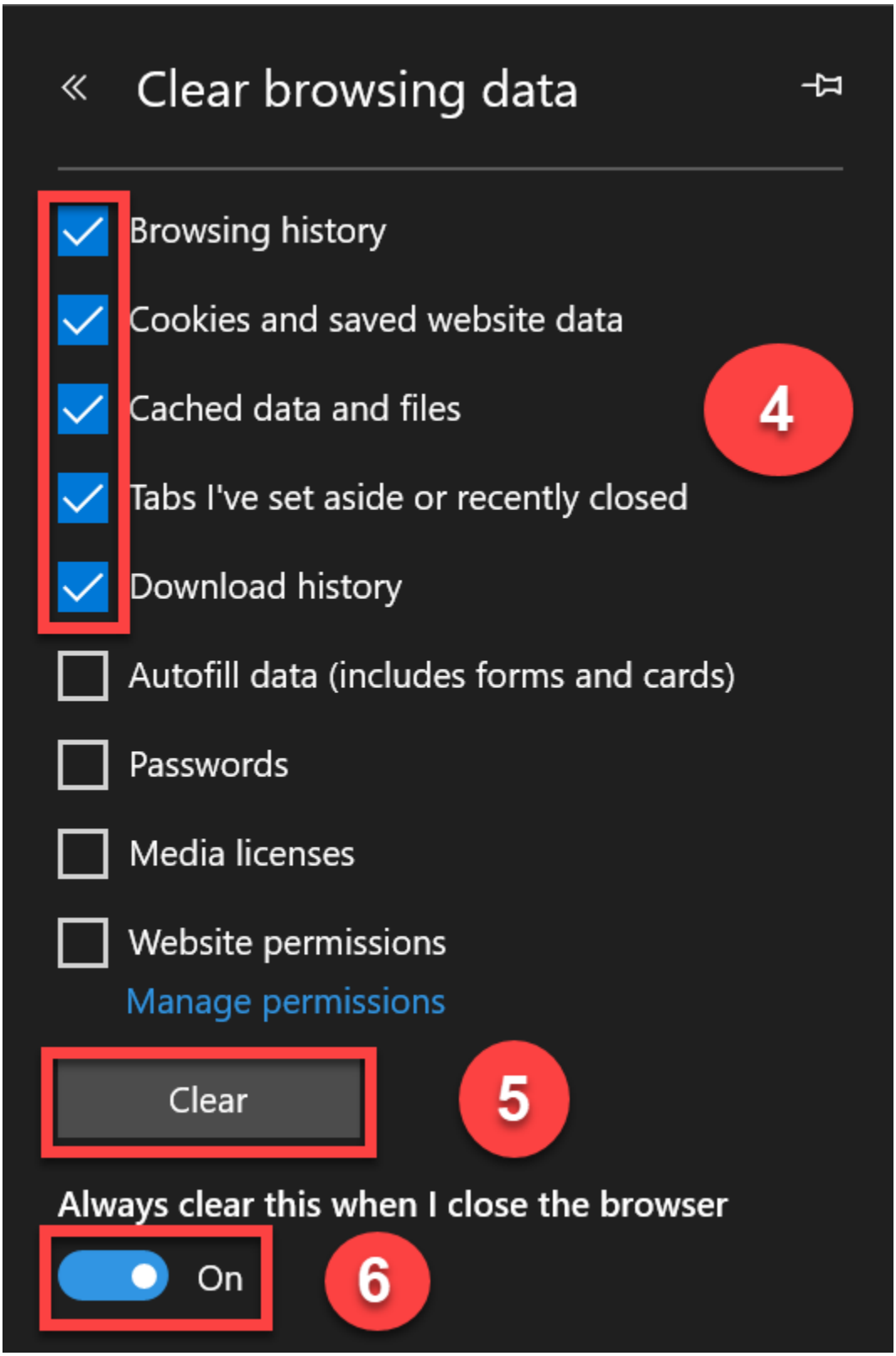


Microsoft Edge

1) Open your Edge browser and click the **menu** (3 dots) in the top right corner
2) Click **History**
3) Click **Clear History**
4) Check **Browsing History**, **Cookies and saved website data**, **Cached data and files**, **Tabs I've set aside or recently closed**, and **Download history**
5) Click **Clear**
6) Turn on **Always clear this when I close the browser** to ensure all data and files are cleared after each browser session.

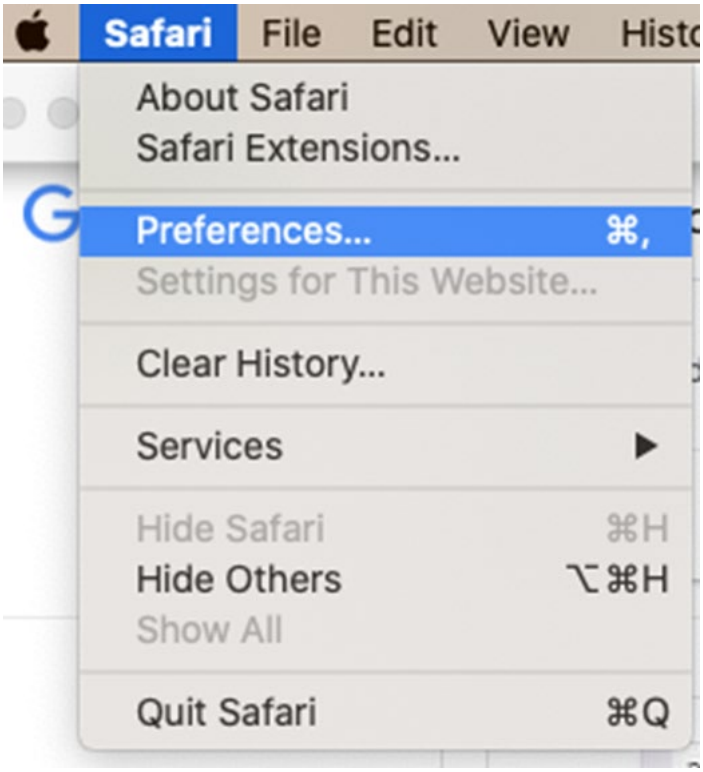

4OC00ZjBiLW
1
New window Ctrl+N
New InPrivate window Ctrl+Shift+P
Zoom 75%
Favorites Ctrl+I
Reading list Ctrl+M
Books Ctrl+Shift+U
History Ctrl+H
2
Downloads Ctrl+J
Extensions
Show in toolbar

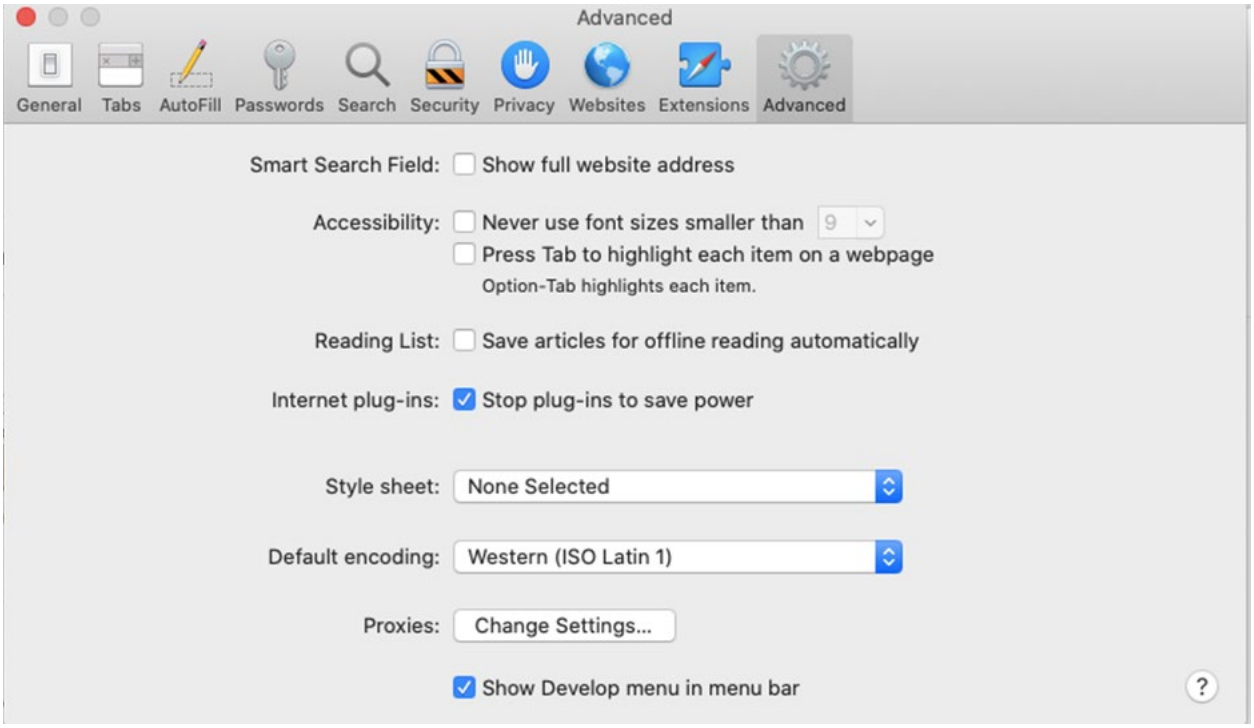

History
3
Clear history

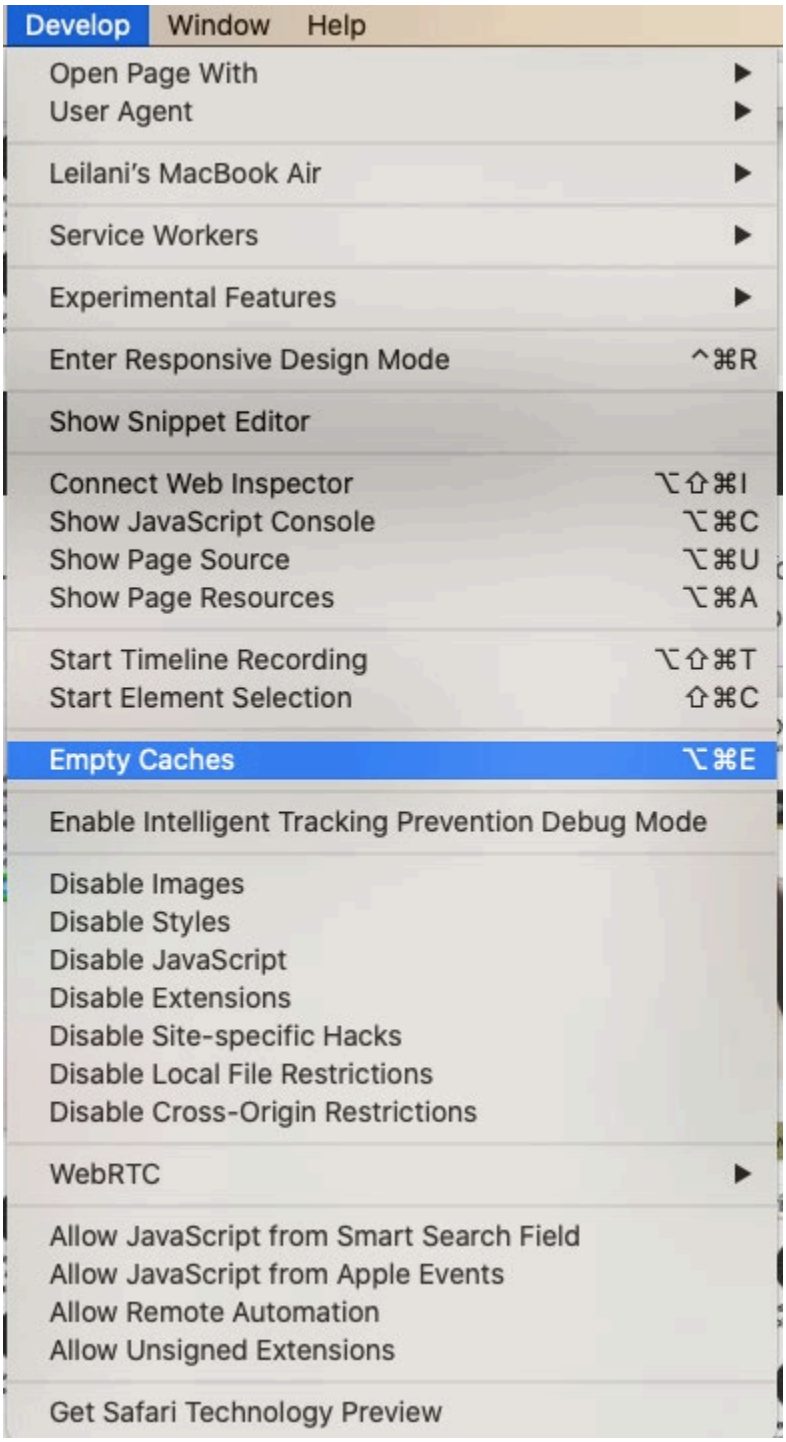

Clear browsing data
Browsing history
Cookies and saved website data
Cached data and files
Tabs I've set aside or recently closed
Download history
4
Autofill data (includes forms and cards)
Passwords
Media licenses
Website permissions
Manage permissions
Clear
5
Always clear this when I close the browser
On
6

Safari

1) Open your Safari browser and click the **Safari** drop down in the menu bar
2) Click **Preferences**
3) Click the **Advanced** icon
4) Select **Show Develop menu in the menu bar**
5) Navigate back to Safari and click **Develop** in the menu bar
6) Click **Empty Caches**

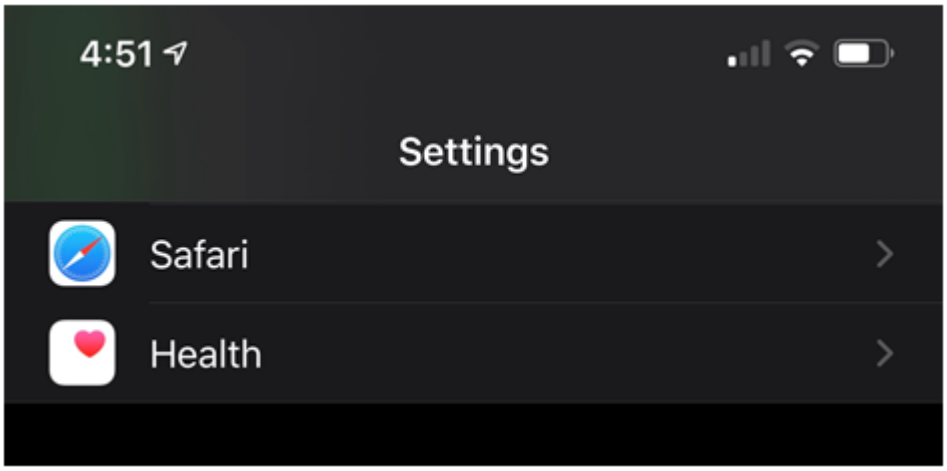



Advanced
General
Tabs
AutoFill
Passwords
Search
Security
Privacy
Websites
Extensions
Advanced
Smart Search Field:
Show full website address
Accessibility:
Never use font sizes smaller than 9
Press Tab to highlight each item on a webpage
Option-Tab highlights each item.
Reading List:
Save articles for offline reading automatically
Internet plug-ins:
Stop plug-ins to save power
Style sheet:
None Selected
Default encoding:
Western (ISO Latin 1)
Proxies:
Change Settings...
Show Develop menu in menu bar
?

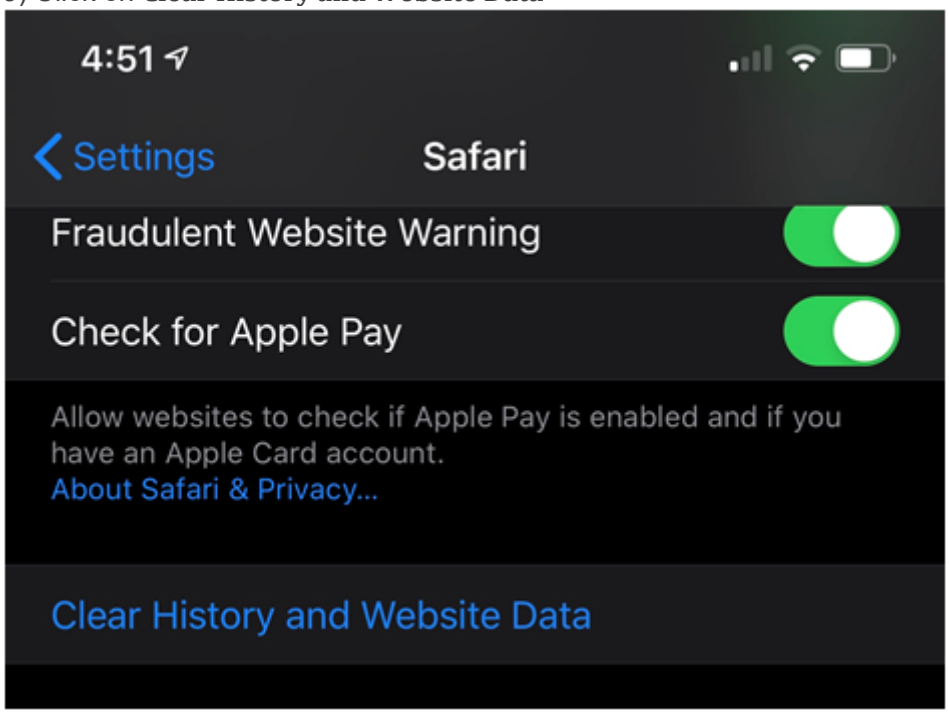


Safari on iPhone

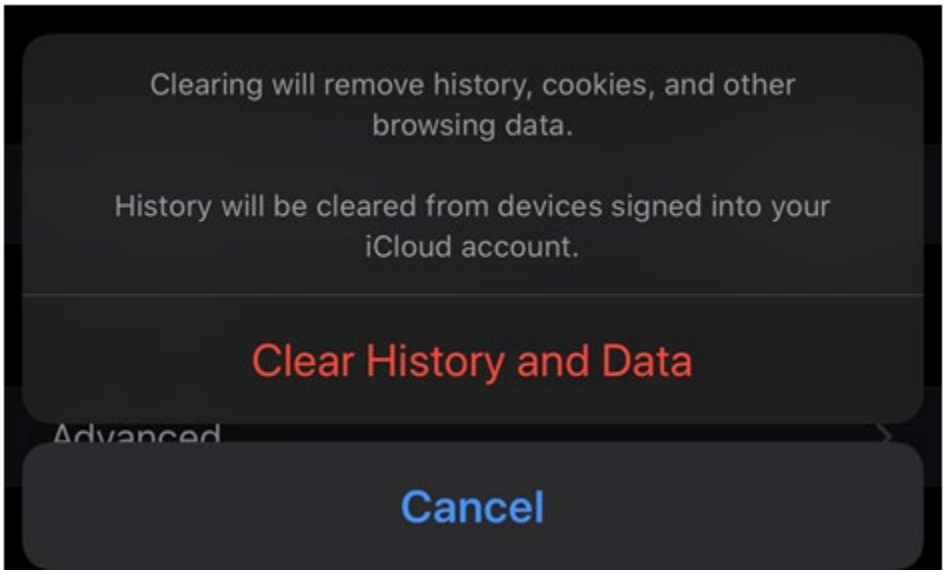
1) Open your **iPhone Settings**
2) Click on **Safari**



3) Click on **Clear History and Website Data**



4) Click on **Clear History and Data**


Clearing will remove history, cookies, and other browsing data.
History will be cleared from devices signed into your iCloud account.
Clear History and Data
Advanced
Cancel