

How to clear your browser cache

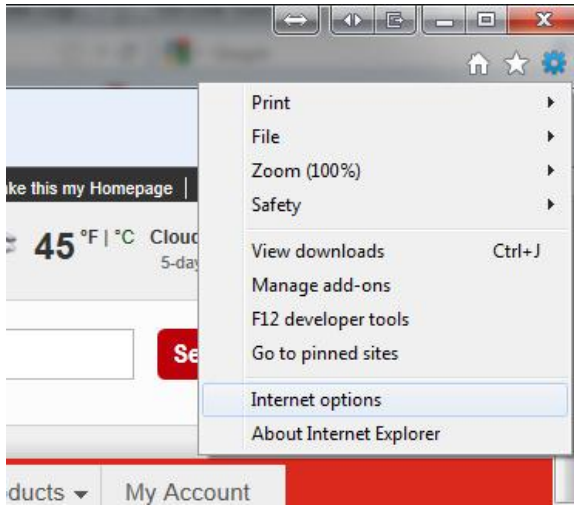
Your browser cache is a collection of temporary files that browsers use. Deleting these files is safe and harmless but can help solve some web site issues, especially what you see on a web page or if you are having difficulties logging in.

Please choose the procedure that pertains to your browser application. *(If you do not know what browser you are using, please contact computer services)*

Windows Computer

Clear browser cache for Internet Explorer v9, v10 and v11:

1. Click on the sprocket (far right) and select **Internet Options**



2. On the **General** tab, click the **Delete...** button
3. Remove all checkmarks except the ones beside "Preserve favorites website data" and "Temporary Internet Files and website files" and then click **Delete**
4. Once it is finished deleting the files, click **OK** to exit the options window
5. Restart Internet Explorer

Clear browser cache for Internet Explorer v7:

1. Select **Tools --> Internet Options**
2. On the **General** tab, click the **Delete...** button
3. Beside **Temporary Internet Files** click **Delete Files**
4. Click **Yes** to confirm
5. Once it is finished deleting the files, click **Close** and **OK** to exit the options window
6. Restart Internet Explorer

Clear browser cache for Internet Explorer v8:

(Please note that Internet Explorer v8 is not recommended as it has been known to have issues with Moodle)

1. Select **Tools --> Internet Options**
2. On the **General** tab, click the **Delete...** button
3. Make sure there is a check mark beside, and only beside, **Temporary Internet Files** click **Delete**
4. Click **Yes** to confirm
5. Click **OK** to exit the options window
6. Restart Internet Explorer

Related articles


- [About Office 365 for RRU Staff, Faculty and Students](#)
- [Microsoft Office 2016 / Office 365 FAQ](#)
- [Unable to Run EMS for Outlook: EMS for Outlook Has Not Been Initialized](#)
- [Change your LEGAL Name - Staff /Faculty](#)
- [Manage Your Email Forwarding](#)

Get Help


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Clear browser cache for Firefox:

1. Select **Menu** button --> **Options**
- 
2. Select **Options**
 3. Select the **Advanced** tab
 4. Select the **Network** Tab
 5. In the **Offline** section, click on the **Clear Now** button
 6. Click **OK** and close and re-open Firefox
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Clear browser cache for Chrome v42:

1. Click on **Chrome Menu** button --> **Settings**
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2. This will open a new tab in your browser, click on the **Show Advanced Options...** link at the bottom
 3. Click the **Clear Browsing Data...** button
 4. Remove all check marks except the one beside *Cached Images and Files* then click on the **Clear browsing data** button
 5. close and re-open Chrome
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Mac Computer

Clear browser cache for Firefox v24, 25, 26 on a MAC:

1. Select **Firefox** --> **Preferences**
 2. Select the **Advanced** tab
 3. Select the **Network** Tab
 4. In the **Cached Web Content** section, click on the **Clear Now** button
 5. When the process is finished, close the Preferences window and close and re-open Firefox
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Clear browser cache for Safari v4 on Mac


1. Open **Safari**
 2. Click on **Safari** in the upper toolbar and select **Reset Safari**
 3. Remove all check marks except beside **Empty Cache** and click **Reset**
 4. **Quit** and re-launch the browser
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Clear browser cache for Safari v5 on Mac

1. Open **Safari**
2. Click on **Safari** in the upper toolbar and select **Empty Cache**
3. Click on **Empty** in the confirmation window
4. **Quit** and re-launch the browser

Do you have a browser not listed? Go [here](#).

Clear browser cache for Chrome v31 on Mac:

1. Click on **Chrome Menu** button --> **Settings**
- 
2. This will open a new tab in your browser, click on the **Show Advanced Options...** link at the bottom
 3. Click the **Clear Browsing Data...** button
 4. Remove all check marks except the one beside *Empty the Cache* then click on the **Clear browsing data** button
 5. close and re-open Chrome

Browser not listed?

Check out [this page](#) for more instructions.