CLEARING YOUR CACHE

You can clear the cache of your Internet browser through the Tools menu. A cache is like a mini-memory that holds details of pages you visit regularly. This makes loading of pages much quicker. Sometimes this stored data causes discrepancies in the data being accessed and you will need to clear your cache in order to perform functions correctly.

Follow the relevant process below depending on the Browser you use.

Internet explorer version 8.0

From the menu bar, select Tools>Internet Options

The Internet Options window displays (see image below)

In the Browsing History files section, select the Delete button
The Delete Browsing History panel displays. Note: Do not have "Preserve Favorites website data selected."
Select the Delete button to continue with the delete. This may take a few minutes.

End procedure

**Mozilla Firefox version 8.0.1**

1. From the menu bar, select Tools>Clear Recent History.
2. The Clear All History window displays. It is recommended you select as indicated by in the red boxes below.

![Clear All History window]

- Time range to clear: Everything
- All selected items will be cleared. This action cannot be undone.
- Details:
  - Browsing & Download History
  - Form & Search History
  - Cookies
  - Cache
  - Active Logins
  - Offline Website Data
- Clear Now button

3. Select the Clear Now button. This process may take a few minutes.

4. End procedure

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**Chrome V 31.0.1650.59**

1. From the top right hand side, select “Customize and control google chrome” and then select history from the options
2 Select “clear browsing data from the history menu:”
The clear browsing data box displays. It is recommended you select as indicated by in the red boxes below. **Note:**