

Clearing Your Cache in CM/ECF

Introduction

Web browsers are designed to download web pages and store them on a computer's local hard drive in an area called 'cache'. When a web browser goes back to a web page that has been visited before, the browser speeds up the process by loading the page from the local cache instead of downloading the web page again. Not only can this cause performance issues with a browser but the user may not see the most current version of a website being displayed.

Clearing the Cache

A user can clear the cache by taking the following steps, depending on the type of browser being used. This is not a comprehensive list of browsers and versions. This list is provided for reference only, so users should consult the technical support for their specific browser for further information on this issue.

WINDOWS-BASED BROWSERS	
Microsoft Internet Explorer 8.0	
Step	Action
1.	Open Internet Explorer
2.	Click Tools in the upper toolbar or click on the Tools icon
3.	Click Internet Options and choose the General tab
4.	Click Delete under "Browsing History"
5.	Click Delete Files under "Temporary Internet Files"
6.	Click Yes on the Delete Files dialog box
7.	Click Close and then OK
Microsoft Internet Explorer 7.0	
Step	Action
1.	Open Internet Explorer
2.	Click Tools in the upper toolbar or click on the Tools icon
3.	Click Internet Options to open Internet Properties

4.	Click the General tab
5.	Click Delete under “Browsing History”
6.	Click Delete Files under “Temporary Internet Files”
7.	Click Yes on the Delete Files dialog box
8.	Click Close and then OK
Microsoft Internet Explorer 4.0 - 6.0	
Step	Action
1.	Open Internet Explorer
2.	Click Tools in the upper toolbar
3.	Click Internet Options to open Internet Properties
4.	Click the General tab
5.	Click Delete Files under “Temporary Internet Files”
6.	Check Delete all offline content
7.	Click OK on the Delete Files dialog box
8.	Click Apply and then OK
Mozilla Firefox 3.5 - 3.6	
Step	Action
1.	Click Tools in the upper toolbar and select Clear Recent History
2.	Select the Time Range to clear (drop down menu)
3.	Select Everything to clear all cache
4.	Click Details to choose what history elements to clear, i.e. cache and cookies
5.	Click the Clear Now button
6.	Exit and re-launch the browser