

Background: Web browsers save tiny files onto your computer when you visit websites. This means the next time you view those websites, they'll load faster. This is what techies call 'caching'.

Issue: Sometimes a web browser will load old content that was cached (saved) rather than new files. This is known as a 'cache error'. It can cause slow loading and login, display old content instead of new content, or keep the User from being able to open an application.

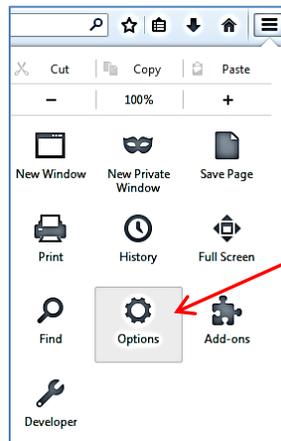
Resolution: It's not always a caching problem, but because it happens often enough, "clear your browser cache" is often one of the first diagnostic steps that you'll hear from most Help Desk staff. Therefore, if you experience any of these issues, you should clear your cache before contacting GLHC Support to see if this resolves the issue. The information below will walk you through how to clear your cache based on the web browser you are using (i.e. Firefox, Internet Explorer, or Google Chrome).

To Clear Cache in Firefox

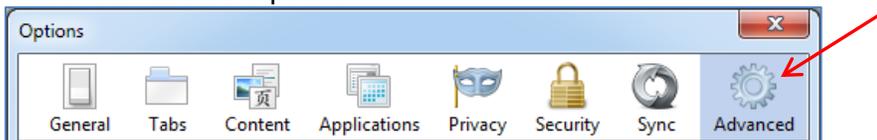
1. Click on the **menu** button in the upper Right Hand corner of the screen



2. Select **Options**



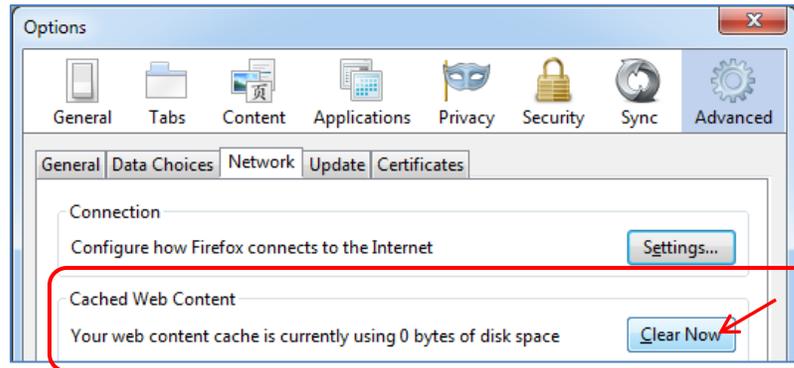
3. Select the **Advanced** panel



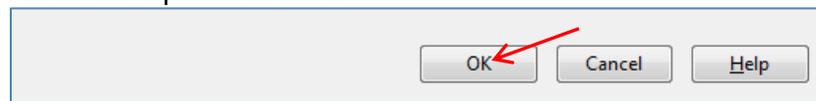
4. Click on the **Network** tab



- In the **Cached Web Content** section, click **Clear now**

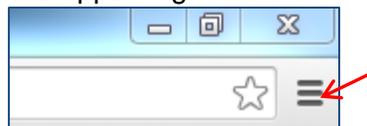


- Select **Ok** to close the Options window

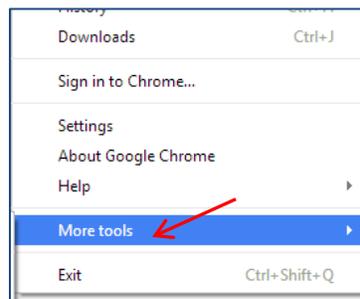


To Clear Cache in Google Chrome

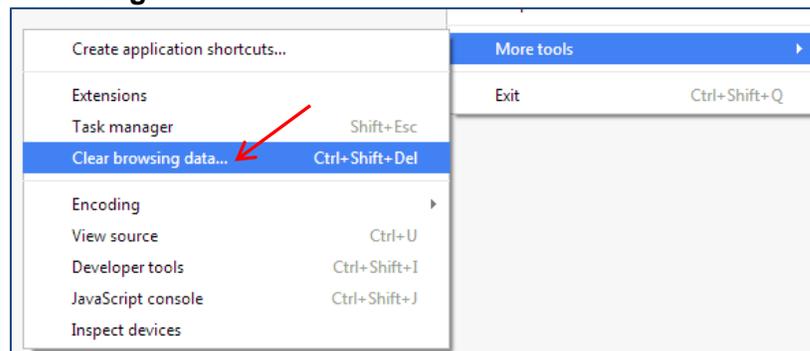
- Click on the **menu** button in the upper Right Hand corner of the screen



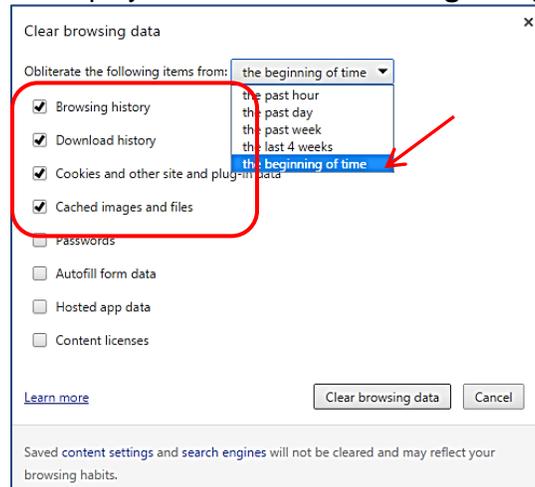
- Select **More tools**



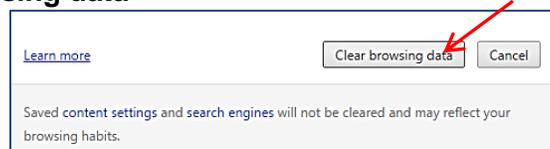
- Select **Clear browsing data**



4. Select the checkboxes displayed below and select **beginning of time**.



5. Select **Clear browsing data**

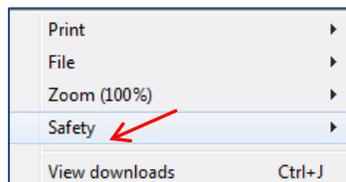


To Clear Cache in Internet Explorer 9, 10 and 11

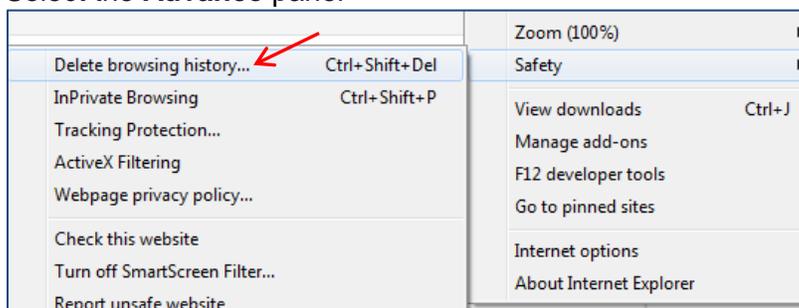
1. Click on the **tool** button (via the gear icon) in the upper Right Hand corner of the screen



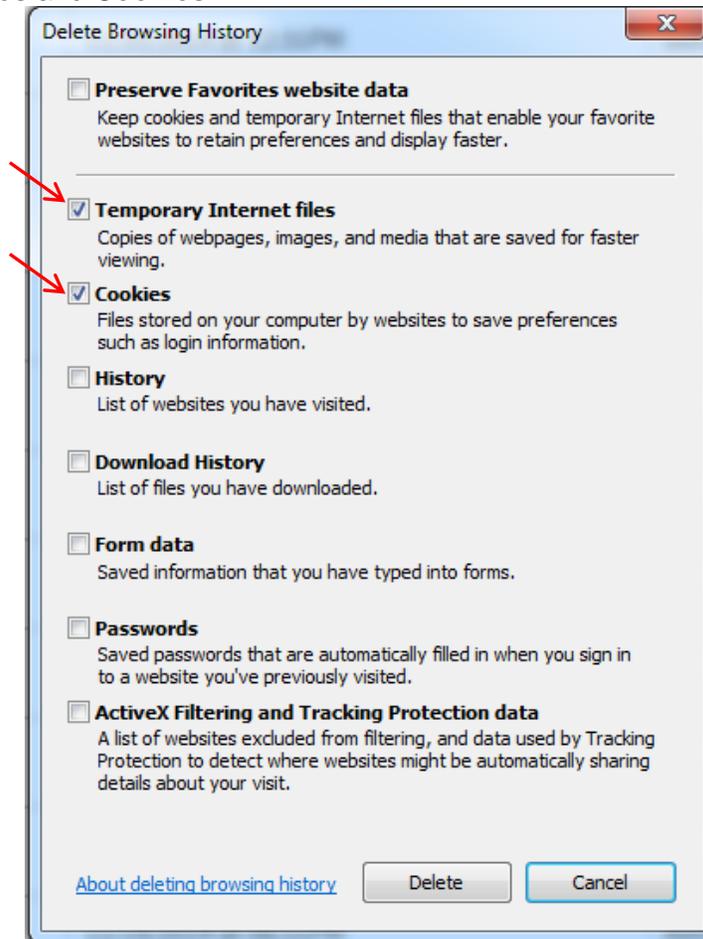
2. Select **Safety**



3. Select the **Advance** panel



4. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies**



5. Select **Delete**



6. You will receive a confirmation at the bottom of the screen once it has successfully cleared your cache and cookies

