

## **Clearing Cache in a Web Browser**

Web browsers store the contents of pages viewed in a folder. These copies may interfere later with navigation to the same page or to other pages. The cache needs to be cleared occasionally.

The cache should be cleared as problems arise—when you are getting odd behavior from the Web site.

### **Internet Explorer 7**

Click on the Tools icon (usually found in the upper right corner of the screen). Then select Delete Browsing History. A box will pop up. At a minimum delete the Temporary Internet Files. Check with your local desktop support or contact 1-HELP if you have questions about the other options available.

### **Mozilla Firefox**

Click on the Tools menu. Then select Clear Recent History. Select a 'Time range to clear'. Then click Clear Now.

If you have a different Web browser on your computer, each Web browser has a similar cache clearing feature available somewhere in the menu structure. If you have questions, contact your local desktop support or 1-HELP for assistance clearing the cache.