



---

# Clear Web Browser Cache Manual

---

## Contents

<b>1</b>	<b>Introduction</b>	<b>2</b>
1.1	Why Clear Cache and Cookies? . . . . .	2
<b>2</b>	<b>Hard Refresh Websites</b>	<b>2</b>
2.1	Keyboard commands to Hard Refresh . . . . .	3
<b>3</b>	<b>Clearing Browser Cache</b>	<b>3</b>
3.1	Google Chrome . . . . .	3
3.2	Mozilla Firefox . . . . .	5
3.3	Microsoft Edge . . . . .	6
3.4	Safari for macOS . . . . .	8
3.5	Mobile: Chrome in IOS . . . . .	9
3.6	Mobile: Safari for IOS . . . . .	11

# 1 Introduction

You may have noticed that when you return to a website you've visited before, it loads faster than it did when you first visited it. This is because your browser stores a copy of the website on your computer and it is a lot faster to load it locally than to download it from the internet again. But it can mean that changes made to the website aren't always visible until the storage version is cleared. This is because the browser has a cached version.

This document is to help users to clear the cache of a web browser step by step. Including the most common web browsers for both Windows and Mac OS.

## 1.1 Why Clear Cache and Cookies?

The 'cache' is a tool used by your internet browser to speed up the page loading process. However, sometimes it can cause a problem when websites are updated and developed as files saved in the cache may conflict with what's actually coded into the website. Clearing Cache and Cookies is the way we can be sure that any issues you may come across are actually something wrong with the website, rather than inconsistencies caused by using different browsers.

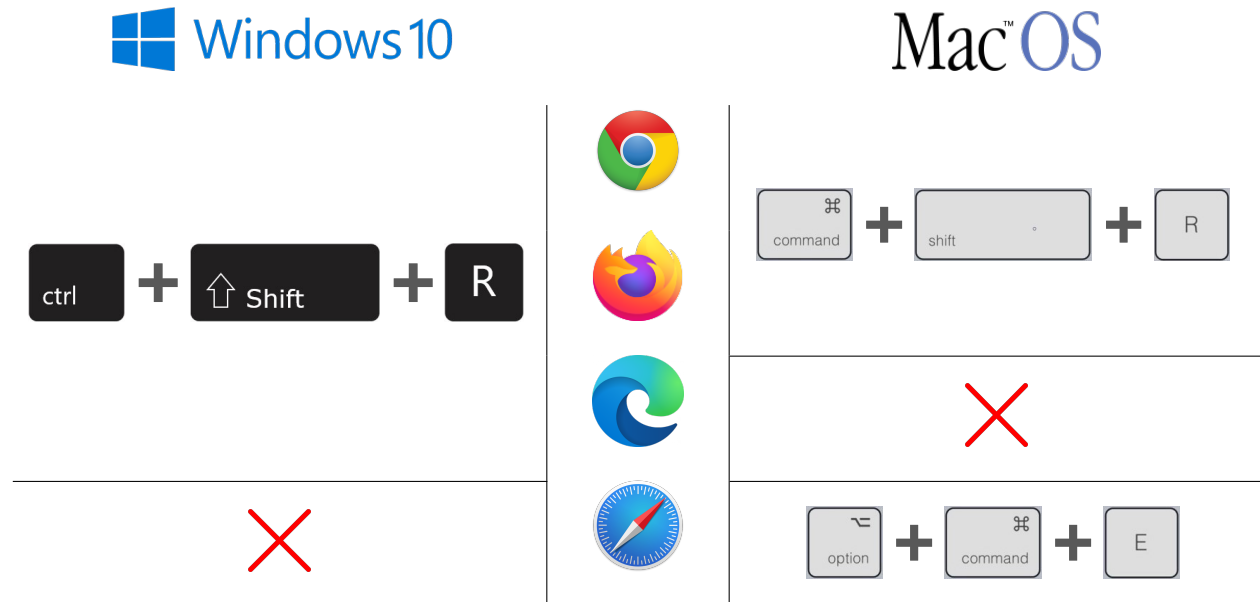
# 2 Hard Refresh Websites

A **Hard refresh** clears your browser cache for a specific page, which forces it to load the most recent version of that page. This could include new scripts, styles and features.

This is the basic way to re-load a page without clearing the entire browser cache and can be done by simply pressing some keys on the keyboard while the browser is displaying the page.

On *Windows OS*, is needed to press the key combination *ctrl + shift + R* for most of the browsers, such as **Microsoft Edge**, **Google Chrome**, and **Mozilla Firefox**. While on *macOS* is *command + shift + R* for **Google Chrome** and **Mozilla Firefox**. And *option + command + E* for **Safari**.

## 2.1 Keyboard commands to Hard Refresh



**NOTE:** Perform the keystroke combination while the page to hard refresh is displayed in the browser.

## 3 Clearing Browser Cache

To ensure the browser we are using is displaying the most recent info for the web sites we need to visit a simple **Hard Refresh** won't be effective. In this case, is needed to clear all the Cache stored by the browser.

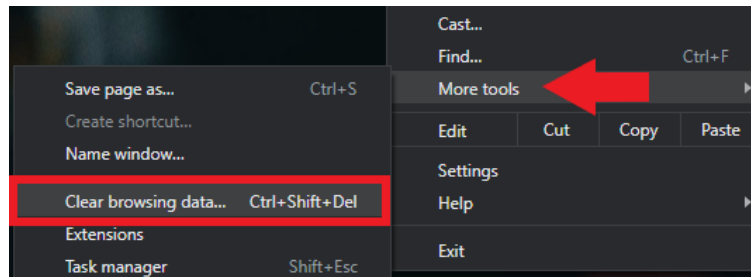
In the next sections, you will find the steps to clear the cache in the most used web browsers.

### 3.1 Google Chrome

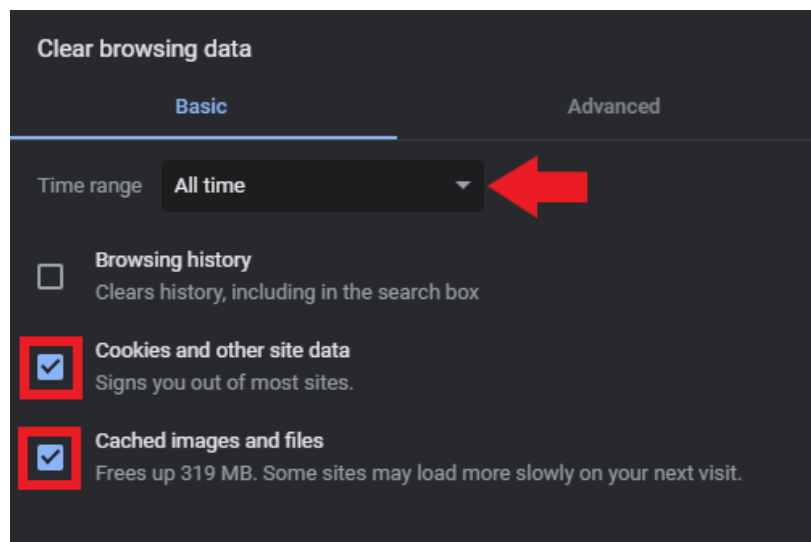
1. Open the **Tools** menu by clicking on the three dots in the upper-right corner.



2. Place the cursor over **More tools**, a box would open with options, *click* on **Clear browsing data...**

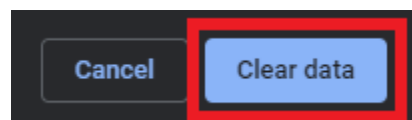


3. The **Clear browsing data** box would open. Set the time range to **All time**. Check-mark the options **Cookies and other site data** and **Cached images and files**.



**NOTE:** If you select the option **Browsing history** that would also erase all the history data, like previous searches and pages you've visited. Feel free to check the option if you want to do it.

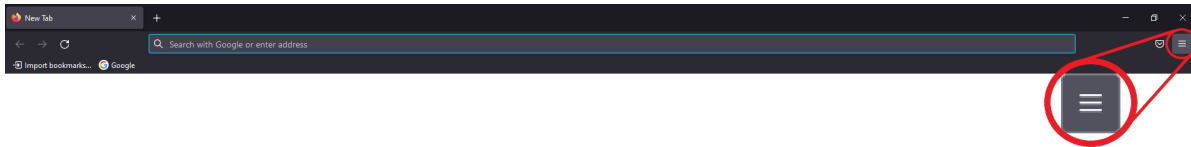
4. Click on **Clear data**.



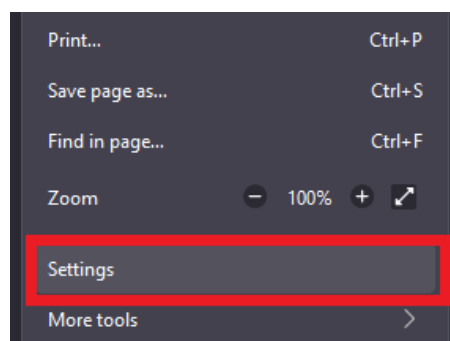
5. Close and re-open *Chrome* to apply changes.

## 3.2 Mozilla Firefox

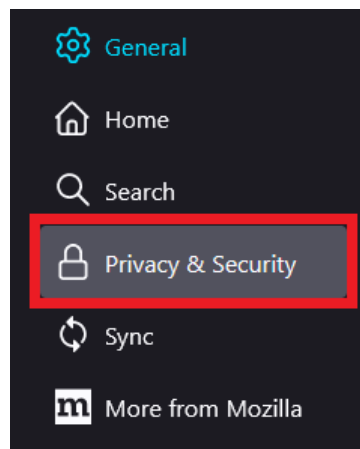
1. Open the **Tools** menu by clicking on the three lines in the upper-right corner.



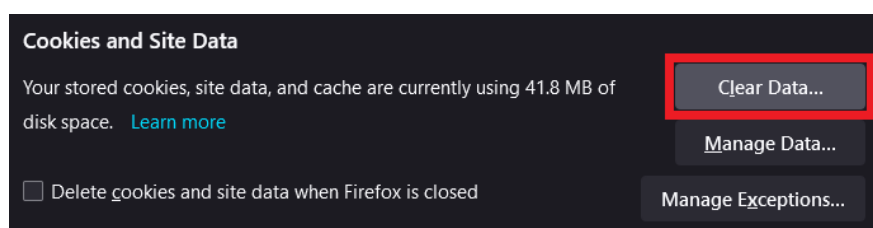
2. Click on **Settings**.



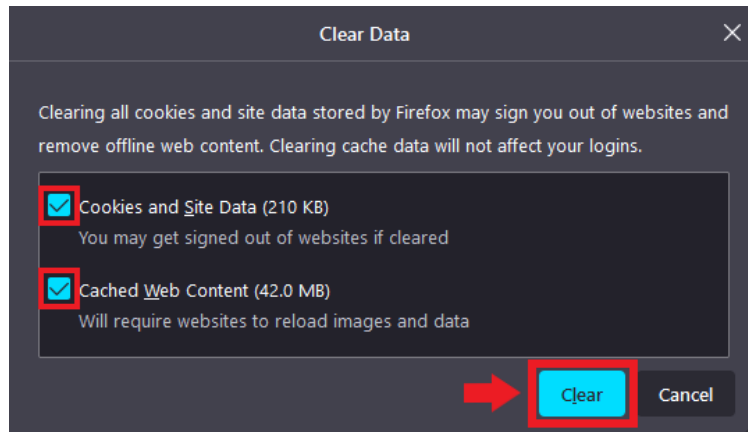
3. The **Settings** page would open. On the left side click on **Privacy & Security**.



4. Under the **Cookies and Site Data** option, click the **Clear Data...** button.



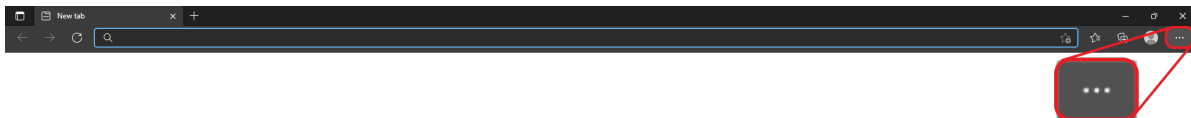
5. The *Clear Data* dialog box would appear. Check the two options **Cookies and Site Data** and **Cached Web Content**. Then hit **Clear**.



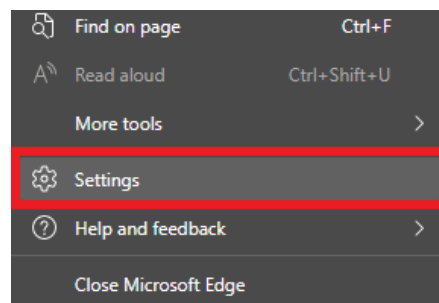
6. Close and re-open *Firefox* to apply changes.

### 3.3 Microsoft Edge

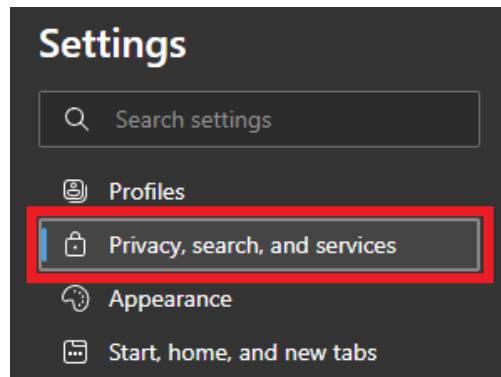
1. Open the **Tools** menu by clicking the three horizontal dots in the upper-right corner.



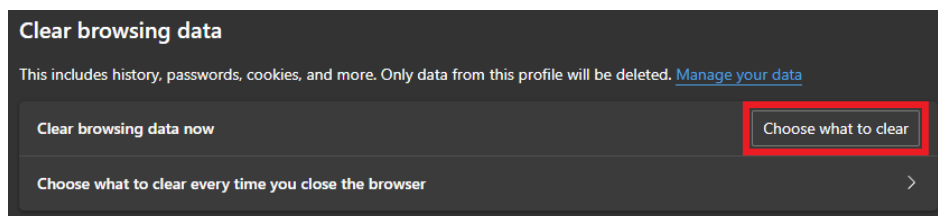
2. Click on **Settings**.



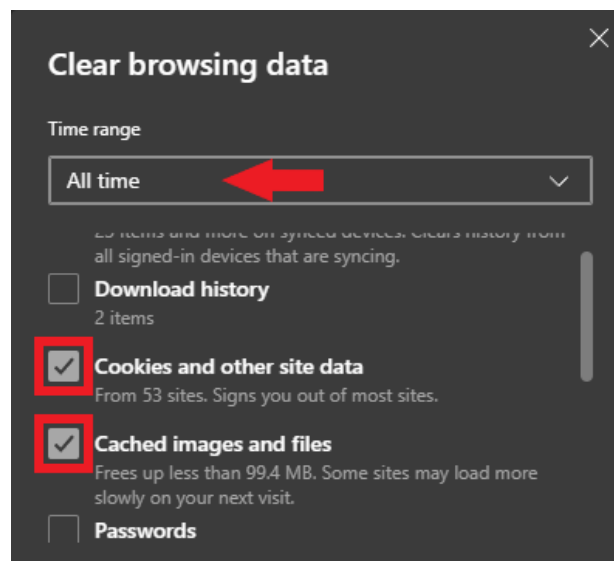
3. The **Settings** page would open. From the left-hand side list, select the option **Privacy, search, and services**.



4. On the right side, look for the option **Clear browsing data** and click on the button **Choose what to clear**.



5. The **Clear browsing data** box would open. Set the *Time range* to **All time** and check only the **Cookies and other site data** and **Cached images and files** options.



**NOTE:** There are multiple options on this box related to the data *Microsoft Edge* can save. You may select any other data that you want to be clear from the browser. For purposes of this document we are interested in the cache related only.

Creation date:	Revision date:	Revision version:	Code:
05/10/2022	05/23/2022	REV 1.1	SMART-KB100

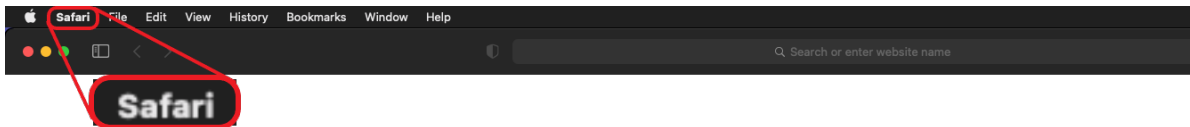
6. Click on the button **Clear now**.



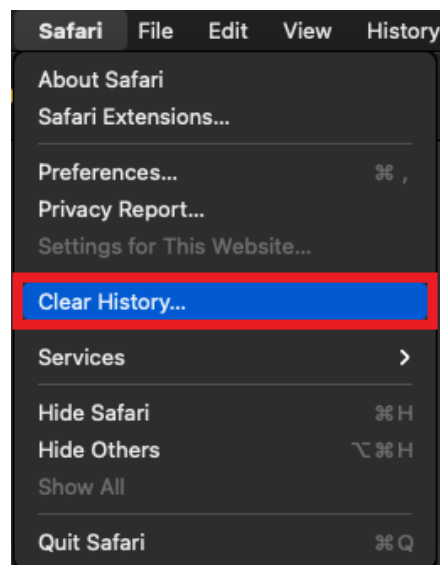
7. Close and re-open *Microsoft Edge* to apply the changes.

### 3.4 Safari for macOS

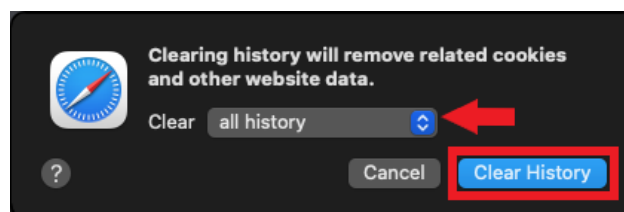
1. Open the **Safari** menu at the top left corner.



2. Click the **Clear History...** option.



3. In the clear field choose **All History**. And click **Clear History**.



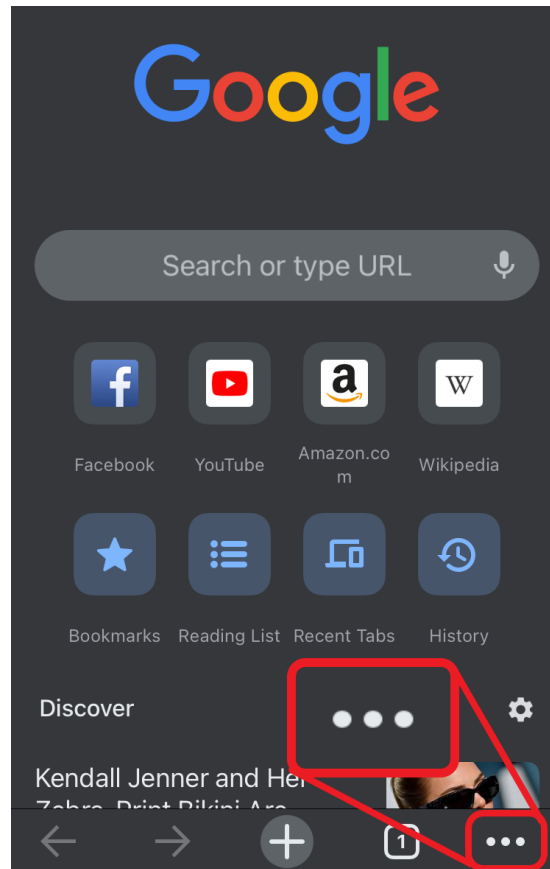
4. Quit and re-open *Safari* to apply changes.

Creation date:	Revision date:	Revision version:	Code:
05/10/2022	05/23/2022	REV 1.1	SMART-KB100

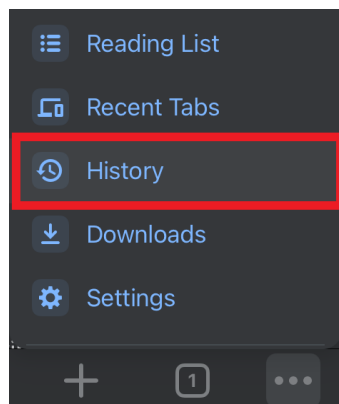


### 3.5 Mobile: Chrome in IOS

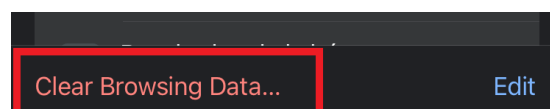
1. Open the **Tools Menu** by pressing on the three dots in the lower right corner.



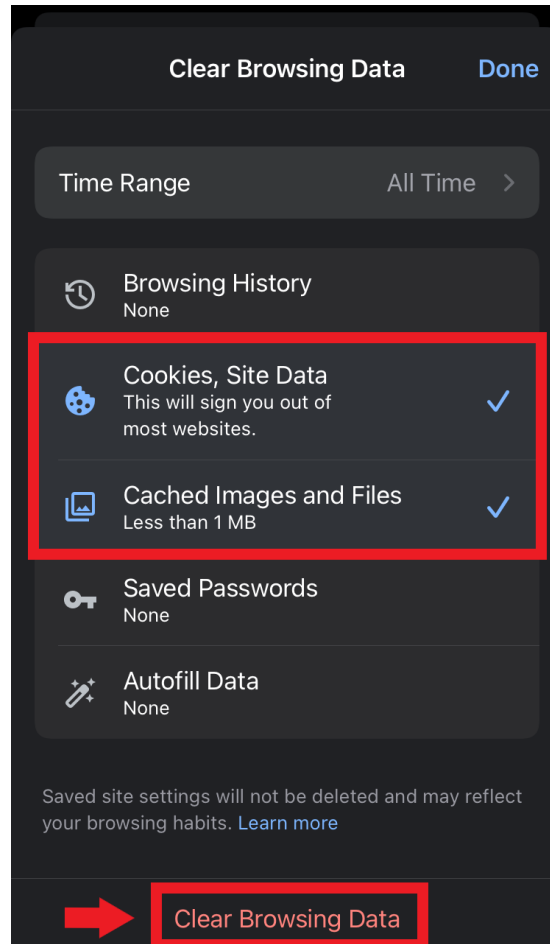
2. Select the option **History**.



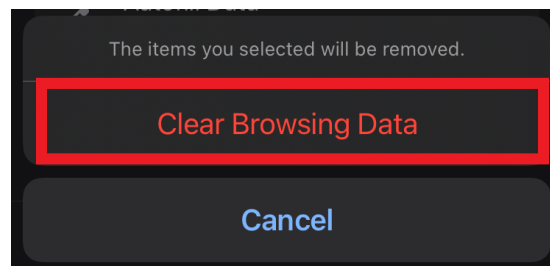
3. At the bottom, press on the option **Clear Browsing Data...**



4. Check the options **Cookies, Site Data** and **Cached Images and Files** and press **Clear Browsing Data**.

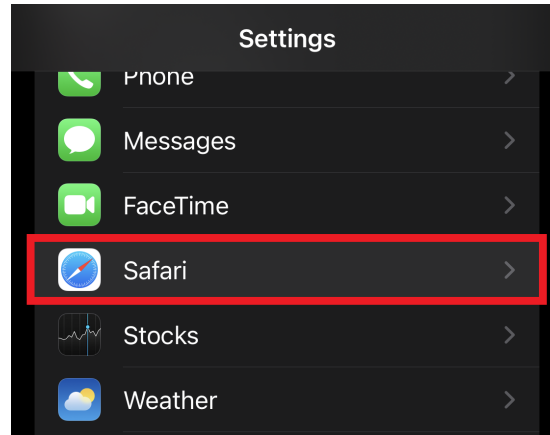


5. Confirm by pressing **Clear Browsing Data** in the appearing box.

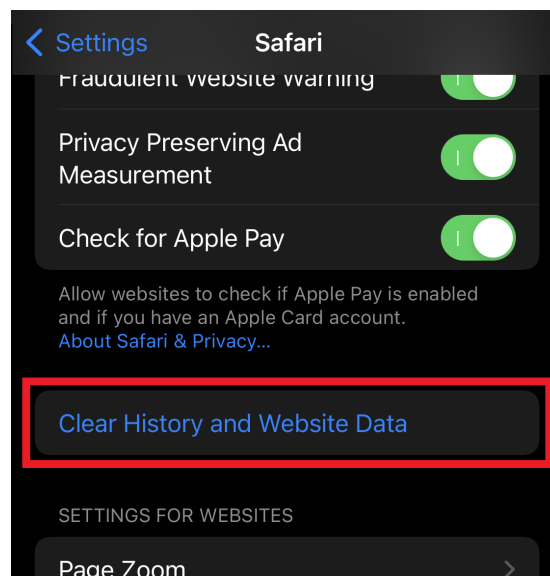


### 3.6 Mobile: Safari for IOS

1. Access the main **Settings** of the *IOS* device (iPhone or iPad) and press on **Safari**.



2. Scroll down and look for the option **Clear History and Website Data** and press on it.



3. Confirm by pressing the option **Clear History and Data** from the appearing box.

