

RESOLVING WEBSITE ERRORS THROUGH A HARD REFRESH OR CLEARING CACHE AND COOKIES

Contents

How to Hard Refresh.....	2
Chrome	2
Windows/Linux PC	2
Mac Computer	2
Mozilla Firefox	2
Windows/Linux PC	2
Mac Computer	2
Internet Explorer	3
Windows and Mac	3
Microsoft Edge.....	3
Windows and Mac	3
How to Clear Cache and Cookies	4
Chrome	4
Windows and Mac computer	4
Android device	5
iOS device	5
Safari.....	6
macOS.....	6
iOS devic.....	7
Firefox	8
Windows and Mac	8
Android	9
iOS device	10
Microsoft Edge.....	11
Windows and Mac	11
Android and iOS	12

HOW TO HARD REFRESH

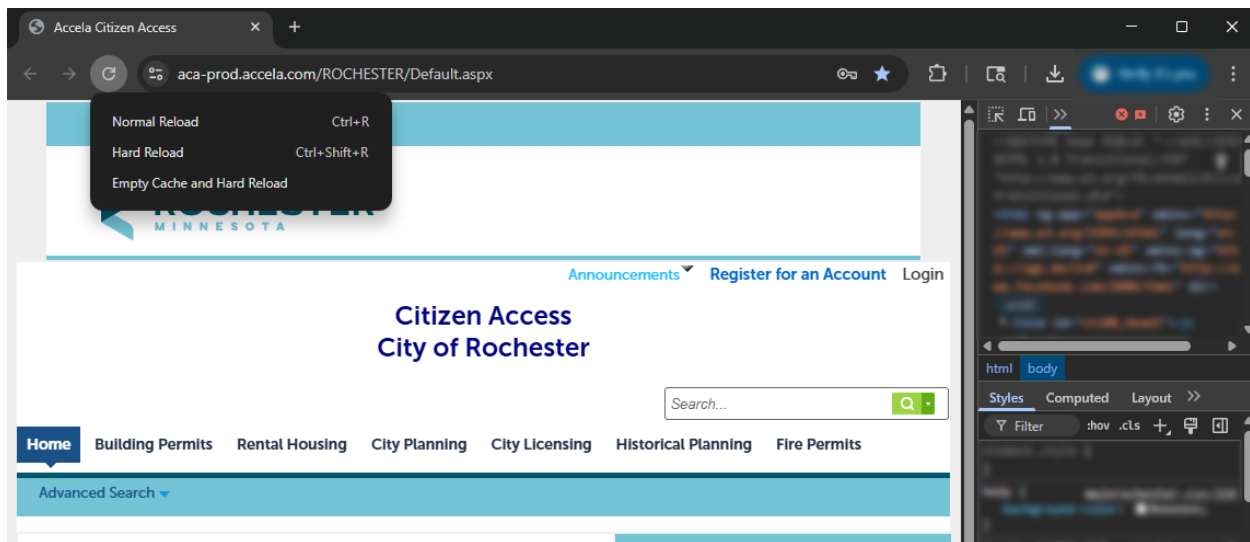
A **hard refresh** is a way of clearing the browser's cache for a specific page, to force it to load the most recent version of a page. Sometimes, when changes are made to the website or new data is entered, they don't register immediately due to caching. A hard refresh will usually fix this, though occasionally completely **clearing the cache** is necessary.

Note: A hard refresh is generally not possible on a mobile browser. If using mobile device, proceed directly to **clearing the cache**.

Chrome

Windows/Linux PC:

1. Hold down Ctrl and click the Reload button (or hold down Ctrl and press F5).
2. Open the Chrome Dev Tools by pressing F12. A panel will open at the right side or bottom of your browser. Once the panel is open, **right click on the browser refresh button** and a menu will drop down. This menu gives you the option of doing a hard refresh, or even clearing the cache and doing a hard refresh automatically. The latter enables you to empty your cache and reload Chrome.



Mac Computer:

1. Hold ⌘ Shift and click the Reload button.
2. Or hold down ⌘ Cmd and ⌘ Shift key and then press R.

Mozilla Firefox

Windows/Linux PC:

1. Hold the Ctrl key and press the F5 key.
2. Or hold down Ctrl and ⌘ Shift and then press R.

Mac Computer:

1. Hold down the ⌘ Shift and click the Reload button.
2. Or hold down ⌘ Cmd and ⌘ Shift and then press R.

Internet Explorer

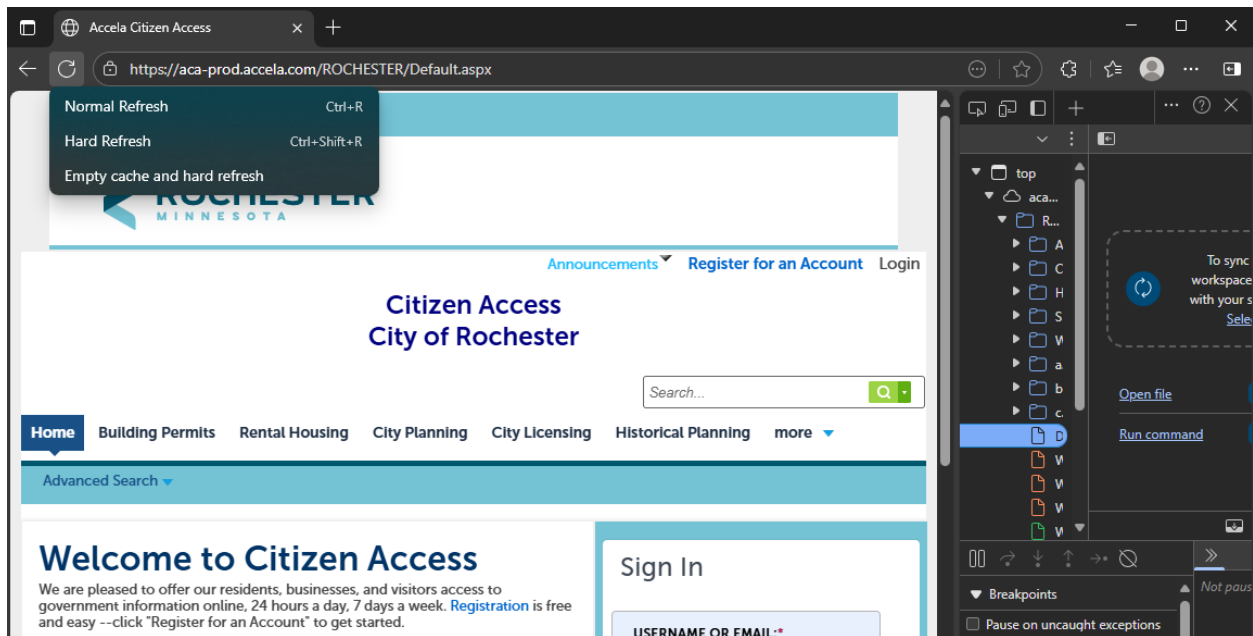
Windows and Mac:

1. Hold the Ctrl key and press the F5 key.
2. Or hold the Ctrl key and click the Refresh button.

Microsoft Edge

Windows and Mac:

1. Open the Microsoft Edge Developer Tools by pressing F12. Once the tools are open, **right click on the refresh button** and a menu will drop down. This menu gives you the option of doing a hard refresh, or even clearing the cache and doing a hard refresh automatically.



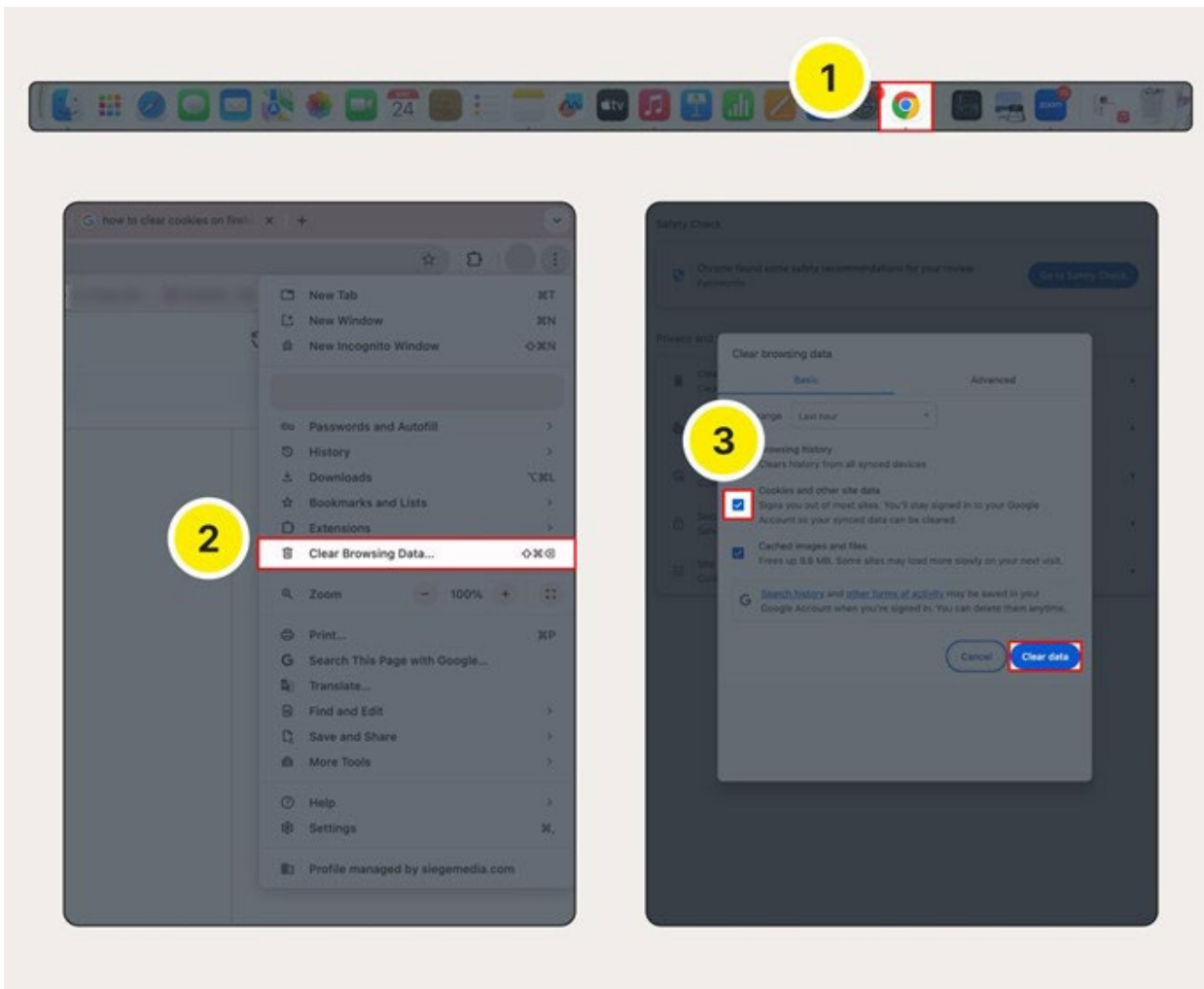
HOW TO CLEAR CACHE AND COOKIES

If a Hard Refresh isn't enough to restore functionality to the website in question, you may need to proceed with Clearing the Cache and Cookies for your browser.

Chrome

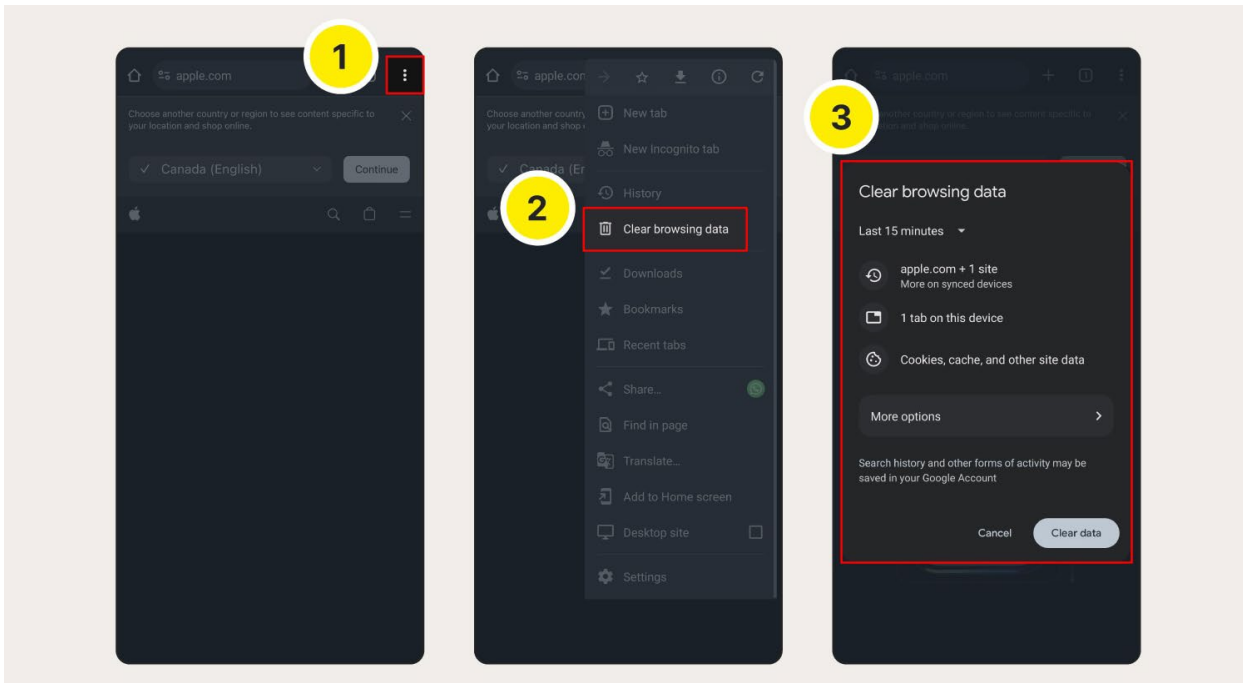
Windows and Mac computer:

1. Launch **Chrome**
2. Click the **three dots** in the top-right corner, then select **Delete Browsing Data**.
3. Choose the time range for which you want to clear cookies. Mark the **checkbox** next to **Cookies and other site data** and any other data you want to clear (like cache), then click **Delete data**.

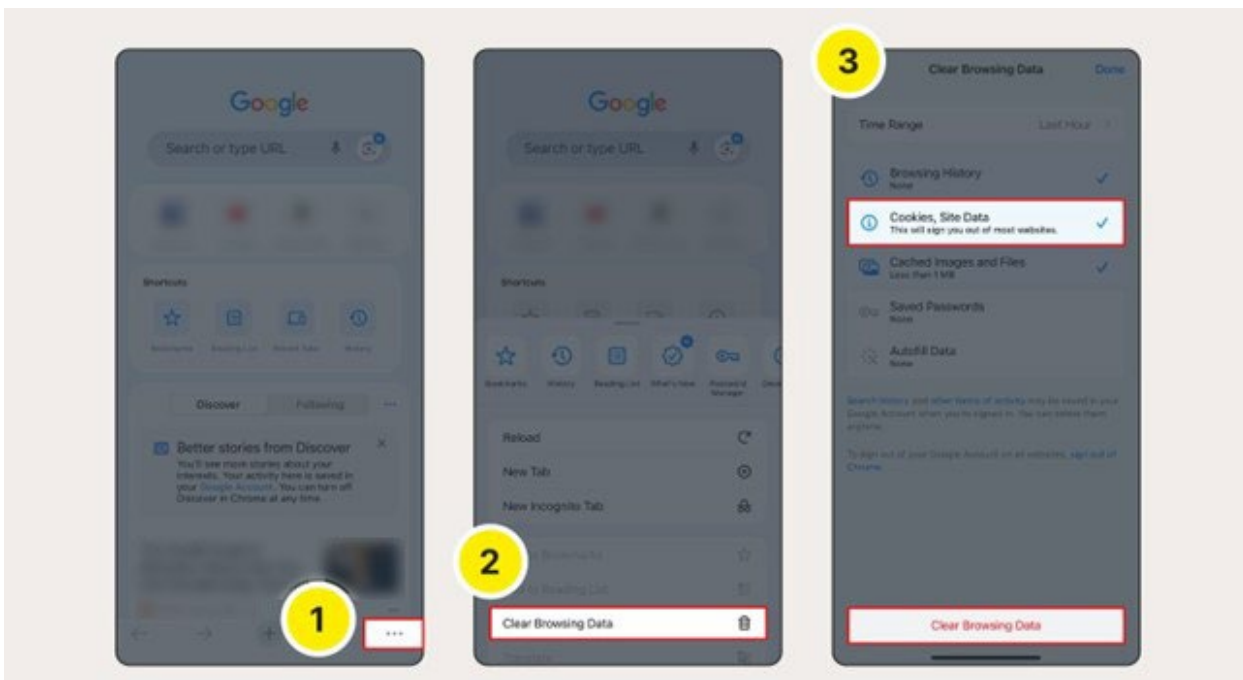


Android device:

1. Open **Chrome** and tap the **three dots** in the top-right corner.
2. From the menu, select **Delete browsing data**.
3. Next, choose the **time range** and tap **Delete data** to confirm deletion.

**iOS device:**

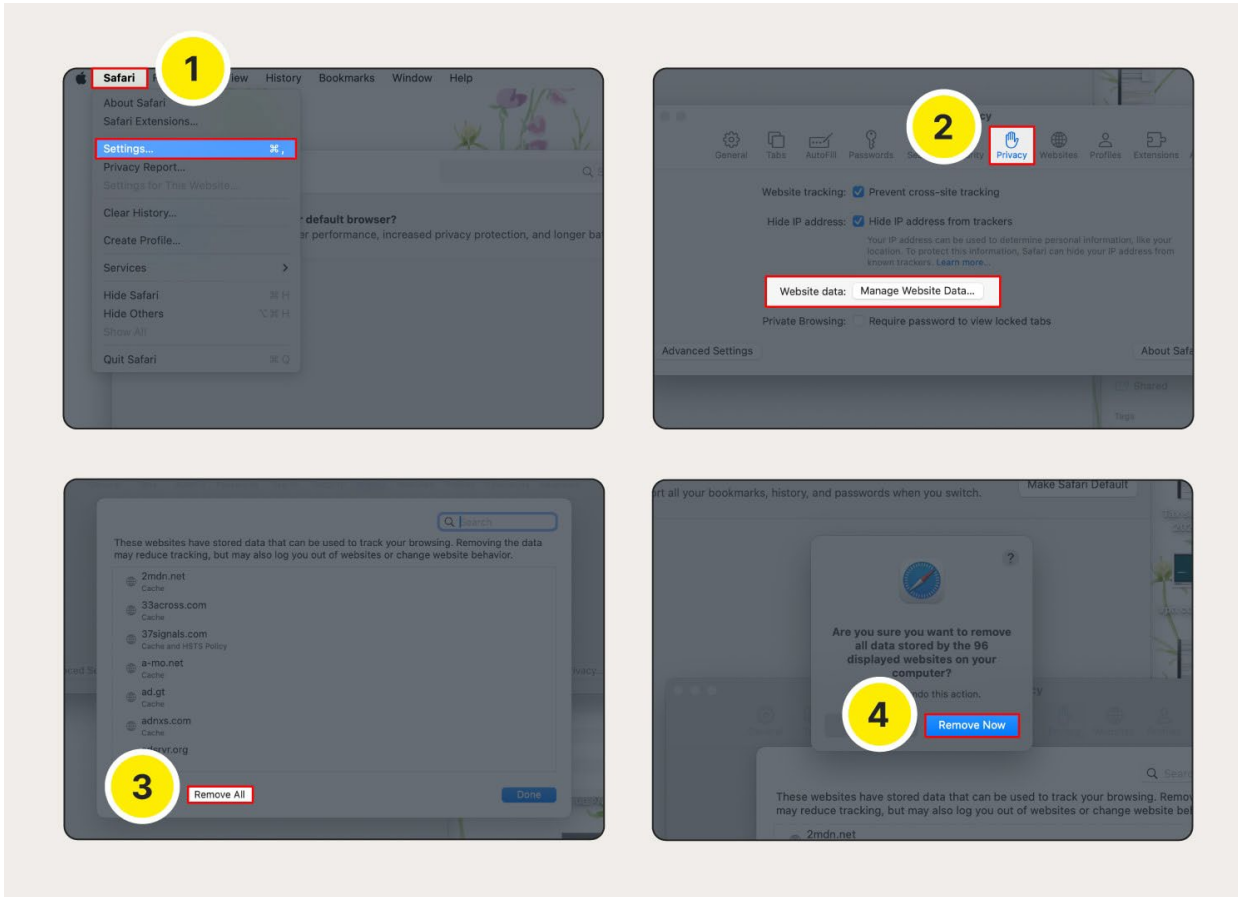
1. Launch **Chrome** and tap the **three dots** in the bottom right.
2. Select **Delete Browsing Data**.
3. Choose the **time range** for which you want to clear cookies, select **Cookies, Site Data**, and any other data you want deleted, then tap **Delete Browsing Data**.



Safari

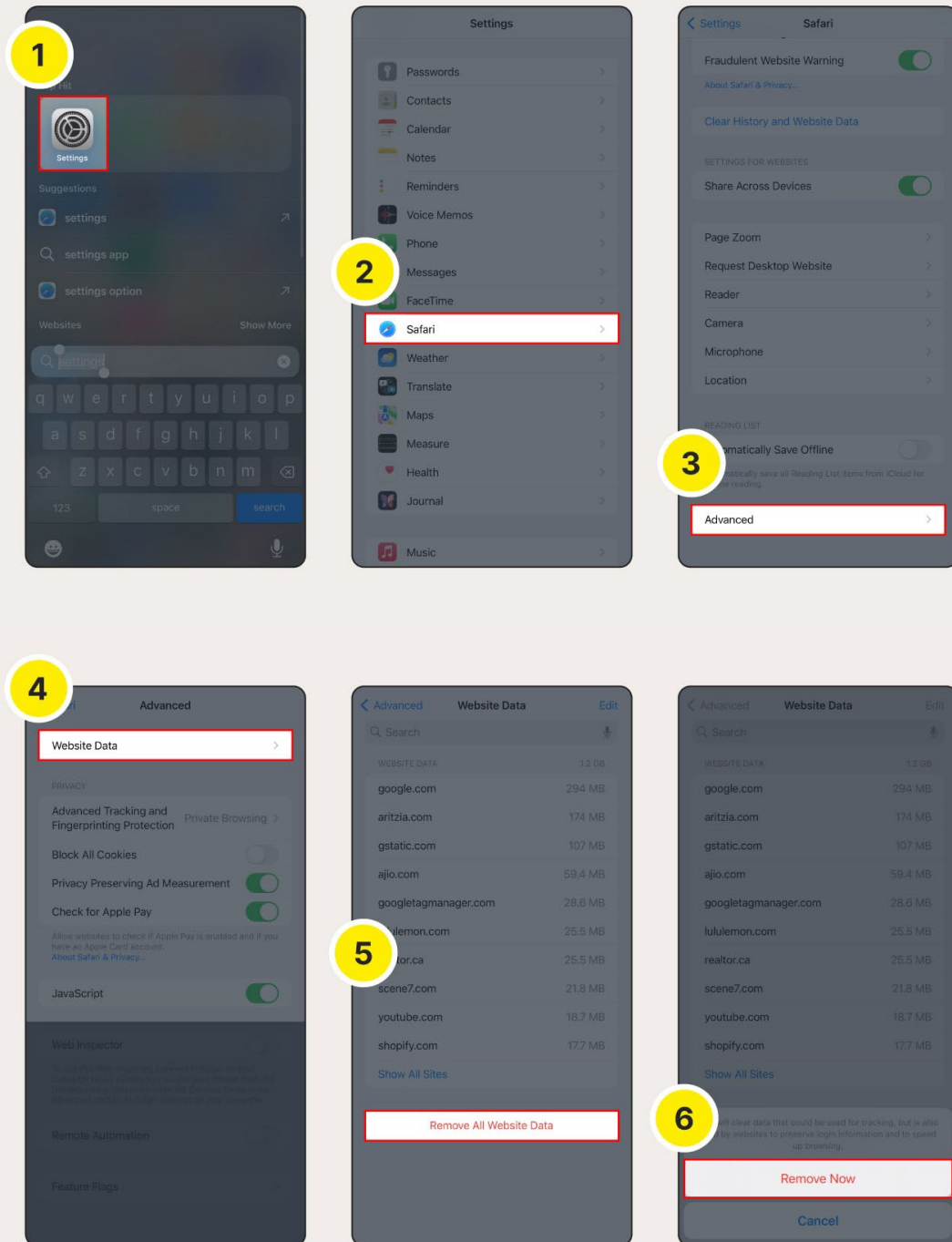
macOS:

1. Launch Safari, then click the **Safari** menu and **Settings**.
2. Choose the **Privacy** tab, then click **Manage Website Data**.
3. Click **Remove All**.
4. Confirm by clicking **Remove Now**.



iOS device

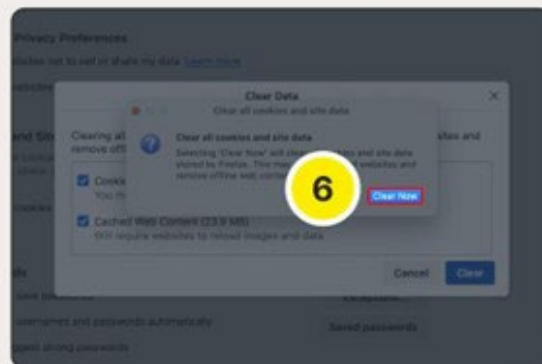
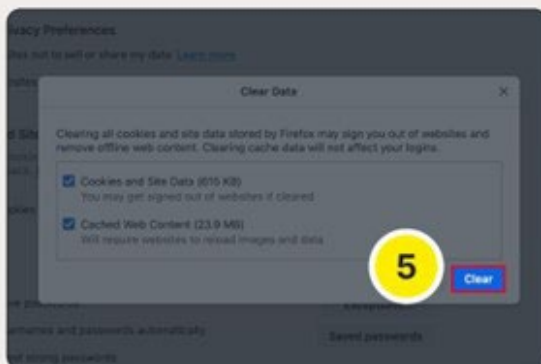
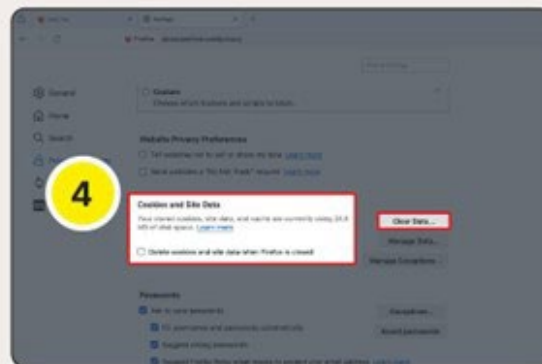
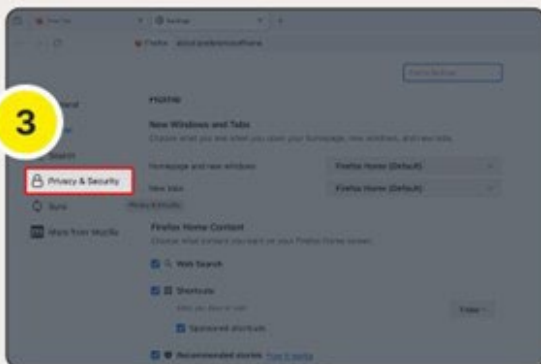
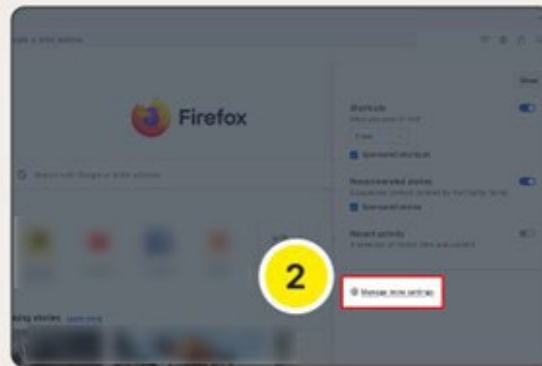
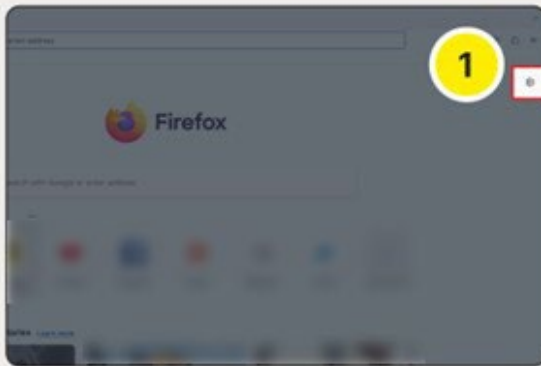
1. Go to **Settings**.
2. Scroll down and tap **Safari**.
3. Scroll down and tap **Advanced**.
4. Tap **Website Data**.
5. Tap **Remove All Website Data**.
6. Tap **Remove Now** to confirm deletion.



Firefox

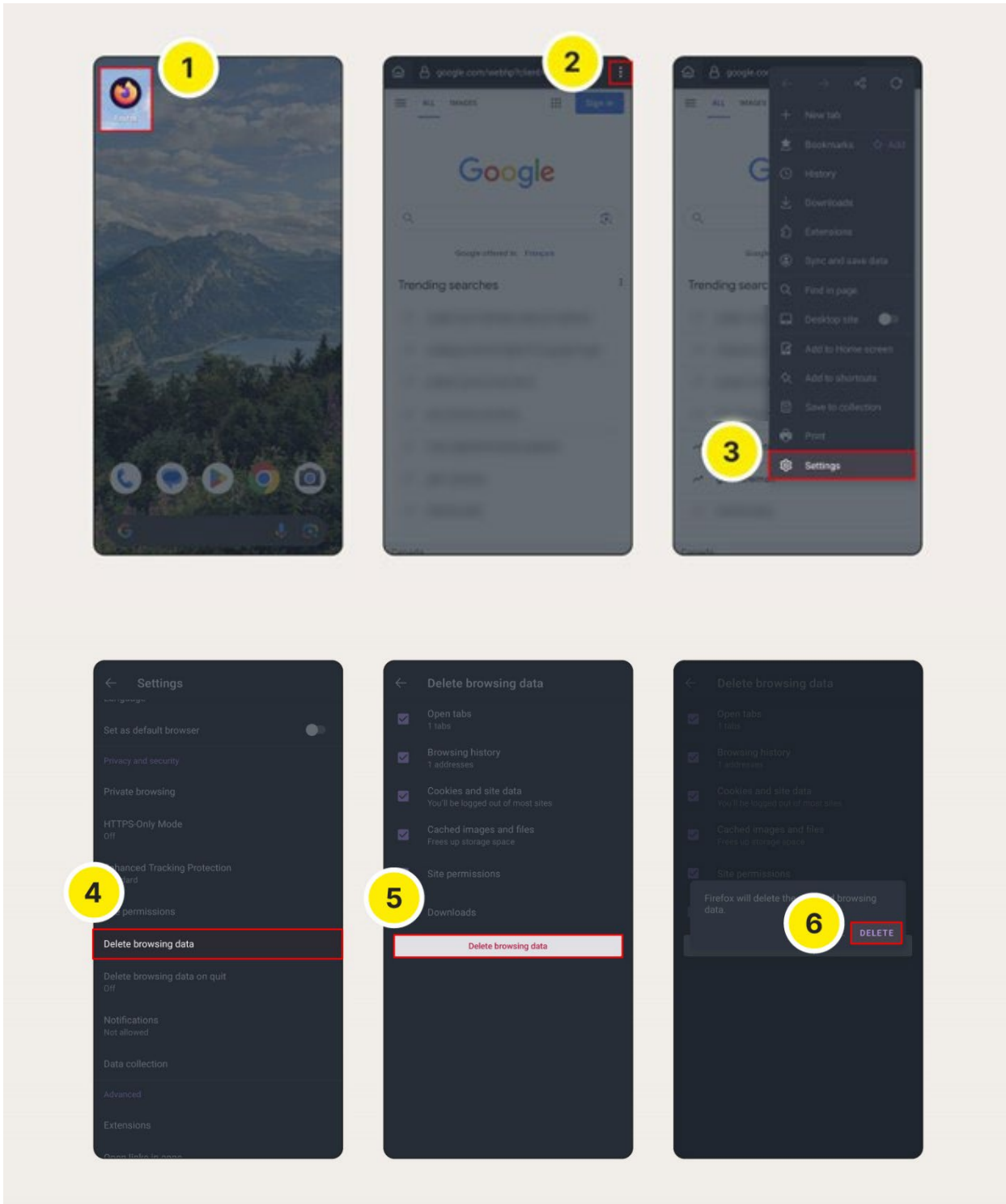
Windows and Mac:

1. Click the **settings** icon in the top-right corner of the homepage.
2. Click **Manage more settings**.
3. Select **Privacy & Security**.
4. Scroll down to **Cookies and Site Data** and then click **Clear Data**.
5. Choose whether to delete cookies and/or cache, then select **Clear**.
6. Click **Clear Now** to confirm cookie and site data deletion.



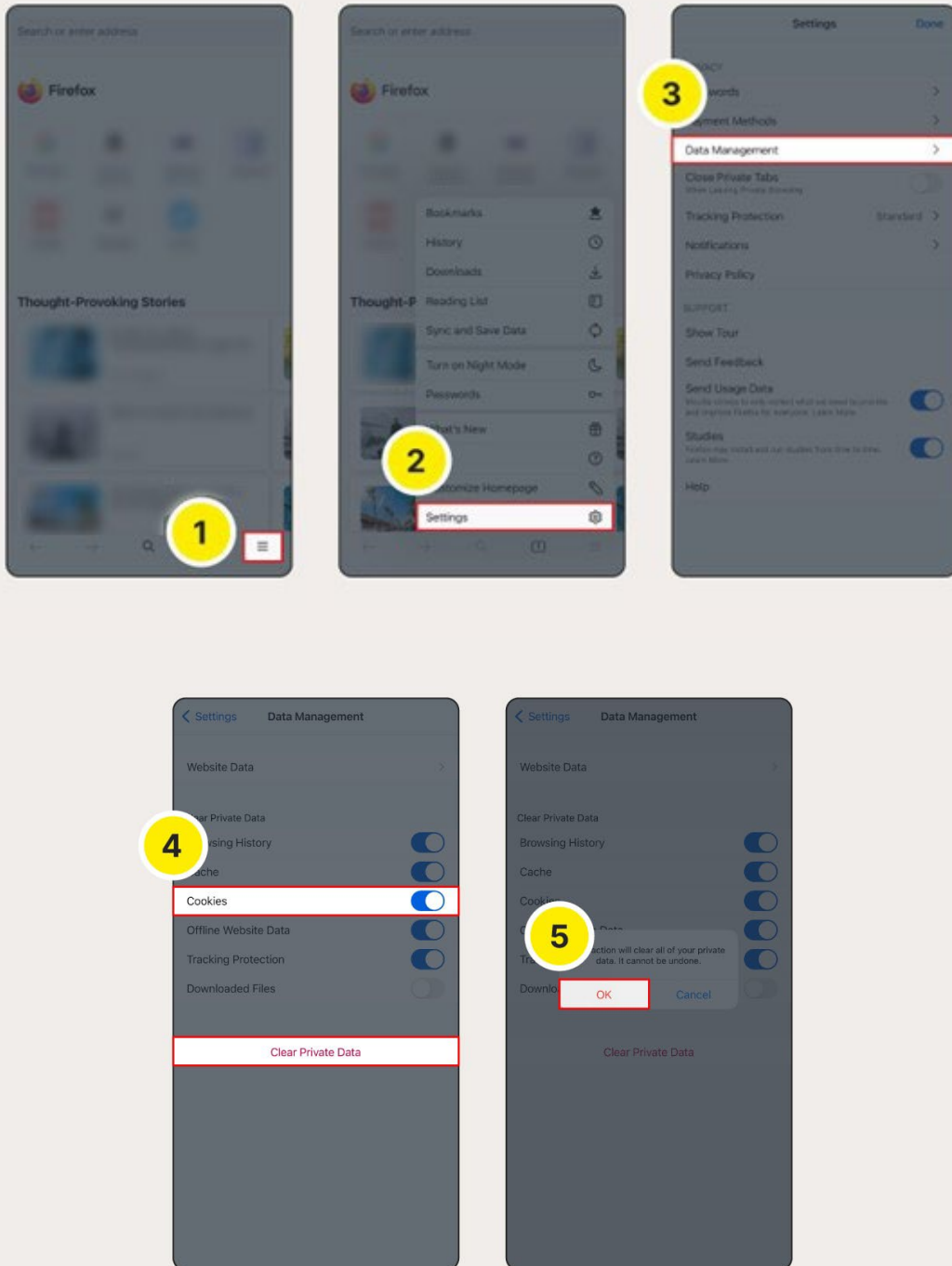
Android:

1. Launch **Firefox**
2. Tap the **three dots** (menu) at the top-right or bottom-right corner.
3. Go to **Settings**.
4. Scroll down and tap **Delete browsing data**.
5. Select **Cookies and site data** and **Cached images and files**, and any other data you want cleared, then tap **Delete browsing data**.
6. Select **Delete** in the pop-up window.



iOS device:

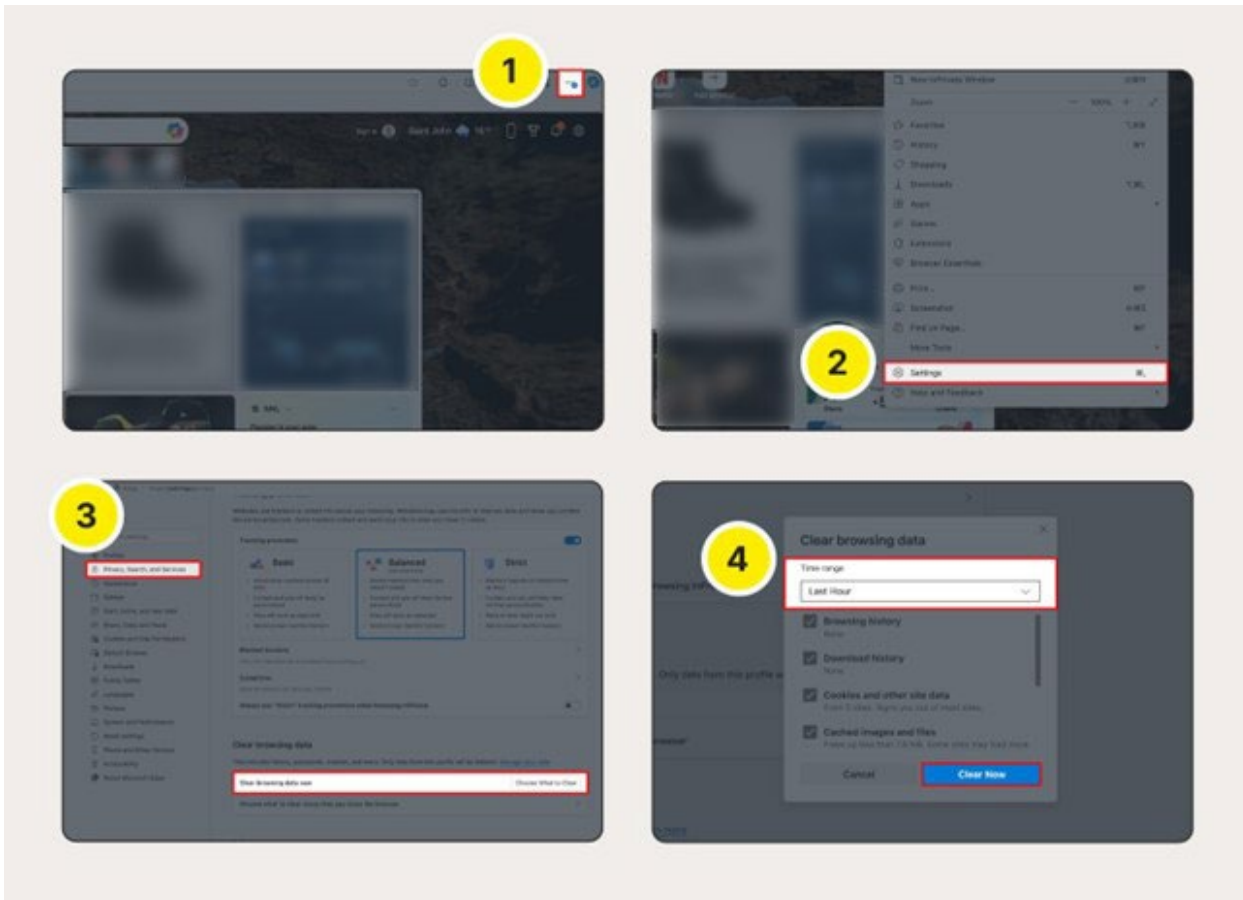
1. Tap the **three horizontal lines**.
2. Select **Settings** from the menu.
3. Scroll down to **Privacy** and select **Data Management**.
4. Toggle on **Cookies** and any other data you want deleted, then tap **Clear Private Data**.
5. Choose **OK** to confirm deletion.



Microsoft Edge

Windows and Mac:

1. Launch **Microsoft Edge** and click the **three dots** on the top right corner.
2. Select **Settings** from the menu.
3. Go to **Privacy, search, and services**, then next to **Clear browsing data now** select **Choose what to clear**.
4. Select a **time range** and click **Clear Now** to confirm.



Android and iOS:

1. Tap the **three lines** (Android) / **three dots** (iOS) at the bottom of the screen.
2. Tap **Settings** > **Privacy and security** > **Clear browsing data**.
3. Choose the time range and the data you want cleared, then tap **Delete data** (Android) / **Clear now** (iOS).

